LLS COVID-19 Patient Finanical Aid Program

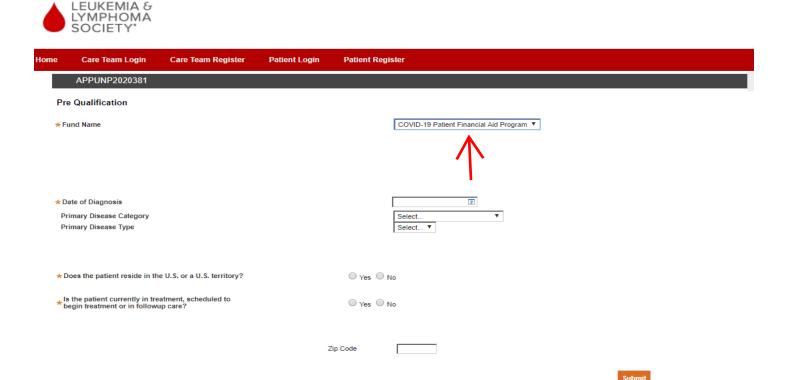
Care Team Portal Application

Step 1: Select Create Application for new patient. You can search for exisitng patients you created on the portal by using the seach field.

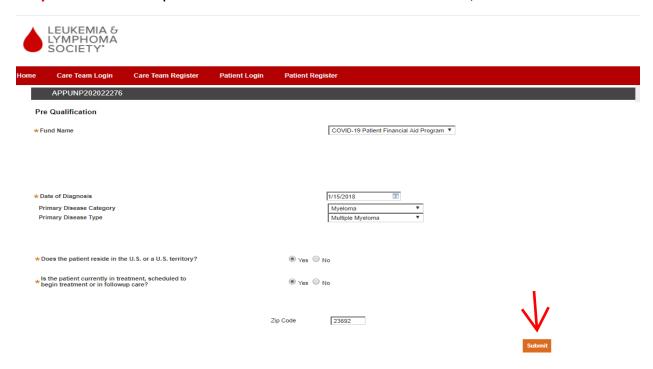


Step 2: Select the LLS COVID-19 Patient Financial Aid Program

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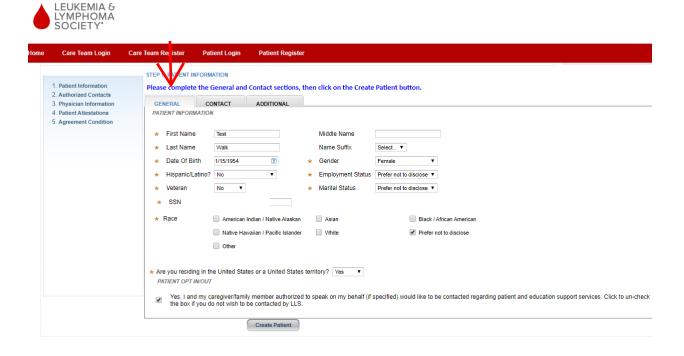


Step 3: Answer all questions on the Pre-Qualification screen, then select submit.

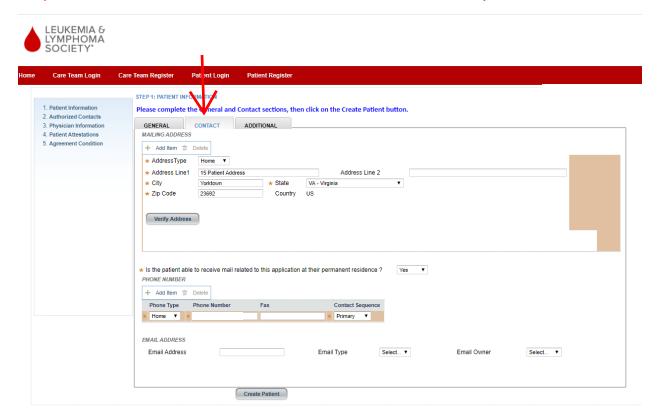


Step 4: Patient Information – Complete all required fields (indicated with an asterisk*)

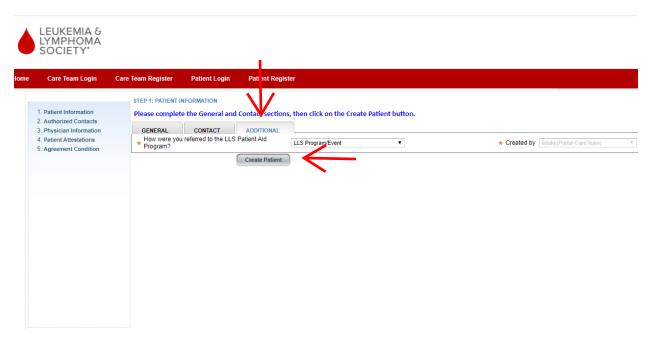
Please note: If you receive a red X next to the SSN field, this means the patient already exists in our system, please call to have the patient linked to your portal. You will then be able to apply for the patient on the portal.



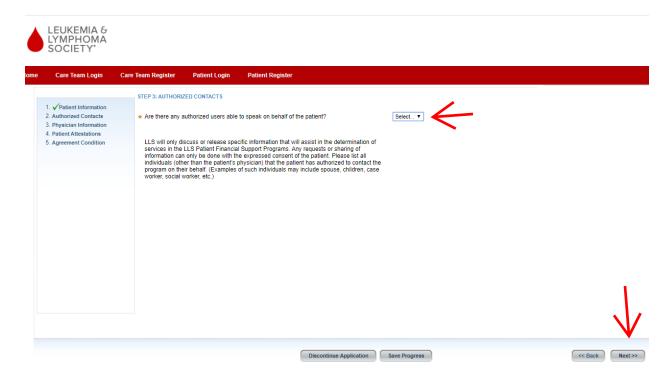
Step 5: Patient Information Cont. – Select Contact, then Verify information

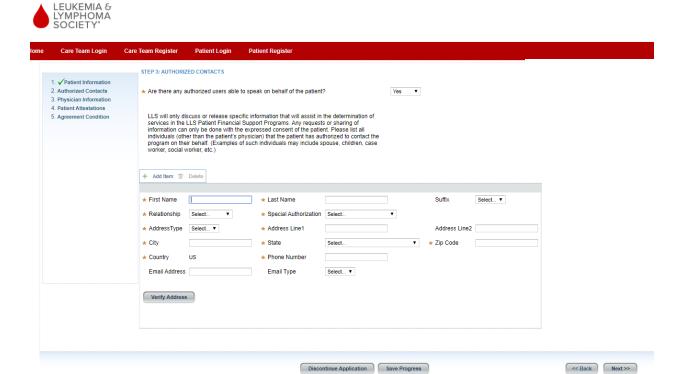


Step 6: Patient Information Cont. – Select Additional Tab, complete required question (How were you referred...), then select "create patient"



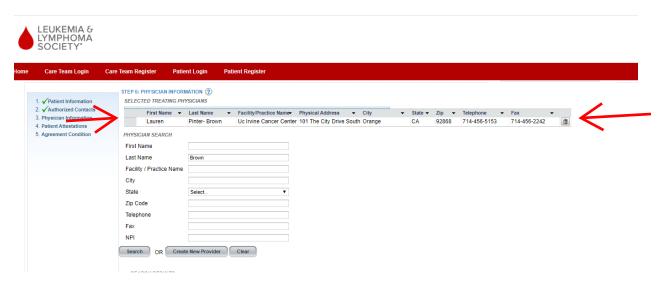
Step 7: Authorized Contacts – Select response, if Yes complete required fields indicated with an asterisk*, once complete select "Next"





Step 8: Physician Information – The Provider NPI number you used to register for the portal auto populates in this section.

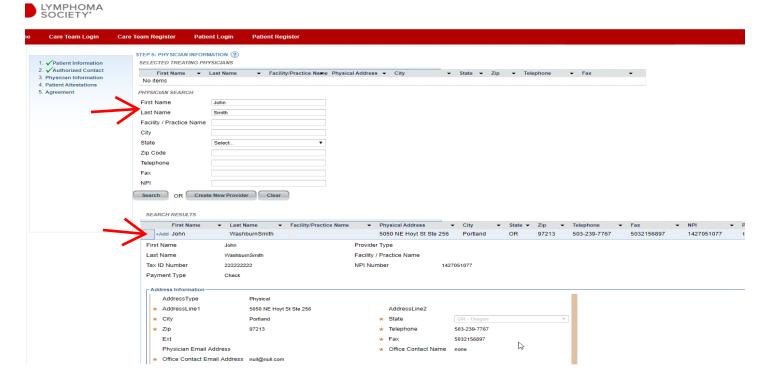
If the patient's treating physician or facility is DIFFERENT than the physician, facility, and/or different than those associated with the NPI number you used when you registered for this portal account, you will need to search for the patient's treating physician using the physician's first and last name. See step 9.



Step 9: Physician Information cont. - Type in First and Last name, then hit "Search" you will see results below if the provider currently exists in our system.

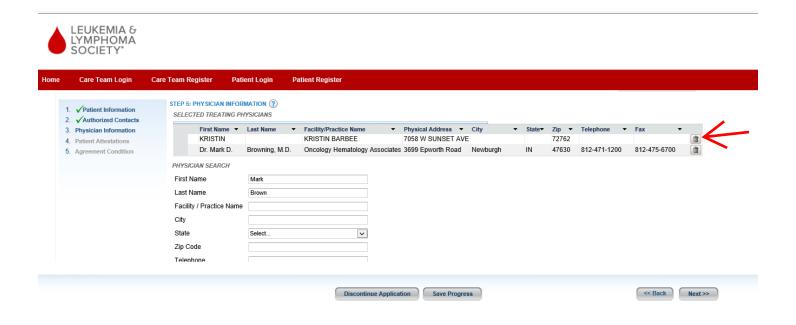
If you see your provider select "Add" next to the provider's first name.

If you do not see your provider in the list skip to Step 11.

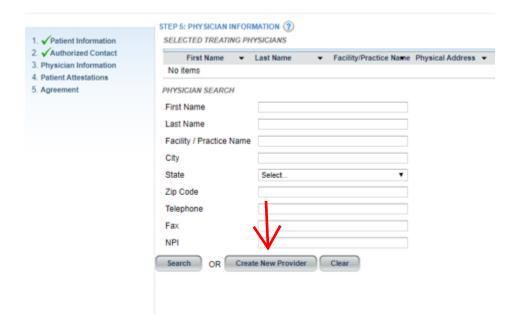


Step 10: Physician Information cont. - You will then see your provider at the top of your screen You will now see two providers, delete the incorrect one by clicking on the trash can icon.

Then select "Next"

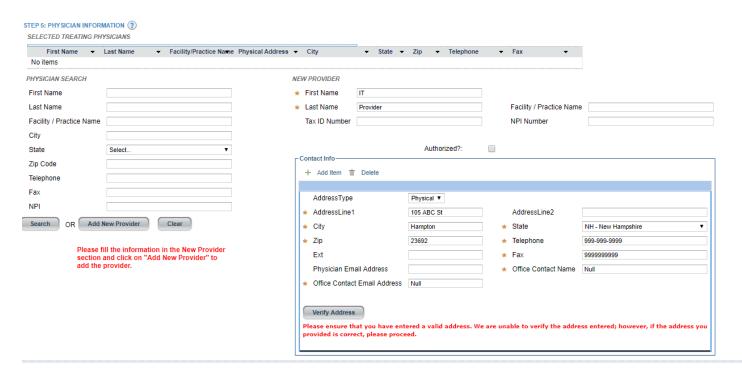


Step 11: Physician Information cont. – If you were unable to see the desired provider in the list, this means this provider does not exist in the system and needs to be created. Select "Create New Provider".



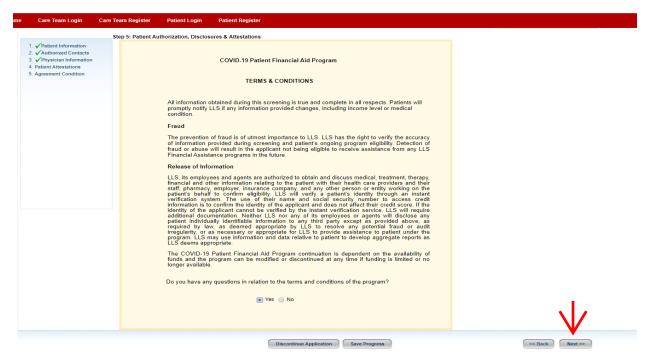
Step 11: Physician Information cont. – Now add your providers information below. The fields with the red asterisk* are required. Including NPI number and Tax ID. Once all required fields are filled select "Add New Provider".

Then select Next.



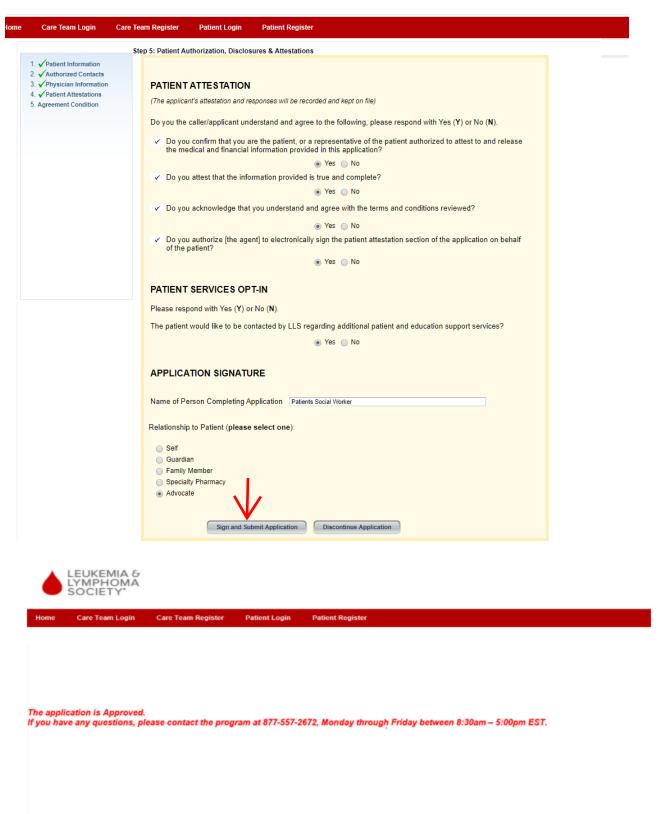
Step 13: Terms & Conditions – Review the terms and conditions and answer the question – you must select "No" to proceed.

If you have questions, contact us at 877-557-2672 option 5. Then select "Next".



Step 14: Patient Attestation – Review and answer the questions on the page and sign the application by typing your name.

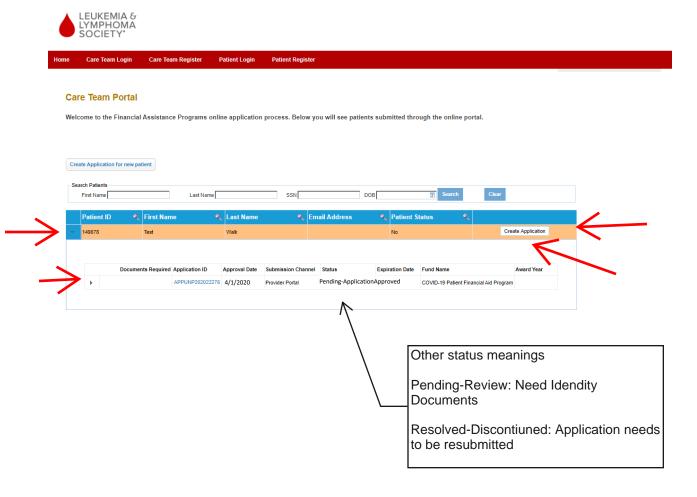
Then Select "Sign and Submit Application"



Step 15: Congratulations you have completed the application for the patient for the LLS COVID-19 Patient Financial Aid Program.

The status of the patients application on the portal will appear on your initial landing page on the portal, select the arrow to the left of the patients name to see the status of all their applications, this is the same for Travel, Patient Aid, and Urgent Need.

If you need to apply to another program on behalf of the patient, select create application.



If you need assistance or have additional questions regarding the program, we can be reached at 877-557-2672, option 5, Monday-Friday 8:30 am to 5:00 pm EST.