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 disease fund is closed, signing a patient up for the wait list is easy. You can:

1. Add your patients via the portal in three different ways, or
2. Call us at 1-866-316-7263 Monday through Friday, 9 a.m. to 7 p.m. ET.

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Contact
If you have any questions about signing your patients up for a disease fund wait list on PAN’s
provider and pharmacy portals, please reach out to Ayesha Azam, Vice President of Medical
Affairs, at aazam@panfoundation.org.
Option 1: Signing Up Through the Disease Funds and Medications Tab

1. To begin, log in to the [provider portal](#) or [pharmacy portal](#).

2. To quickly find the status of a disease fund, you can search by disease or medication in the “Disease Funds and Medications” tab.
3. Click on the “Disease Funds and Medications” tab, and search by the disease or medication. For example, if your patient needs help for amyloidosis and our fund is closed, you can add your patient to the wait list by clicking the “Add Patient to Wait List” link (see below in red).

4. Click on the “Add Patient to Wait List” link. There, you can choose to add either an existing or a new patient. To locate an existing patient in your portal account, use the below search query. You can search for the patient within the system.
5. Once you’ve selected a patient, you will receive a confirmation message on the portal that you have successfully added a patient to the wait list. You will also receive a confirmation email.

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk folder and move it to your inbox so you do not miss the notification when the fund opens!

**Portal confirmation message:**

![Portal confirmation message image]

**Email confirmation message:**

Dear Patricia Smith,

Your patient, Carole Andrews, has been successfully added to the Patient Access Network (PAN) Foundation’s Disease Fund Wait List.

You will receive an email at this address when assistance is available. At that time, if your patient still needs assistance, you will have 2 business days to submit an application. Be sure to check your email account regularly so you don’t miss your opportunity to apply.

Please note: Your patient’s place on the wait list does not guarantee assistance. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund’s criteria.

If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

The PAN Foundation

Don’t have a portal account? Sign up for the Provider Portal today to manage your patients on the wait list!

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.
6. If that is the only patient you need to add to the wait list, then you have completed the process.

If you would like to add a new patient, you will complete steps 1-4 and then select “New Patient” instead of “Existing Patient” to add a new patient to the wait list.

After submitting their information, you will receive a portal confirmation message and an email confirmation that you have successfully added a patient to the wait list. Please refer back to step 5 for those confirmation messages.

You can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).
Option 2: Signing Up Through the Disease Fund Wait List Tab

1. To begin, log in to the [provider portal] or [pharmacy portal].

2. If you already know that a disease fund is closed and you would like to quickly sign a patient up for the wait list, you can do so using the “Disease Fund Wait List” tab.
3. Here, you can search by disease or medication just like in the “Disease Funds and Medications” tab. For example, if your patient needs a grant for amyloidosis treatment and our fund is closed, search for amyloidosis to add a new patient to the wait list. This is also a quick reference point for how many patients associated with your practice have been signed up for the wait list.

![Disease Fund Wait List](image)

4. If you click “View List” under the “Action” tab, you can see which other patients you or another provider or pharmacist at your practice have signed up for the amyloidosis wait list. In this example, two previous patients in our theoretical practice have been added to the wait list for amyloidosis. This could be a helpful reference point for you and your team if you ever need to check if your patient is the wait list.

![Disease Fund Wait List for Amyloidosis Fund](image)
5. If you decide you would like to add a patient to the wait list, go back to the search query and click on ”Add Patient to Wait List” (see red box below).

![Disease Fund Wait List](image)

6. You can choose to add either an existing or a new patient. To locate an existing patient in your portal account, use the below search query.

![Disease Fund Wait List](image)
7. Once submitted, you will receive a confirmation message on the portal that you have successfully added the patient to the wait list. You will also receive a confirmation email.

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk and move it to your inbox so you do not miss the notification when the fund opens!

**Portal confirmation message:**

![](image1.png)

**Email confirmation message:**

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You will receive an email at this address when assistance is available. At that time, if your patient still needs assistance, you will have 2 business days to submit an application. Be sure to check your email account regularly so you don’t miss your opportunity to apply.

Please note: Your patient’s place on the wait list does not guarantee assistance. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund’s criteria.

If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

The PAN Foundation

Don’t have a portal account? Sign up for the [Provider Portal](https://example.com) today to manage your patients on the wait list!

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.
8. If that is the only patient you would like to add to a wait list, then you have completed the process. If you would like to add a new patient, you will complete steps 1-6 and then select “New Patient” instead of “Existing Patient” to add a new patient to the wait list.

It is important to note that you can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).

After submitting their information, you will receive a portal confirmation message and an email confirmation that you have successfully added a patient to the wait list. Please refer back to step 7 for those confirmation messages.
Option 3: Signing Up Through the “Enroll New Patient” Tab

1. To begin, log in to the provider portal or pharmacy portal.

2. The third way to sign a patient up for a wait list is through the “Enroll New Patient” tab. This tab takes you to an eligibility pre-screen to make sure the patient is eligible for the fund. To begin, you can search by disease or medication name to find a disease fund.
3. Find the disease fund for your patient, then select “Save and Next”.

4. Select the medications your patient is prescribed, then select “Save and Next.”
5. If the disease fund is closed, you will have an option to sign your patient up for the wait list.

6. To sign up for the wait list, make sure to select “Yes” for the question, “Would you like to receive notifications when the fund re-opens?” under “Disease Fund Wait List.”
7. If you decide to add your patient to the wait list, you will be prompted to enter information about your patient.

It is important to note that you can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).
8. Once submitted, you will receive a confirmation message on the portal that you have successfully added a patient to the wait list. You will also receive a confirmation email that you have added a patient to the wait list. You have completed the process!

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk and move it to your inbox so you do not miss the notification when the fund opens!

**Portal confirmation message:**

**Email confirmation message:**

Dear Patricia Smith,

Your patient, Carole Andrews, has been successfully added to the Patient Access Network (PAN) Foundation’s Disease Fund Wait List.

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If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

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*Don’t have a portal account? Sign up for the [Provider Portal](#) today to manage your patients on the wait list!*

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