PROVIDER & PHARMACY GUIDE

DISEASE FUND WAIT LIST: HOW TO APPLY

PAN Foundation

PAN Foundation

Introduction

The Disease Fund Wait List is a list of patients waiting to apply for assistance from a closed co-pay, travel or premium disease fund at the PAN Foundation. Patients may add themselves to the wait list or be added by their healthcare provider, pharmacy or caregiver. The wait list enhances our ability to serve patients on a first-come, first-served basis by giving those on the wait list the first opportunities to apply for assistance when a fund opens.

When a fund opens for applications from the wait list, this step-by-step guide will show you how to apply on behalf of your patients on the provider or pharmacy portal.

Remember: you can always call us at 1-866-316-7263 to apply on behalf of your patient from the wait list. We are open from Monday through Friday, 9 a.m. to 7 p.m. ET.

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How to Apply from the Wait List Email

1. When PAN has available funding, you will receive an email that notifies you that the fund is open to patients who have been added to the wait list. This email will contain your patient's name and a unique URL that will direct you to your PAN portal.

   You will have two business days to apply online using the URL in the email or by calling us at 1-866-316-7263 to enroll your patient in the fund. After two business days, the link will expire. If you do not apply, your patient will be removed from the wait list.

   Dear Patricia Smith,

   According to our records, your patient, Carole Smith, is on a PAN Foundation Disease Fund Wait List. We are pleased to inform you that this disease fund is now accepting applications for those on the wait list.

   To apply for assistance, please click here, or call us at 1-866-316-7263 and share your wait list ID, BMJ400092 with the representative.

   You must use the above link to apply online, and the above code to apply over the phone.

   You have two business days to apply for assistance from the date of this email. Your unique link and code will expire at the end of the two-day application period.

   We will inform you within four business days if your application was approved or not. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria.

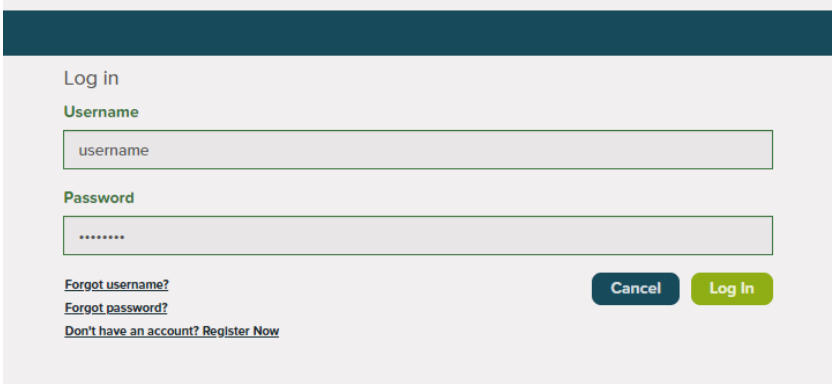
   If your patient is not eligible or you do not apply within the above specified time period, your patient will be removed from the wait list.

   If you have questions, please contact the PAN Foundation at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

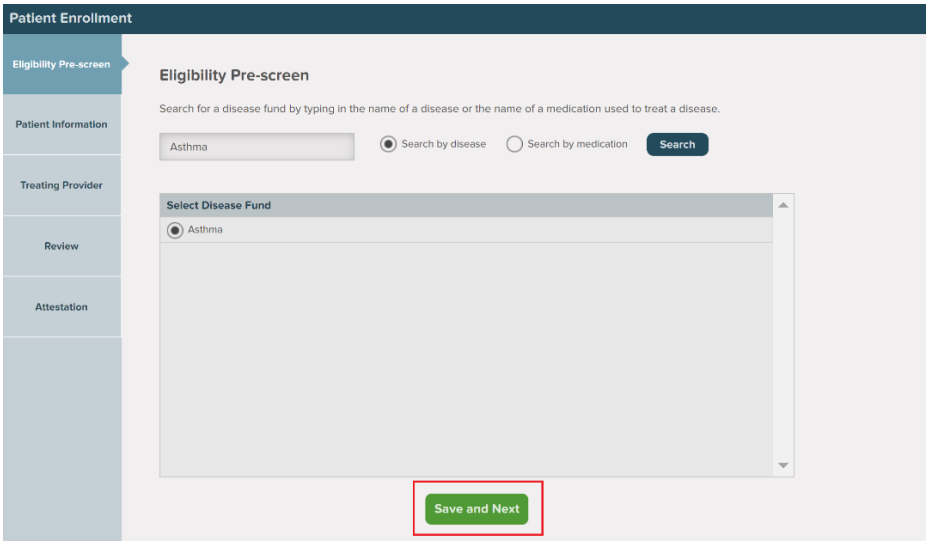
   Sincerely,

   The PAN Foundation

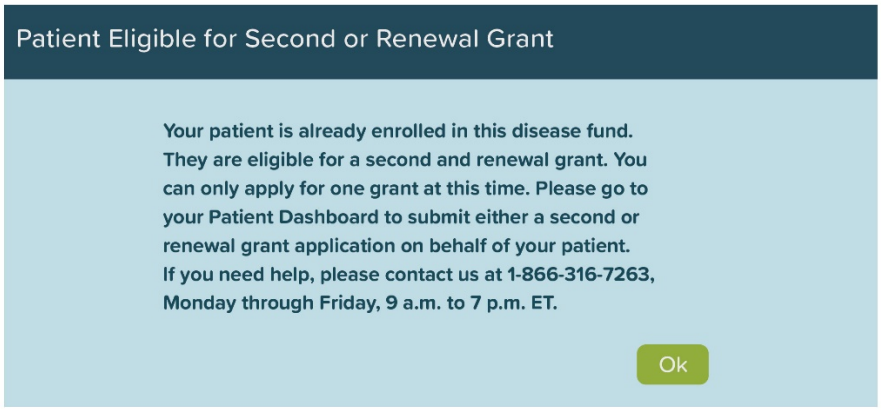
2. When you click on the URL, it will direct you to log in to your portal account.



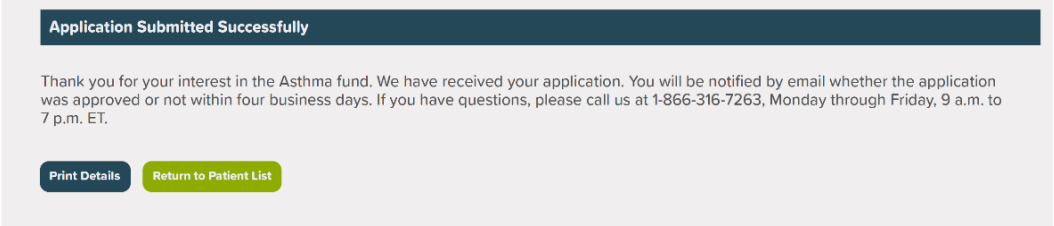
3. Enter your log in details and you will be redirected to the eligibility pre-screen for your patient. The specific disease fund for your patient will be automatically populated on the eligibility pre-screen. Then, you can complete the application on behalf of the patient through the usual process.



When applying from the disease fund wait list, if your patient is already enrolled in the disease fund and is eligible for a second or renewal grant, you will receive a message on the portal indicating their eligibility. To continue the application, navigate to the patient dashboard, select the patient you wish to enroll, and finish filling out the application for their second or renewal grant.



4. After you submit the application on behalf of your patient on the wait list, you will receive a confirmation message on the portal.



5. You will also receive a confirmation email that the application has been received. You will be notified by email or fax (based on the communications preference set in your portal account) within four business days whether the application was approved or not. If the application was approved for a grant, your patient can start using the grant right away. If they meet the fund's eligibility requirements but are not awarded a grant due to insufficient funding, they will remain on the wait list.

Dear Patricia Smith,

We have received your application for a PAN Foundation grant for Carole Andrews. You will be notified by email or fax based on your preferred portal communications preference within four business days whether their application was approved or not.

If your patient's application is approved, they can begin using their grant immediately. If there is not enough funding to award them a grant, they will remain on the wait list for this disease fund, and you will be notified by email when the fund opens again to those on the wait list.

Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria. Your patient's place on the wait list does not guarantee assistance. Be sure to check your email regularly so you don't miss your opportunity to apply.

If you have questions, please contact the PAN Foundation at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Sincerely,

The PAN Foundation

Note: The information in this message may not be shared with anyone aside from the patient and their representing healthcare provider, pharmacist or caregiver who is acting only on behalf of the patient.

How to Apply Using the Wait List ID

1. You will receive an email that notifies you that the fund is open to patients who have been added to the wait list. This email will contain your patient's name and a unique URL that will direct you to your PAN portal.

Dear Patricia Smith,

According to our records, your patient, Carole Smith, is on a PAN Foundation Disease Fund Wait List. We are pleased to inform you that this disease fund is now accepting applications for those on the wait list.

To apply for assistance, please click here, or call us at 1-866-316-7263 and share your wait list ID, BMJ400092 with the representative.

You must use the above link to apply online, and the above code to apply over the phone.

You have two business days to apply for assistance from the date of this email. Your unique link and code will expire at the end of the two-day application period.

We will inform you within four business days if your application was approved or not. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria.

If your patient is not eligible or you do not apply within the above specified time period, your patient will be removed from the wait list.

If you have questions, please contact the PAN Foundation at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

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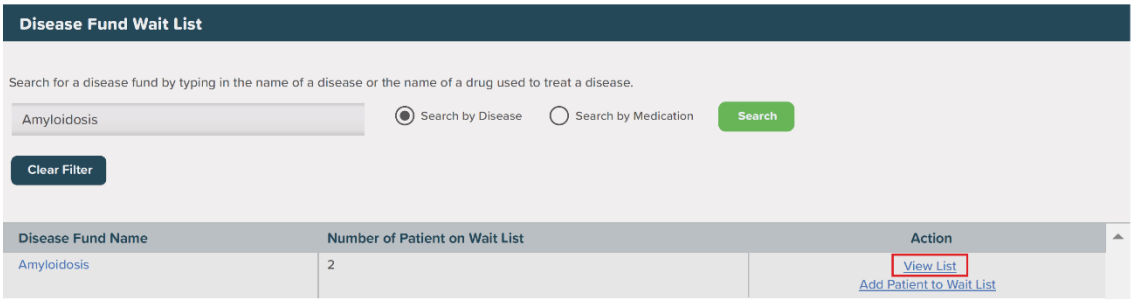
You will have two business days to apply online using the URL in the email or by calling us at 1-866-316-7263 to enroll your patient in the fund. After two business days, the link will expire. If you do not apply, your patient will be removed from the wait list.

2. If you lose the email or if you have multiple patients that you are applying for, you can also locate their wait list IDs in your portal account. Log in to the portal and navigate to the “Disease Fund Wait List” tab (see below in red).

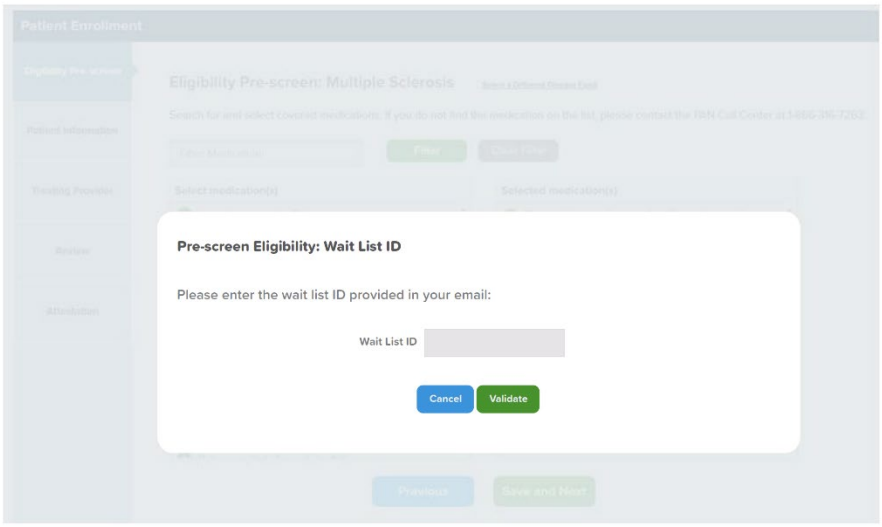
3. Click on the tab and then search for the disease fund. The “Number of Patients on the Wait List” column will appear next to the name of the disease fund. That number indicates the number of patients that your practice has signed up for wait list. Click on “View List” to see the full list of patients associated with your practice that have been signed up for that fund’s wait list (see red box below).



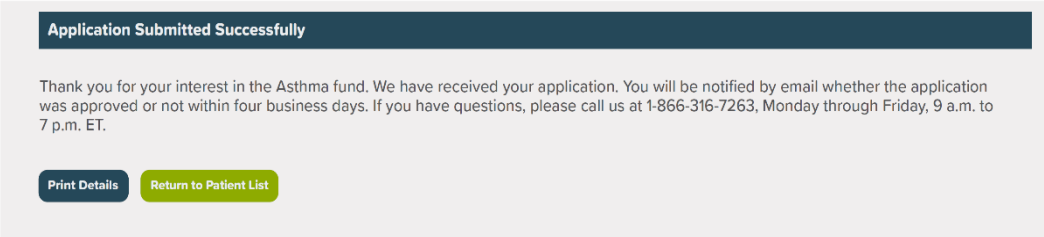
When you click on “View List” you will find the list of patients associated with your practice that have been signed up for a disease fund wait list. You will also be able to access their wait list ID numbers, which you will need for the application process.

4. If you would like to submit an application for a patient in a fund that is only accepting wait list applications, you can apply through the regular process in the portals by clicking on “Enroll New Patient” within the portal.

5. You will continue the standard application process. However, during the pre-screen eligibility you will prompted to put in the patient’s wait list ID. This step verifies that your patient is on the wait list. Then, you can proceed with the application on behalf of your patient.



6. After you submit the application on behalf of your patient on the wait list, you will receive a confirmation message on the portal.



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