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.
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.

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

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.”
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.
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.

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.
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.

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**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.
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.

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.
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.