



HOW TO:

RENEW A GRANT OR APPLY FOR A SECOND GRANT



This portal guide takes you through steps to [renew a grant](#) and [apply for a second grant](#).

What is a renewal grant?

If the grant period has ended or is about to end and a patient needs more funding, you can apply for a renewal grant.* If a renewal grant is approved, a new 12-month eligibility period begins.

You can apply up to 30 days before the current grant period ends, even if there is a grant balance remaining. You can also apply after the first grant period has ended.

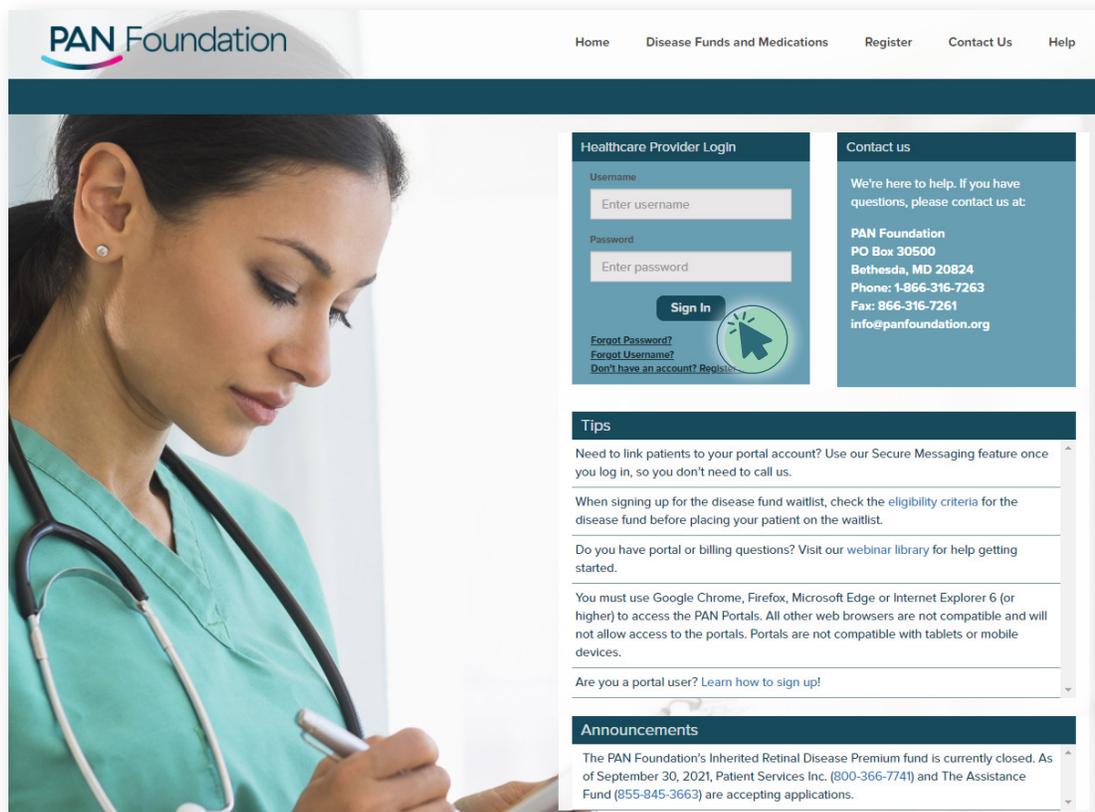
Note: This is different than a second grant, which can only be awarded if the full value of the original grant has been used and there is time remaining in a patient's eligibility period.* A second grant must be used within the original grant period.

* You can only apply for a renewal or second grant if a disease fund is open and funding is available.

How to renew a grant

1

Log in to your [provider](#) or [pharmacy](#) portal account.



The screenshot displays the PAN Foundation website interface. At the top, the PAN Foundation logo is on the left, and navigation links for Home, Disease Funds and Medications, Register, Contact Us, and Help are on the right. The main content area features a large image of a healthcare professional on the left. On the right, there is a 'Healthcare Provider Login' section with fields for Username and Password, a Sign In button, and links for 'Forgot Password?', 'Forgot Username?', and 'Don't have an account? Register'. Below this is a 'Contact us' section with the text 'We're here to help. If you have questions, please contact us at:' followed by contact details: PAN Foundation, PO Box 30500, Bethesda, MD 20824, Phone: 1-866-316-7263, Fax: 866-316-7261, and info@panfoundation.org. A 'Tips' section follows, providing instructions on linking patients, eligibility criteria, and browser requirements. At the bottom, an 'Announcements' section states that the Inherited Retinal Disease Premium fund is closed as of September 30, 2021, and that other funds are accepting applications.

2

You can search for a patient by name using the **“Search by Patient”** field. You can also search for a patient by Member ID, Provider, or Disease Fund. Check the **“Show Expired”** box, then click the blue **“Search”** button.

The screenshot shows the PAN Foundation Patient Dashboard for Patricia Doctor. At the top, there are navigation links for Patients, Claims, Disease Funds and Medications, Disease Fund Wait List, and an Enroll New Patient button. A search bar contains the name 'Gary Snyder'. Below the search bar, there are filters for 'Active' (50), 'Renewal Needed' (20), and a checked 'Show Expired' box. A table lists the following grants:

Patient Name	Disease Fund	Provider	Medication	Eligibility Start	Eligibility End	Balance	Status	Actions
Gary Snyder DOB: 06/02/2013 Member ID: 1236320446	Ankylosing Spondylitis	Winnie Garcia	Azulfidine (sulfasalazine)	05/08/2020	08/05/2021	\$3,800.00	Active	Renew now
	Hemophilia Premium	Rodger Reed	Afstyla (antihemophilic factor viii recomb, single-chn, b-dom truncated)	05/06/2020	08/03/2021	\$4,500.00	Active	
	Alzheimer's Disease	Paul Trees	Galantamine Hydrobromide (galantamine hbr)	05/06/2020	08/03/2021	\$2,500.00	Active	Renew now
	Immune Thrombocytopenic Purpura	Rodger Reed	Carimune Nf Nanofiltered (immune globulin,gamm(igg)/sucrose/iga greater than 50 mcg/ml)	05/06/2020	08/03/2021	\$4,400.00	Active	Renew now

3

You will find your patient’s information, including their disease fund(s), provider(s), medication(s), eligibility start and end dates, balance(s) left per grant, and actions (e.g., “Renew now”). In the **“Actions”** column, click the blue **“Renew now”** button for the disease fund grant you want to renew.

This screenshot is identical to the one above, but with a mouse cursor clicking on the 'Renew now' button in the 'Actions' column for the first grant (Ankylosing Spondylitis).

4

This will bring you to the **“Review”** page of the patient enrollment pre-screen questionnaire.

5

Review each section of the pre-screen questionnaire, then check the box to the left of the statement: **“I have reviewed this information and it is still accurate.”**

6

To make edits, click **“Edit,”** which is located to the right of the section header (e.g., “Patient insurance”). When your edits are complete, click the green **“Save and Next”** button below the form.

This screenshot shows a patient information form. At the top, there are input fields for City (Alexandria), State (VA), ZIP (22306), Phone (5465465488), and Email (doctorfriendly@gmail.com). Below these is a 'Preferred Method of Communication' dropdown set to 'Email'. An 'Authorized Contact' section follows with fields for F. Name, L. Name, Relation, Phone, and Email. A checkbox is checked with the text 'I have reviewed this information and it is still accurate'. The 'Patient insurance' section is highlighted, and an 'Edit' button with a pencil icon is visible to its right. A mouse cursor icon is pointing at the 'Edit' button.

This screenshot shows the PAN Foundation Patient Enrollment page. The top navigation bar includes 'Notifications 70', 'Messaging', 'Help', and 'D. PAN'. Below this are links for 'Patients', 'Claims', 'Disease Funds and Medications', 'Disease Fund Wait List', and an 'Enroll New Patient' button. The left sidebar shows a navigation menu with 'Patient Insurance' selected. The main content area is titled 'Patient Insurance' and contains a 'Primary Insurance' section. A note says 'Please select 'Other' if you are unable to find the insurance name'. The form includes fields for *Insurance Name (Gold Coast), *Payer Type (Medicare (Original Fee-for-Service, Parts A, B, or D)), *Cardholder ID (54654), and Group Number. There is also a Phone field with a placeholder '() - -'. At the bottom, there are three buttons: '+ Add New Insurance', 'Previous', and 'Save and Next'. A mouse cursor icon is pointing at the 'Save and Next' button.

7

After each section of the pre-screen questionnaire is complete—and the box to the left of the statement, **“I have reviewed this information and it is still accurate,”** is checked—click the green **“Save and Next”** button at the bottom of the page.

Patient insurance Edit

Primary Insurance

Insurance Name Gold Coast Cardholder ID 54654

Payer Type Medicare (Original Fee-for-Service, Parts A, B, or D)

Group Number Phone

I have reviewed this information and it is still accurate

Treating Provider Edit

F. Name Winnie L. Name Garcia NPI 5678797999

Phone Email doctorfriendly@gmail.com

I have reviewed this information and it is still accurate

[Previous](#) [Save and Next](#)

8

Review the attestations and check the box to the left of the statement: **“I agree with all attestations presented above.”** Then click the green **“Submit”** button. You can also return to the previous page by clicking the blue **“Previous”** button.

Attestation

Application Submission

I have authorization from the applicant or authorized caregiver and my employer to submit this application on behalf of the patient.

I will accurately convey to the Foundation the eligibility information I receive for this application. I understand that false or incomplete information could harm the Foundation and constitute fraud for which the provider or pharmacy may be liable.

I agree that this application is subject to audit and that my employer will make all of its records pertaining to the application available upon request.

Authorization to Release Medical Information

I have informed the applicant or authorized caregiver that while the Foundation will make every effort to keep the applicant's information private, there are circumstances under which the Foundation may be required to disclose applicant information to others.

I have informed the applicant or authorized caregiver that the Foundation may: i. seek additional information about the applicant from others; ii. modify its eligibility criteria at any time; iii. modify or terminate assistance at any time; or, iv. deny payment for claims.

Declaration

I have informed the applicant or authorized caregiver of these attestations and the applicant or authorized caregiver agrees with them.

As a person acting on behalf of the applicant for patient financial assistance, you must also indicate that you agree with these attestations.

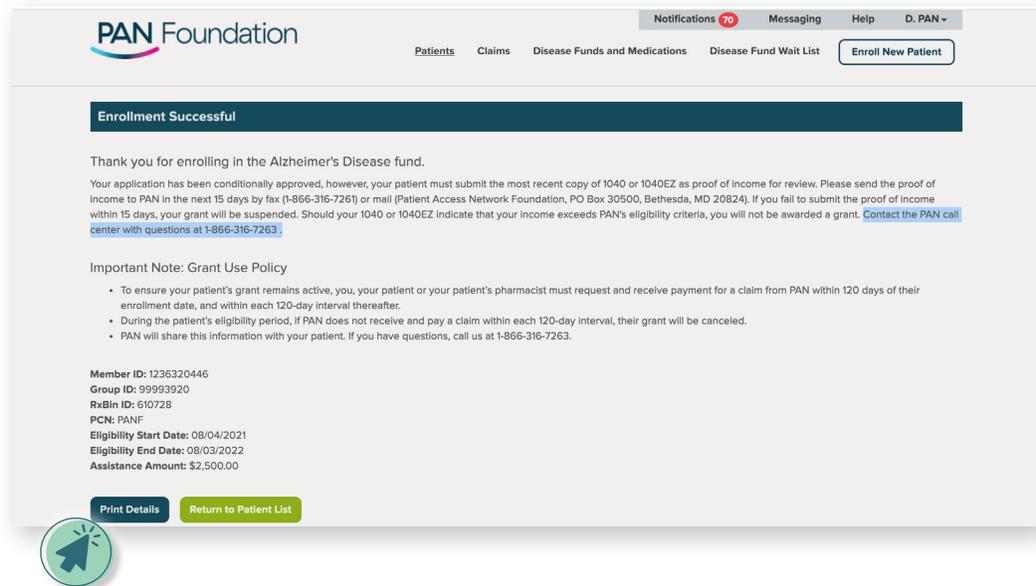
I agree with all attestations presented above.

[Previous](#) [Submit](#)

9

After a successful renewal, an enrollment confirmation page will appear. Read the instructions carefully, as certain information such as proof of income verification may be required before the grant can be finalized.

Note: This page contains essential information to file a claim, such as the Member ID, Group, RxBIN, PCN, and Assistance Amount. Click the blue **“Print Details”** button to save a copy for your records. A copy of this information is also available in your portal account.



TIPS

- Renewing a grant from a Disease Fund Wait list confirmation email? Be sure to **“copy”** the wait list ID number before you click the renewal link so it's easy to **“paste”** in the portal. When you click the link in the email, you'll be redirected to PAN's provider portal, where you will need the wait list ID number.
- If the disease fund is closed, we recommend joining the wait list so you can be notified when funding is available. If you can't complete the application and have questions, contact our call center at **1-866-316-7263**.

What is a second grant?

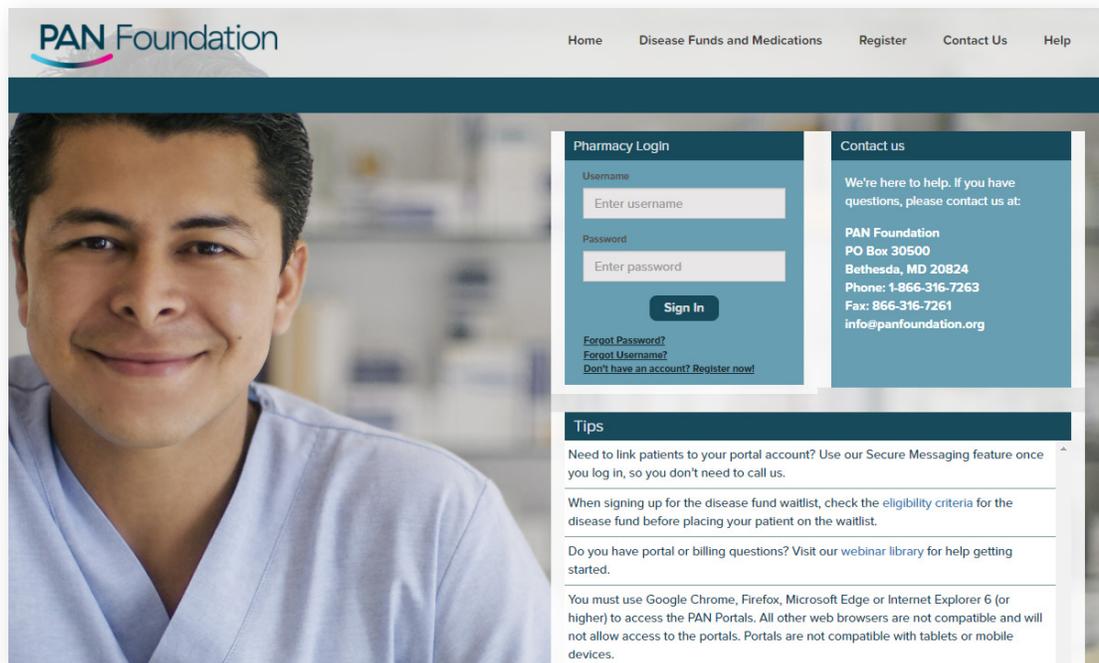
If the full value of the original grant has been used and there is still time remaining in a patient's eligibility period, you can apply for a second grant. If approved, a patient will be able to use second grant funding during the remainder of their eligibility period. To qualify, the current grant balance must be \$0 and the disease fund must be open.

This is different from a renewal grant, which awards another grant for an additional year.

How to apply for a second grant

1

Log in to your [provider](#) or [pharmacy](#) portal account.



The screenshot displays the PAN Foundation website interface. At the top, the PAN Foundation logo is on the left, and navigation links for Home, Disease Funds and Medications, Register, Contact Us, and Help are on the right. Below the navigation bar is a large image of a smiling man in a white lab coat. To the right of the image is a 'Pharmacy Login' form with fields for Username and Password, a Sign In button, and links for 'Forgot Password?', 'Forgot Username?', and 'Don't have an account? Register now!'. To the right of the login form is a 'Contact us' section with the text 'We're here to help. If you have questions, please contact us at:' followed by the PAN Foundation contact details: PO Box 30500, Bethesda, MD 20824, Phone: 1-866-316-7263, Fax: 866-316-7261, and info@panfoundation.org. Below these sections is a 'Tips' section with three paragraphs of advice: 'Need to link patients to your portal account? Use our Secure Messaging feature once you log in, so you don't need to call us.', 'When signing up for the disease fund waitlist, check the eligibility criteria for the disease fund before placing your patient on the waitlist.', and 'Do you have portal or billing questions? Visit our webinar library for help getting started.' The final paragraph states: 'You must use Google Chrome, Firefox, Microsoft Edge or Internet Explorer 6 (or higher) to access the PAN Portals. All other web browsers are not compatible and will not allow access to the portals. Portals are not compatible with tablets or mobile devices.'

2

You can search for a patient by name using the **“Search by Patient”** field in the Patient Dashboard. You can also search for a patient by Member ID, Provider, or Disease Fund. Check the **“Show Expired”** box, then click the blue **“Search”** button.

The screenshot shows the PAN Foundation Patient Dashboard for Dr. Patricia Doctor. At the top, there are navigation links for Patients, Claims, Disease Funds and Medications, and Disease Fund Wait List, along with an 'Enroll New Patient' button. Below the navigation is a search bar with 'Archibald Gensler' entered. There are also dropdown menus for 'Search by Member ID', 'Select by Provider', and 'Search by Disease Fund'. A 'Search' button is to the right of the search bar. Below the search bar, there are two summary boxes: 'Active 8' and 'Renewal Needed 19'. There is a 'Show Expired' checkbox and an 'Export' button. The main part of the dashboard is a table with the following columns: Patient Name, Disease Fund, Provider, Medication, Eligibility Start, Eligibility End, Balance, and Actions. The table contains several rows of patient data, including Gary Snyder, Archibald Grover Gensler, Kris Salot, and Karl Barns. A green callout bubble with a mouse cursor points to the 'Apply for a 2nd Grant' button in the Actions column for Archibald Grover Gensler.

Patient Name	Disease Fund	Provider	Medication	Eligibility Start	Eligibility End	Balance	Actions
Gary Snyder DOB: 06/02/2013 Member ID: 1236320446	Alzheimer's Disease	Winnie Garcia	Galantamine Hbr (galantamine hbr)	08/04/2021	08/03/2022	\$2,500.00	
Archibald Grover Gensler DOB: 07/20/1937 Member ID: 1236344434	Alzheimer's Disease	Christopher Ross	Galantamine Hbr (galantamine hbr) Namenda (memantine hcl)	04/16/2021	07/14/2022	\$0.00	Apply for a 2nd Grant
Kris Salot DOB: 06/20/1993 Member ID: 1236340881	Chronic Iron or Lead Overload	Grace Joyce	Desferal (deferoxamine mesylate)	08/01/2020	10/29/2021	\$50.00	
	Immune Thrombocytopenic Purpura	Owen Monk	Cellcept (mycophenolate mofetil hcl)	08/01/2020	10/29/2021	\$4,400.00	
	Ankylosing Spondylitis	Paul Trees	Arthrotec 75 (diclofenac sodium/misoprostol)	07/28/2020	10/25/2021	\$3,800.00	
Karl Barns DOB: 06/20/1993 Member ID: 1236340893	Short Bowel Syndrome Premium	Winnie Garcia	Zorbtive (somatropin)	07/28/2020	10/25/2021	\$200.00	

3

You will see your patient’s information, including their disease fund(s), provider(s), medication(s), eligibility start and end dates, balance(s) left per grant, and actions (e.g., “Apply for a Second Grant”). Click the green **“Apply for a 2nd Grant”** button underneath the “Actions” column.

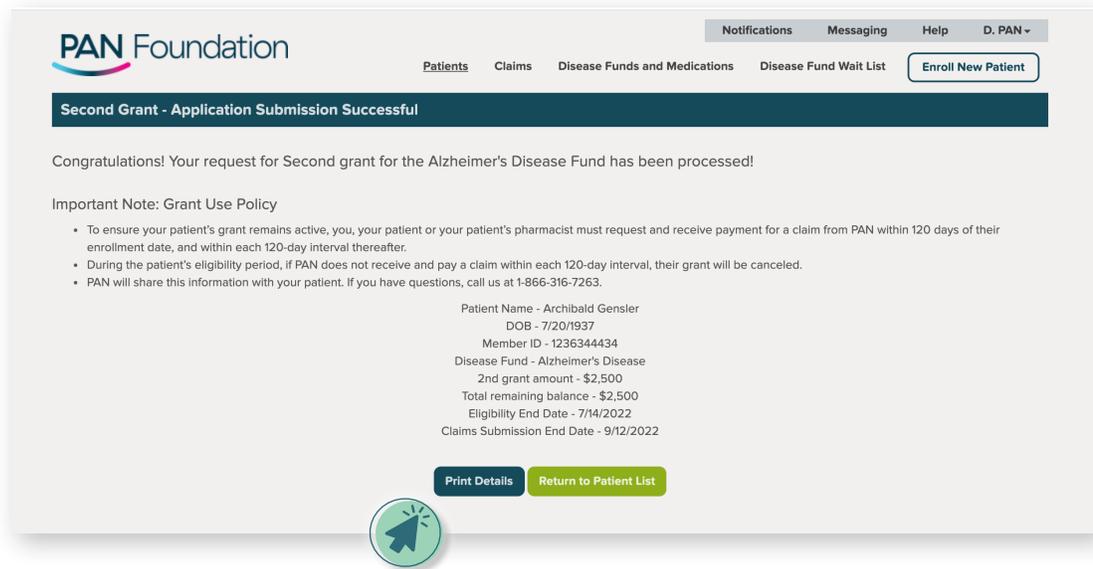
TIP: Please check that the grant balance is \$0, ensure there is time left in the eligibility period, and that the disease fund is open before applying for a second grant.

This screenshot is similar to the previous one but highlights the 'Apply for a 2nd Grant' button for Archibald Grover Gensler. A green callout bubble with a mouse cursor points to this button. The table shows the same data as the previous screenshot, but the 'Apply for a 2nd Grant' button is more prominent. At the bottom of the page, there are navigation links: 'First', 'Previous', '1', 'Next', and 'Last'.

4

Your request for a second grant will process automatically and confirm enrollment after a successful application.

Note: This page contains essential information, such as the Member ID and Assistance Amount. Click the blue **“Print Details”** button to save a copy for your records. A copy of this information is also available in your portal account.



TIP: If the disease fund is closed, we recommend joining the wait list so you can be notified when funding is available. If you can't complete the application and have questions, contact our call center at **1-866-316-7263**.

For more information about how to manage your account or use the PAN portal refer to our [webinar library](#), our other [how-to guides](#), or review the [pharmacy](#) or [provider](#) FAQs.



PAN Foundation

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