Healthcare professionals: How to enroll a new patient in a disease fund using the PAN portal

This guide walks healthcare professionals through how to enroll a new patient in a disease fund using the PAN portal.

1. **Log in to your PAN Foundation portal account.**

   First, you'll go to the PAN portal at panapply.org, and log in to your existing account.

   If you don't have a portal account, please refer to our "How to create a portal account" guide on panfoundation.org/portal.

   If you've forgotten your password, select 'Forgot your password?' to reset it. Once logged in, you can add a patient to a wait list two different ways.

2. **Navigate to the "Patients" tab and confirm if your patient is already listed in the PAN portal.**

   Search for the patient by their Member ID and date of birth, or first and last name and date of birth.

   If the patient isn't already added to your PAN portal, select "New enrollment."

3. **Search by your patient's disease or medication.**

   Select which option, then enter at least three characters to see a list of funds or medications

If the disease fund is open, it will say "Open" next to the disease fund name in the search bar.

If a fund has a status of "Open to Waitlist Only" then only patients currently on the wait list can apply. If you have a patient on the wait list and you'd like to enroll them in a grant, refer to our [“How to enroll patients from the wait list" guide.](#)

And if the fund is not open with a status of "Closed, wait list available", you can still sign your patient up for the wait list.

Once you've identified an open disease fund for your patient, select the disease fund you're interested in and then select 'Next.'

4. **On the next screen, click the plus sign next to any medications your patient is taking for this specific disease.**

   If you add a medication by accident, simply click the minus sign next to the medication name to remove it from the list. You can also scroll to review medications or use the search bar to find them.

   Then, click "Next."

5. **Next, please confirm that the medications you picked are accurate.**

   If you've missed any medications or something does not look right, you can select the minus sign next to any medication you'd like to remove or select "Add another medication" to add a new medication.

   Once your list of medications is correct, select "Yes, begin application."

6. **To begin the patient's application, you'll fill out the eligibility pre-screen.**

   This will include information about where your patient lives as well as their insurance type, household, and gross income.

You will then be asked to select the patient's ICD-10 code(s) for this disease. All covered ICD-10 codes will be listed. Click the grey plus sign beside the code to add it to the list. To remove a diagnosis code from the list, click the grey minus sign.

Note: You can find covered diagnosis codes on each disease fund page on the PAN website.

After completing each section, select "Next."

7. **Once you've completed the eligibility pre-screen, you'll find out instantly if your patient is eligible for the grant, with a box at the top of the screen with a green check mark that says, "The patient is eligible for the [disease fund name] fund."**

   If your patient **does not** meet fund specific eligibility requirements or if the disease fund is closed, the PAN Foundation provides a list of available alternate funding resources, inclusive of commercial co-pay assistance programs and other assistance programs to your patient.

8. **If your patient is eligible for the fund, continue the application by providing additional patient information including name, date of birth, social security number, demographics, preferred communication method, and address.**

   Once completed, select "Next."

9. **Then, provide the patient insurance information, including insurance type and cardholder ID, and select "Save & next."**

10. **Next, you'll review your application.**

   You can edit any information by clicking the "Edit" button in the right-hand corner of each section.

   If everything is accurate scroll to the bottom and select "Save & next."

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11. **Finally, please read the patient attestation carefully and select "Submit application."**

If the application was successful, you will find out instantly, and your patient can begin using their grant right away.

Important Note: If your patient's application is incomplete, or missing information, and you don't complete the full application during the session, you must submit a new application.

If you need to attempt a new application for the same patient and disease fund, you should contact the PAN Foundation at 1-866-316-7263, Monday through Friday, 9:00 AM – 5:00 PM ET.

For more information about how to manage a patient grant, you can check out our website: panfoundation.org/grants.