

GALDERMA

EST. 1981

GALDERMA PATIENT SERVICES

FAM PORTAL

User Guide
Version 1.0

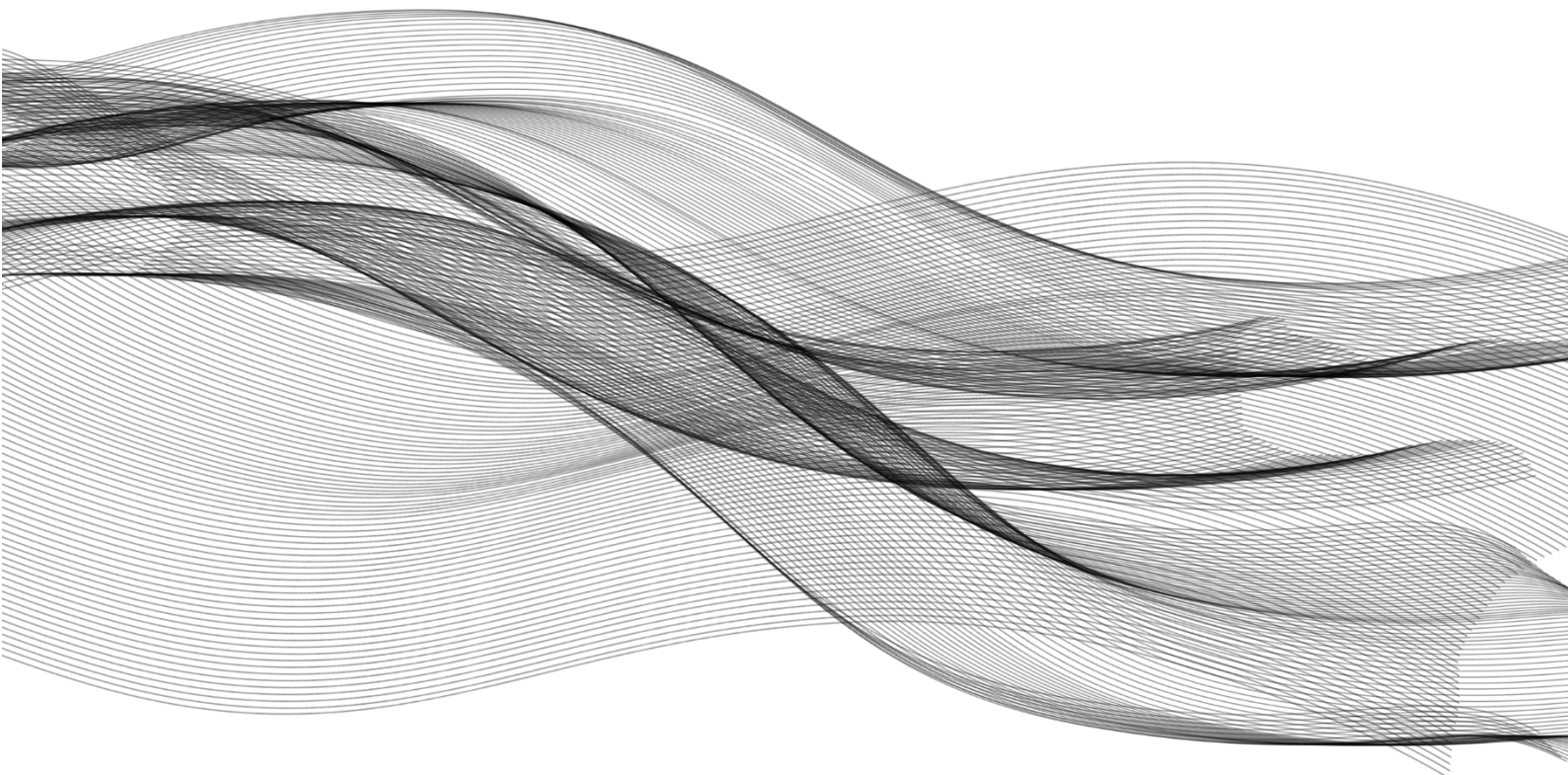


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1. Introduction

1.1 Purpose of the Document


This chapter provides a brief introduction to Galderma FAM Portal. In addition, it specifies the purpose, audience, and conventions used in this document. Also, it provides links to related documents and sources to obtain support.

1.2 Audience

This guide is intended for Field Access Managers (FAMs) who use the FAM Portal to access consented Patient and Caregiver Information; HCP, Office Staff and Site Information; Insurance Payer, Plan and Coverage Information, and Case Data (excluding Adverse Events, Product Quality Complaints, and Alternate Assistance cases).

1.3 Document Conventions

Table 1: Document Conventions

Item	Convention
Commands and keywords	Boldface font
Variables for which you supply values	<i>Italic</i> font
Menu items and button names	Boldface font
 Note	Additional information, suggestions or references that require attention from you

1.4 Support Information

Phone:

(855) 636-5884

Fax:

(844) 636-5884

Hours of Operation:

8:00am - 8:00pm ET

1.5 Version Information

Revision 1.0 version **Galderma FAM Portal User Guide 1.0**

2. Login and Forgot Password

2.1 FAM Portal Login

For First Time Users

- Users shall receive their **FAM Portal Username** and **Login URL** via email.
- Click on the **URL**. The user shall be redirected to the FAM Portal.

Hi [REDACTED]

Welcome to Galderma FAM Portal! To get started, go to [https://urldefense.com/v3/https://eversanapsdemo2023-stage.sandbox.my.site.com/Galdermafamportal/login?__=OdMcsfhUknGu5J0ld.pe5YngImxNTINnAvu53iYXRXPnhr5m6ts8s3hxyv8BTPHbqTzOQzRI1MdHX2890MncRG5Pre3FuK3.h6xy.nTkXu2NF5HKDkn.C4rpx.bJdtGapW51BxF9uNB7IT.YyDUIMMmKj2wWV7NigECKZpNjgKZj6RyacF3U.8aRhsuG4Qb0sHzOQEWPTZv3wjiN5sQD4PFSY0g*3D*3D...JSU!!laTcZfFN!6nQL8sKL9HBLO5wu7m5wEzc1F-ac57JUel5sgN8igbcieG3qyl.Ax-DIOEU2yuVD0UPcof1MUgKHvvD7ZNPkWie6a19j958\\$](https://urldefense.com/v3/https://eversanapsdemo2023-stage.sandbox.my.site.com/Galdermafamportal/login?__=OdMcsfhUknGu5J0ld.pe5YngImxNTINnAvu53iYXRXPnhr5m6ts8s3hxyv8BTPHbqTzOQzRI1MdHX2890MncRG5Pre3FuK3.h6xy.nTkXu2NF5HKDkn.C4rpx.bJdtGapW51BxF9uNB7IT.YyDUIMMmKj2wWV7NigECKZpNjgKZj6RyacF3U.8aRhsuG4Qb0sHzOQEWPTZv3wjiN5sQD4PFSY0g*3D*3D...JSU!!laTcZfFN!6nQL8sKL9HBLO5wu7m5wEzc1F-ac57JUel5sgN8igbcieG3qyl.Ax-DIOEU2yuVD0UPcof1MUgKHvvD7ZNPkWie6a19j958$)

Username: [REDACTED]

Thanks,
EVERSANA Patient Services

- Create a Password to log into the FAM Portal.

salesforce

Change Your Password

Enter a new password for [REDACTED] Make sure to include at least:

☐ 8 characters
☐ 1 letter
☐ 1 number

* New Password

[REDACTED]

* Confirm New Password

[REDACTED]

Change Password

Click "Change Password" to login

Password was last changed on 7/15/2024, 2:28 PM.

For Existing Users

- On the FAM Portal Login page, enter the Username and Password:

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GALDERMA

Welcome to the Field Assistance Manager for Patient Services!

This platform is designed to streamline your workflow, enhance communication, and optimize patient care. Here, you'll find tools and resources to effectively manage your tasks, collaborate with colleagues and provide exceptional services to our patients.

Take advantage of the features available to you, from scheduling and task management to accessing patient records and reporting. Your dedication and efforts contribute greatly to our mission of delivering high-quality healthcare services.

Username
Enter User Name

Password
Enter Password

Forgot Credentials? Reset Password

Login

Click "Login"

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- An interstitial page will appear when user clicks on any external link (**Privacy Policy / Terms & Conditions**).

2.2 Forgot Password

- On the **FAM Portal Login** page, the user shall click on **"Reset Password"**.

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GALDERMA

Welcome to the Field Assistance Manager for Patient Services!

This platform is designed to streamline your workflow, enhance communication, and optimize patient care. Here, you'll find tools and resources to effectively manage your tasks, collaborate with colleagues and provide exceptional services to our patients.

Take advantage of the features available to you, from scheduling and task management to accessing patient records and reporting. Your dedication and efforts contribute greatly to our mission of delivering high-quality healthcare services.

Username
Enter User Name

Password
Enter Password

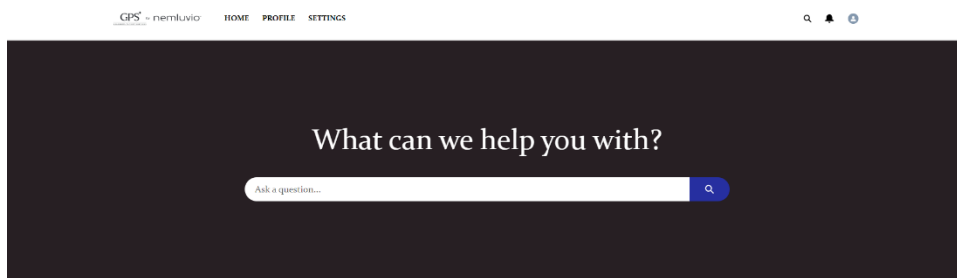
Forgot Credentials? **Reset Password**

Login

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- Enter the *Username*.



PASSWORD RESET

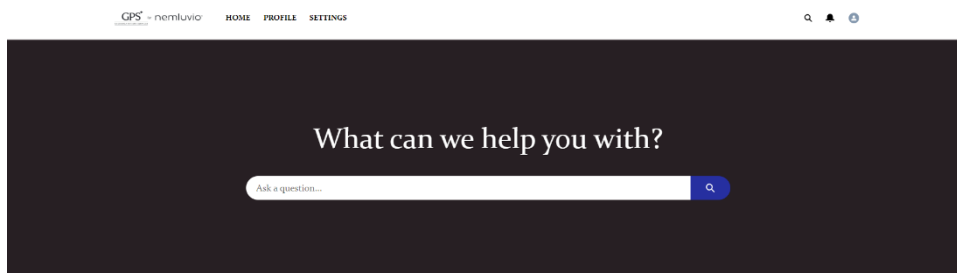
To reset your password, we'll need your username.
We'll send password reset instructions to the email address associated with your account.

[Reset Password](#)

[Cancel](#)

Click “Reset Password”

- Upon successful submission, the user will be able to view the **Check Your Email** page and a **Reset your Password** email.
- The user shall click on the **URL**, which will redirect them to the **Reset Your Password** page.



NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

[Back to login](#)

Hi [REDACTED]

Your password has been reset for Galderma FAM Portal. Go to:

[https://urldefense.com/v3/https://eversanapdemo2023-stage.sandbox.my.site.com/Galdermafamportal/secur/forgotpassword.jsp?r=00DcW0000007heX005cW000001fVKDCjwKMwoPMDBEY1cwMDAwMDA3aGVYEG8wMkdEbZAwMDAwMDBIV1QaDzAwNWNXMDAwMDAXZlRBipia64izISECID4TB8OTKuv2cliDy0GwaDHmK_4OVrhbHCDIQOSIS9aWHKY3FJ3sHNSyEo1g4XGVVgpc2DS5w11h9BJt8KWqo8xHilsgqCmN9ox_hl6yytiSwyXgl0lt&display=page&fpot=c4cd6bea-2943-4fb9-9bbe-7d17a18748c457a42a6a-9ad6-494c-bd36-4043ae03dcb_!!laTcZfNl_OY6RzfKKNwBOjSOvfhilleivqrmKojwOTDSraJmy95WG9djp-Wd6LeijE-af7oImD-aQ-LSNHm36U7wUW5MaQDU-tMH8ZU\\$](https://urldefense.com/v3/https://eversanapdemo2023-stage.sandbox.my.site.com/Galdermafamportal/secur/forgotpassword.jsp?r=00DcW0000007heX005cW000001fVKDCjwKMwoPMDBEY1cwMDAwMDA3aGVYEG8wMkdEbZAwMDAwMDBIV1QaDzAwNWNXMDAwMDAXZlRBipia64izISECID4TB8OTKuv2cliDy0GwaDHmK_4OVrhbHCDIQOSIS9aWHKY3FJ3sHNSyEo1g4XGVVgpc2DS5w11h9BJt8KWqo8xHilsgqCmN9ox_hl6yytiSwyXgl0lt&display=page&fpot=c4cd6bea-2943-4fb9-9bbe-7d17a18748c457a42a6a-9ad6-494c-bd36-4043ae03dcb_!!laTcZfNl_OY6RzfKKNwBOjSOvfhilleivqrmKojwOTDSraJmy95WG9djp-Wd6LeijE-af7oImD-aQ-LSNHm36U7wUW5MaQDU-tMH8ZU$)

Thanks,
EVERSANA Patient Services

- Enter your *New Password*.

salesforce

Change Your Password

Enter a new password for [redacted] Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number

* New Password

[redacted]

* Confirm New Password

[redacted]

Change Password

Click **“Change Password”** to login

Password was last changed on 7/15/2024, 2:28 PM.

3. Homepage

After you log into the portal, the **Homepage** appears by default.

- The **“Home”** page typically displays the information of different elements.
- The top Navigation menu bar includes **“Home”**, **“Secure Message”**, and **“Reports and Dashboards”**.
- On the top right side of the navigation menu displays the **“User Profile”**.
- **Filter Cases:** The 12 fields can filter cases by the ***Territory Name, Zip Code, Primary Payer, Patient Name, Patient ID, HCP, Plan Category, Site/Facility, Case Status, DOB, Enrollment Created Date: From, and Enrollment Created Date: To.***
- **Search Cases:** These include tabs that can search ***Escalation Cases, Incomplete/Complete Enrollments, Access Cases in Progress, Free Product Status, and Rx Transfers.***

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HOME
SECURE MESSAGE
REPORTS AND DASHBOARDS

Territory Name

Territory Zipcode

Primary Payer

Patient Name

Patient ID

HCP

Plan Category

Site/Facility

Case Status

DOB

Enrollment Created Date: From

Enrollment Created Date: To

Search
Clear

Escalation Cases
Enrollments
Incomplete Enrollments
Access Cases In Progress
Free Product Status
RX Transfers

Page Size
100

Case Number	Patient ID	Parent Case	Due Date	Category	Sub Categ...	Case Sour...	Status	Case Own...
00194955	PAT-11292308					Patient	Open	Gald Admin
00194733	PAT-11291770	00192581	2024-07-16	Authorization	Authorization Submission Followup 1	Specialty Pharmacy	In Progress	Teresa Crater
00194643	PAT-11292292	00194733	2024-07-31	Eligibility		Office Staff	In Progress	Gald Hub
00193396	PAT-11292292	00194732	2024-07-18	Eligibility	Other	Clinical Trial	In Progress	Naveen Reddy Beeram

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- The User Profile icon includes: “Profile”, “Settings” and “Logout”.

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HOME
SECURE MESSAGE
REPORTS AND DASHBOARDS

Territory Name

Territory Zipcode

Primary Payer

Patient Name

Patient ID

HCP

Plan Category

Site/Facility

Case Status

DOB

Enrollment Created Date: From

Enrollment Created Date: To

Search
Clear

Escalation Cases
Enrollments
Incomplete Enrollments
Access Cases In Progress
Free Product Status
RX Transfers

Page Size
100

Case Number	Patient ID	Parent Case	Due Date	Category	Sub Categ...	Case Sour...	Status	Case Own...
00194955	PAT-11292308					Patient	Open	Gald Admin
00194733	PAT-11291770	00192581	2024-07-16	Authorization	Authorization Submission Followup 1	Specialty Pharmacy	In Progress	Teresa Crater
00194643	PAT-11292292	00194733	2024-07-31	Eligibility		Office Staff	In Progress	Gald Hub
00193396	PAT-11292292	00194732	2024-07-18	Eligibility	Other	Clinical Trial	In Progress	Naveen Reddy Beeram

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Previous
Next

Profile
Settings
Log Out

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- **Profile:** This tab displays the User's Contact Information.
- **Edit:** The user selects this button to edit the User Information.

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Name Hatim Ghania	Title	Edit
Email hatim.ghania@eversana.com	Phone	
Mobile		
About Me		

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- **Settings:** This tab displays the **Account Username** and **Email address**.
- The user can **Edit** the “**Language**”, “**Time Zone**”, and “**Locale**” settings on this page using a *dropdown* menu.

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Account Username hatim.ghania@eversana.com.famportal	Email address hatim.ghania@eversana.com	Edit
Location		
Language English	Locale English (United States)	
Time Zone (GMT-04:00) Eastern Daylight Time (America/New_York)		

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- **Logout:** This tab logs out from the FAM Portal.

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HOME SECURE MESSAGE REPORTS AND DASHBOARDS

Profile
Settings
Log Out

Territory Name: Search...
Territory Zipcode: Search...
Primary Payer: Search...
Patient Name: Search...
Patient ID: Search...
HCP: Search...
Plan Category: Search...
Site/Facility: Search...
Case Status: Search...
DOB: MM/DD/YYYY
Enrollment Created Date: From MM/DD/YYYY To MM/DD/YYYY
Search Clear

Escalation Cases Enrollments Incomplete Enrollments Access Cases In Progress Free Product Status RX Transfers Page Size 100

Case Number	Patient ID	Parent Case	Due Date	Category	Sub Categ...	Case Sour...	Status	Case Own...
00194955	PAT-11292308					Patient	Open	Gald Admin
00194733	PAT-11291770	00192581	2024-07-16	Authorization	Authorization Submission Followup 1	Specialty Pharmacy	In Progress	Teresa Crater
00194643	PAT-11292292	00194733	2024-07-31	Eligibility		Office Staff	In Progress	Gald Hub
00191396	PAT-11292292	00194732	2024-07-18	Eligibility	Other	Clinical Trial	In Progress	Naveen Reddy Beeram

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3.1 Search Filters

- To search for a patient, enter the relevant information in the *search fields* and filter the patient cases.

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HOME SECURE MESSAGE REPORTS AND DASHBOARDS

Territory Name: Search...
Territory Zipcode: Search...
Primary Payer: Search...
Patient Name: Search...
Patient ID: Search...
HCP: Search...
Plan Category: Search...
Site/Facility: Search...
Case Status: Search...
DOB: MM/DD/YYYY
Enrollment Created Date: From MM/DD/YYYY To MM/DD/YYYY
Search

Escalation Cases Enrollments Incomplete Enrollments Access Cases In Progress Free Product Status RX Transfers Page Size 5

Case Number	Patient ID	Parent Case	Due Date	Category	Sub Categ...	Case Sour...	Status	Case Own...
00196137	PAT-11292613	00192587	2024-07-09	Welcome Call	Other	Patient	Open	Siva Reddy Vundela
00194955	PAT-11292308					Patient	Open	Gald Admin
00194733	PAT-11291770	00192581	2024-07-16	Authorization	Authorization Submission Followup 1	Specialty Pharmacy	In Progress	Teresa Crater
00194643	PAT-11292292	00194733	2024-07-31	Eligibility		Office Staff	In Progress	Gald Hub
00191396	PAT-11292292	00194732	2024-07-18	Eligibility	Other	Clinical Trial	In Progress	Naveen Reddy Beeram

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Click "Search" to filter the data

3.2 Escalation Cases

- **Escalation Cases** tab will be the default tab on the *Homepage*.
- The user can view the **Case Number, Patient ID, Parent Case, Due Date, Program Category** and **Sub Category, Case Source, Case Status**, and **Case Owner**.
- To access and update the *Case Detail* of a patient, users shall click on the “**Case Number**” of a particular *Patient ID* under the **Escalations Cases** tab.

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Escalation Cases Enrollments Incomplete Enrollments Access Cases In Progress Free Product Status RX Transfers Page Size 100

Case Number	Patient ID	Parent Case	Due Date	Category	Sub Categ...	Case Sour...	Status	Case Own...
00194055	PAT-11292308					Patient	Open	Gald Admin
00194733	PAT-11291770	00192581	2024-07-16	Authorization	Authorization Submission Followup 1	Specialty Pharmacy	In Progress	Teresa Crater
00194643	PAT-11292292	00194733	2024-07-31	Eligibility		Office Staff	In Progress	Gald Hub
0019396	PAT-11292292	00194733	2024-07-18	Eligibility	Other	Clinical Trial	In Progress	Naveen Reddy Beeram

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- The page displays **Case Information, Case Details**, and **Comments/Notes** under “**Detail**” tab.
- To *Update the Case*, users can select **Case Outcome, Case Outcome Reason, Status, Program Category, Program Subcategory, Case Status**, and any **Additional Comments**.

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HOME - CS-00194055

Detail Related

Case Information

Case Number: 00194055

Patient First Name: ALR

Case Type: ALR

Case Record Type: EAM Evaluation

Patient Last Name: Brown

Contact Phone:

Case Details

Patient Service Summary: PS-013004

Case Number: 00194055

Due Date:

Case Outcome: N/A

Category: Select...

Details: 1st

Account Name: Ryan Brown

Patient Case:

Status: Open

Case Outcome Reason: Select...

Sub Category: Select...

Case Source: Patient

Comments/Note Section

Comments: 1st

Update Case

Click “Update Case” once the details are added

- The user can view the **Document Checklist Items**, **Care Program Provider**, and **Eligibility Status** in the “**Related**” tab.

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HOME > Care Program Provider > Detail **Related**

Document Checklist Items (0)

Name	Original Patient Record	Received Document Status	Status
------	-------------------------	--------------------------	--------

Care Program Provider (3)

First Name	Last Name	Provider Type	Facility Street	Phone Number	Fax	Email
Gary	Allen	Prescribing	3009 N. Dallas Road Ste 100B	8740002346	9858585858	aa334@email.com
Cullen	Grable	Prescribing	123 Healthcare Way	5555555555	9999999999	test@gmail.com
Amber	Graban	Prescribing	123 Anytown St	9996677778	8889997777	

Eligibility Status (0)

Name	Type	Status	Reason	Start Date	End Date
------	------	--------	--------	------------	----------

3.3 Patient Enrollment (Completed)

- To access the patient enrollment, click on the “**Enrollments**” tab on the *Homepage*.
- The user can view the **Patient ID**, **Patient Name**, **Enrollment Number**, **Case Number**, **Consent**, **Case Type**, **Case Status**, **HCP**, **Office Contact Number**, **City**, **State**, **Zip Code**, and **Enrollment Day**.

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Territory Name

Territory Zipcode

Primary Payer

Patient Name

Patient ID

HCP

Plan Category

Site/Facility

Case Status

DOB

Enrollment Created Date: From

Enrollment Created Date: To

Search Clear

Escalation Cases **Enrollments** Incomplete Enrollments Access Cases In Progress Free Product Status RX Transfers

Page Size 5

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Status	HCP	Office Contact ...
PAT-11292589		PS-054132	00195790	No	Intake	Open	Paula Jenkins	3145551212
PAT-11292574	Tisha Campbell	PS-054127	00195788	Yes	Dispense	In Progress	Paula Jenkins	8885556565
PAT-11292574	Tisha Campbell	PS-054127	00195787	Yes	Quick Start	Closed	Paula Jenkins	8885556565
PAT-11292574	Tisha Campbell	PS-054127	00195785	Yes	Authorization	Closed	Paula Jenkins	8885556565
PAT-11292584		PS-054127	00195775	No	Affordability	In Progress		

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Note: Users can view the Patient Information of only consented patients.

3.4 Patient Enrollment (Incomplete)

- To access the patient incomplete enrollment, click on the **“Incomplete Enrollments”** tab on the *Homepage*.
- The user can view the **Patient ID, Patient Name, Enrollment Number, Case Number, Consent, Case Type, Case Status, Missing Information, HCP, Office Contact Number, City, State, Zip Code, and Enrollment Day.**

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Territory Name

Territory Zipcode

Primary Payer

Patient Name

Patient ID

HCP

Plan Category

Site/Facility

Case Status

DOB

Enrollment Created Date: From

Enrollment Created Date: To

Search Clear

Escalation Cases Enrollments **Incomplete Enrollments** Access Cases In Progress Free Product Status RX Transfers Page Size 5

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Status	Missing I...	HCP	Office C
PAT-11232670		PS-034090	00196031	No	Intake	Open		test-ProviderSta ge HCP	5656364
PAT-11232651		PS-034073	00195990	No	Intake	Open		Ronald Brooks	4646177
PAT-11232631		PS-034068	00195950	No	Intake	Open			
PAT-11232620		PS-034057	00195893	No	Intake	Open		Gald HCP Provider	51345671
PAT-11232615		PS-034054	00195887	No	Intake	Open			

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Note: Users can view the Patient Information of only consented patients.

3.5 Cases in Progress

- To access the cases in progress, click on the **“Access Cases In Progress”** tab on the *Homepage*.
- The user can view the **Patient ID, Patient Name, Enrollment Number, Case Number, Consent, Case Type, Case Status, Denial Reason, HCP, Office Contact Number, City, State, Zip Code, and Enrollment Day.**

GPS - nemiluvia HOME SECURE MESSAGE REPORTS AND DASHBOARDS

Territory Name

Territory Zipcode

Primary Payer

Patient Name

Patient ID

HCP

Plan Category

Site/Facility

Case Status

DOB

Enrollment Created Date: From

Enrollment Created Date: To

Search Clear

Escalation Cases Enrollments Incomplete Enrollments **Access Cases In Progress** Free Product Status RX Transfers Page Size 5

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Status	Denial Reason	HCP
PAT-11232679	Alvin Cross	PS-034096	00196080	Yes	Benefits Verification	Open		Gary Allen
PAT-11232419		PS-033992	00196073	No	Benefits Verification	Open		A Marc Harrison
PAT-11232672	Henry Shelby	PS-034091	00196096	Yes	Benefits Verification	Open		Gary Allen
PAT-11232666	Brandy Potts	PS-034086	00196046	Yes	Benefits Verification	Open		Gary Allen
PAT-11232690		PS-033463	00196044	No	Benefits Verification	Open		A Marc Harrison

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Note: Users can view the Patient Information of only consented patients.

3.6 Free Product Status

- To access information about patient's free product status, click on the **"Free Product Status"** tab on the *Homepage*.
- The user can view the **Patient ID, Patient Name, Enrollment Number, Case Number, Consent, Case Type, Eligibility Type** and **Reason, Start and End Date, HCP, Office Contact Number, City, State, and Enrollment Day**.

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Territory Name **Territory Zipcode** **Primary Payer**

Patient Name **Patient ID** **HCP**

Plan Category **Site/Facility** **Case Status**

DOB **Enrollment Created Date: From** **Enrollment Created Date: To**

Search **Clear**

[Escalation Cases](#) [Enrollments](#) [Incomplete Enrollments](#) [Access Cases In Progress](#) **Free Product Status** [RX Transfers](#) Page Size 3

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Eligibility...	Eligibility...	Start Date	End
PAT-11252601		PS-054143	00195958	No	PAP	Approval	Commercial covered at WAC	7/16/2024	7/16/2024
PAT-11252652		PS-053381	00195957	No	Bridge				
PAT-11252688		PS-053462	00195948	No	Quick Start	Denied	Government Insurance		
PAT-11252688		PS-053462	00195947	No	Bridge				
PAT-11252375	Patient CapgeminiTest	PS-053563	00195874	Yes	Bridge	Approval		7/14/2024	7/14/2024

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Note: Users can view the Patient Information of only consented patients.

3.7 Prescription Transfer

- To access information about patient's prescription transfer status, click on the **"RX Transfer"** tab on the *Homepage*.
- The user can view the **Patient ID, Patient Name, Enrollment Number, Case Number, Consent, Case Type, Rx Transfer Status, Referral Name, Pharmacy, HCP, Office Contact Number, City, State, and Enrollment Day**.

Territory Name
 Patient Name
 Plan Category
 DOB

Territory Zipcode
 Patient ID
 Site/Facility
 Enrollment Created Date: From To

Primary Payer
 HCP
 Case Status
 Enrollment Created Date: To

Search Clear

Escalation Cases Enrollments Incomplete Enrollments Access Cases In Progress Free Product Status **RX Transfers** Page Size 5

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Status	Referral ...	Pharmacy
PAT-11292679	Alvin Cross	PS-054196	00196083	Yes	Dispense	Open		
PAT-11292672	Henry Shelby	PS-054191	00196060	Yes	Dispense	Open		
PAT-11292666	Brandy Potts	PS-054186	00196049	Yes	Dispense	Open		
PAT-11292665	Floyd Stein	PS-054185	00196036	Yes	Dispense	Open		
PAT-11292664	Jerome Blair	PS-054184	00196030	Yes	Dispense	Open		

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Note: Users can view the Patient Information of only consented patients.

4. Patient Data

4.1 Patient Service Summary

- To view the *Patient Summary*, click on the “Enrollment Number” in the **Enrollments** tab.

Territory Name
 Patient Name
 Plan Category
 DOB

Territory Zipcode
 Patient ID
 Site/Facility
 Enrollment Created Date: From To

Primary Payer
 HCP
 Case Status
 Enrollment Created Date: To

Search Clear

Escalation Cases **Enrollments** Incomplete Enrollments Access Cases In Progress Free Product Status RX Transfers Page Size 5

Patient ID	Patient Name	Enrollments	Case	HIPAA Co...	Case Type	Status	HCP	Office Contact ...
PAT-11292589		PS-054132	00195790	No	Intake	Open	Paula Jenkins	3145551212
PAT-11292574	Tisha Campbell	PS-054127	00195788	Yes	Dispense	In Progress	Paula Jenkins	8885556565
PAT-11292574	Tisha Campbell	PS-054127	00195787	Yes	Quick Start	Closed	Paula Jenkins	8885556565
PAT-11292574	Tisha Campbell	PS-054127	00195785	Yes	Authorization	Closed	Paula Jenkins	8885556565
PAT-11292584		PS-054127	00195775	No	Affordability	In Progress		

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- The users can view the **Enrollment Details, Patient Consent, Clinical Information, Care Program Provider** and **Enrollee Product, Cases, and Copay Card**.

GPS - nemludio
HOME
SECURE MESSAGE
REPORTS AND DASHBOARDS

HOME > PS-0928

Detail

Enrollment Details

Patient Summary Name

PS-0928

Service Status

In Progress

Patient Name

Rose Piper

Enrollment Type

New

Outcome

Outcome Reason

Consent

Type

HIPAA

Status

Active

Effective From

7/30/2024

Effective To

7/30/2026

Patient Clinical Information

Patient Clinical Information Name

PCI-3403

Diagnosis Description

Luka - Prutigo Nodularis

Diagnosis Level

Primary

Care Program Enrollee Product (4)

Case Program Product	Product Dosage	Type	Dose Type
NEMLUVIO		Commercial	Maintenance
NEMLUVIO		Commercial	Loading
NEMLUVIO		Free Goods	Loading
NEMLUVIO		Free Goods	Maintenance

Care Program Provider (1)

Provider First Name	Provider Last Name	Provider Type	Facility Street	Phone	Fax
Paula	Jenkins	Prescribing	1300 W 46TH	4153124701	8669830024

Cases (2)

Case Number	Case Record Type	Status	Case Outcome	Case Outcome Reason
0093267	Intake	Closed	Complete	
0093277	Benefits Verification	Closed	Complete	Covered

Copay Card (0)

Copay Card Id	Group Number	Status	Created Date
---------------	--------------	--------	--------------

Document Checklist Items (0)

Name	Original Parent Record	Received Document Status	Status
------	------------------------	--------------------------	--------

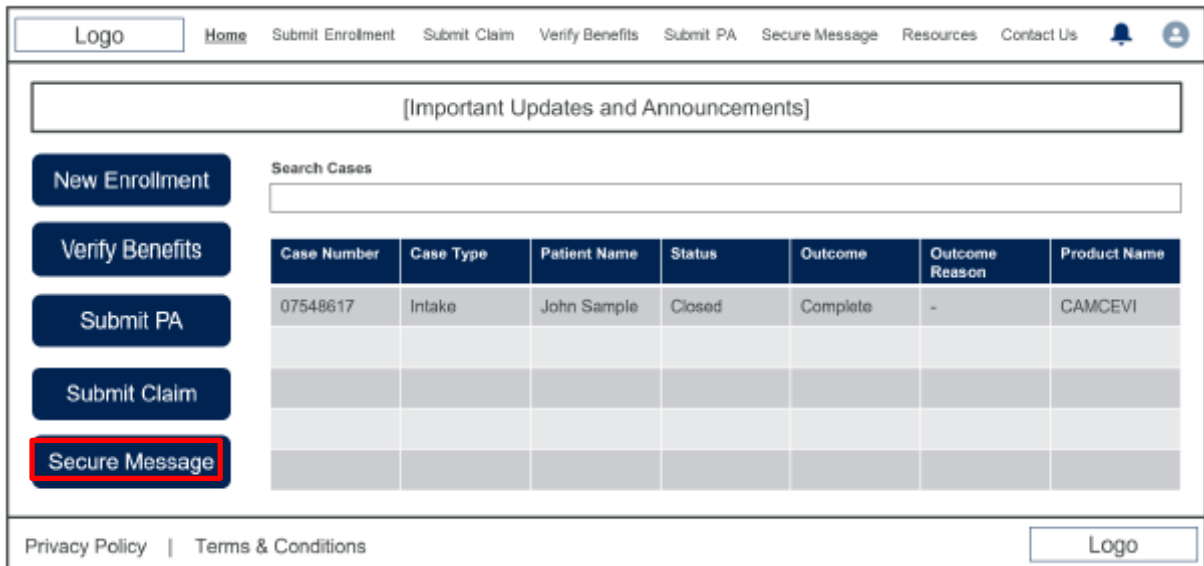
Privacy Policy
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5. Secure Message

5.1 Sending a Secure Message

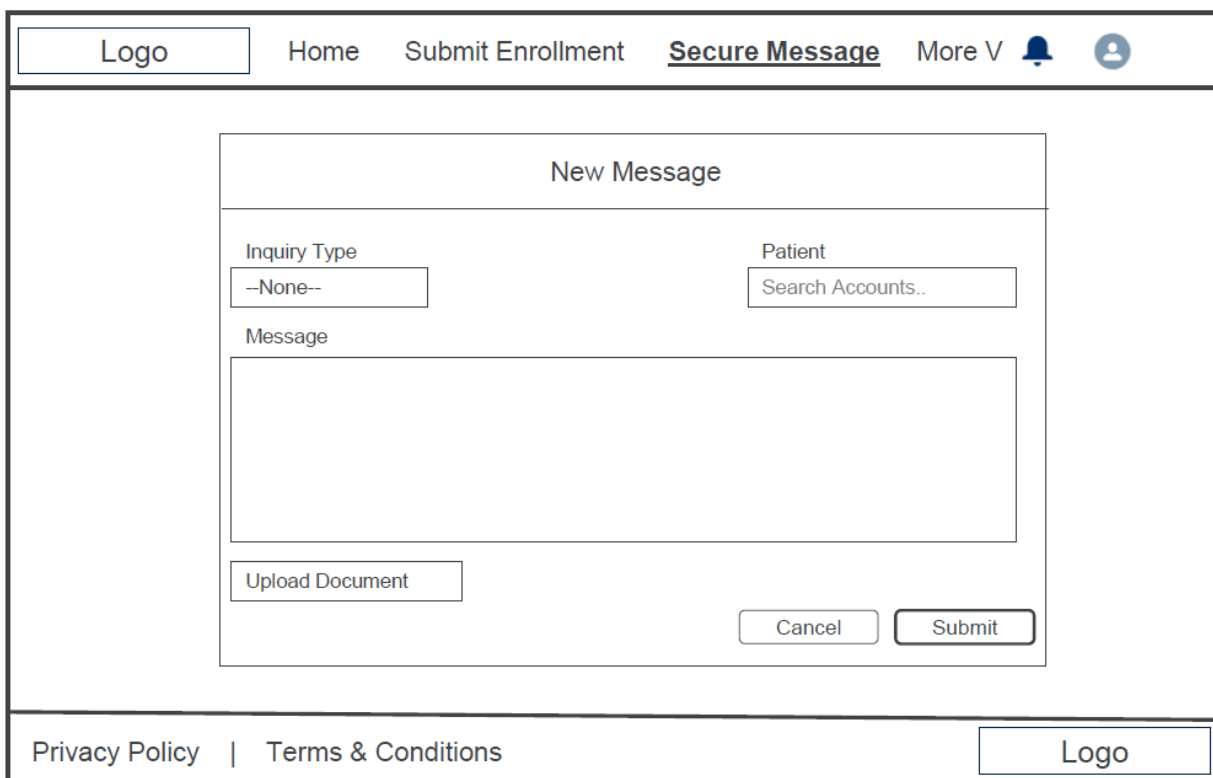
- To send a secure message to the program, click on the “**Secure Message**” tab on the *Homepage*.



The screenshot shows the homepage of the Galderma FAM system. The top navigation bar includes a 'Logo' button and links for 'Home', 'Submit Enrollment', 'Submit Claim', 'Verify Benefits', 'Submit PA', 'Secure Message', 'Resources', and 'Contact Us'. A notification bell icon and a user profile icon are also present. Below the navigation bar is a section titled '[Important Updates and Announcements]'. On the left side, there is a vertical list of buttons: 'New Enrollment', 'Verify Benefits', 'Submit PA', 'Submit Claim', and 'Secure Message'. The 'Secure Message' button is highlighted with a red border. To the right of these buttons is a 'Search Cases' section with a search input field and a table of cases. The table has columns for Case Number, Case Type, Patient Name, Status, Outcome, Outcome Reason, and Product Name. The first row of data shows Case Number 07548617, Case Type Intake, Patient Name John Sample, Status Closed, Outcome Complete, Outcome Reason -, and Product Name CAMCEVI. At the bottom of the page, there are links for 'Privacy Policy' and 'Terms & Conditions', and a 'Logo' button on the right.

Case Number	Case Type	Patient Name	Status	Outcome	Outcome Reason	Product Name
07548617	Intake	John Sample	Closed	Complete	-	CAMCEVI

- Fill in the required fields, attach the supporting documentation to the Secure Message, then click “**Submit**”.



The screenshot shows the 'New Message' form. The top navigation bar is the same as the previous screenshot, but the 'Secure Message' link is now underlined. The main content area is titled 'New Message'. It contains several input fields: 'Inquiry Type' with a dropdown menu showing '--None--', 'Patient' with a dropdown menu showing 'Search Accounts..', and a large text area for the 'Message'. Below the message text area is an 'Upload Document' button. At the bottom right of the form are 'Cancel' and 'Submit' buttons. The footer of the page is the same as the previous screenshot, with 'Privacy Policy' and 'Terms & Conditions' links and a 'Logo' button on the right.

- User can view all the messages and their details.
- To view the message details, click on the preferred *Message ID*.

Logo

Home

Submit Enrollment

Secure Message

More v

✎ Portal Message

Message ID	Inquiry Type	Subject	Message	Sender	Created Date
SM-0147	Patients	Text secure message	Text message	Skyler V	05/12/2023
SM-0145	Patients	Sample	What is status of enrollment?	Brad G	05/12/2023
SM-0143	Patients	Sent from portal	Unable to view status	Jill A	05/12/2023
SM-0142	Missing Information	Sample text	Help with Missing info	Skyler V	05/12/2023
SM-0134	Claims	Text secure message	Unable to see all claims	Jill A	05/12/2023
SM-0123	Patients	Text secure message	Text message	Skyler V	05/12/2023

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Number of records: 13

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Logo

• The user shall then be redirected to the *message details* page.

Logo

Home

Submit Enrollment

Secure Message

More v

📱 Portal Message

Patient
John Sample

Inquiry Type
Claims

Subject
Test subject

Message
Test Test Test

Created date
1/12/2024 11:30 PM

Sender
Test Provider

Message History

Sent date: 1/11/2024
Message: M1 from portal
Sender: Sample_123

Received date: 1/11/2024
Message: M1 from portal
Sender: Sample_456

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Logo

- User will receive an email notification when new messages are received.

Subject:

You have a new message on the [insert portal name].

Body:

Dear [First Name] [Last Name],

You have a new secure message in the [insert portal name]!

To login to view your secure message, please click [here](#).

Thank you,

[Portal Name]

[Program Phone Number]