

# GALDERMA

EST. 1981

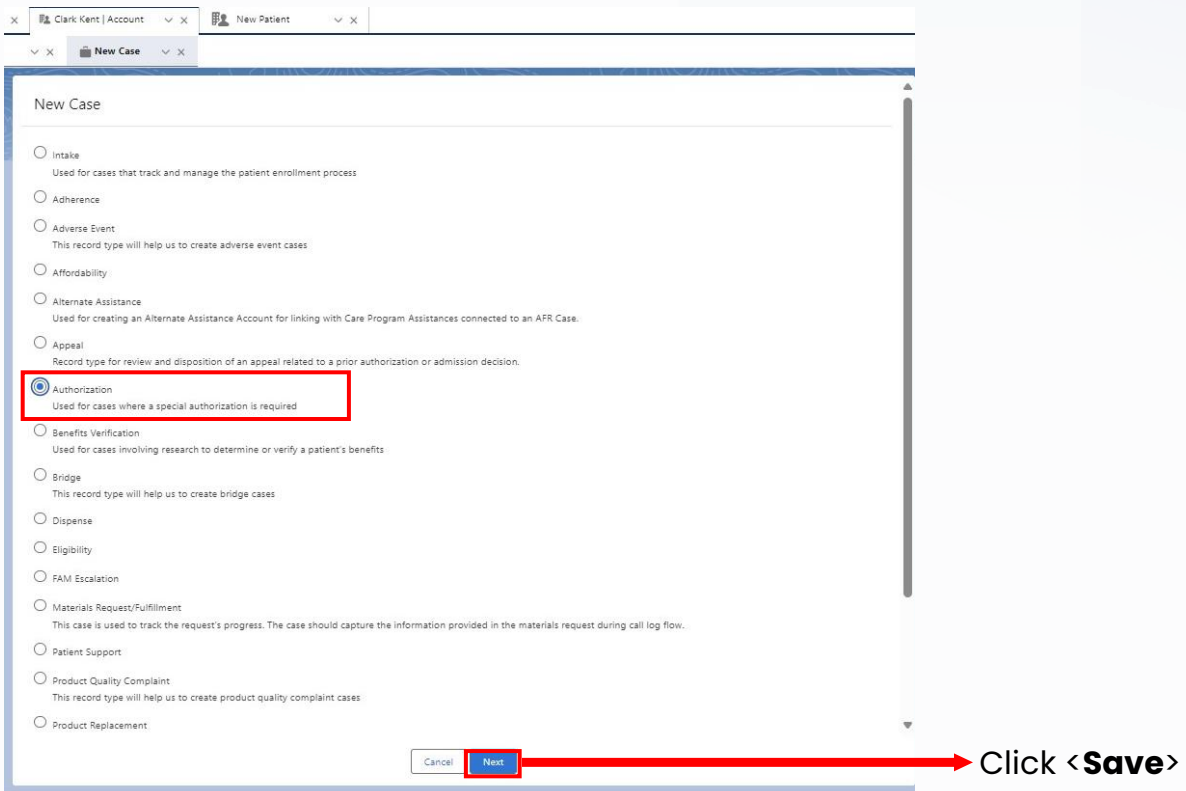
## QUICKSTART PROCESSING (ACTICS)



EVERSANA™

# Quickstart Program (Systems)

Once the **Intake process** and **Benefits Verification** is closed, the user shall create a **New Authorization Case** from the **New Case** window.



The screenshot shows the 'New Case' window with a list of case types. The 'Authorization' option is selected and highlighted with a red box. A red arrow points from the 'Next' button to the text 'Click <Save>'.

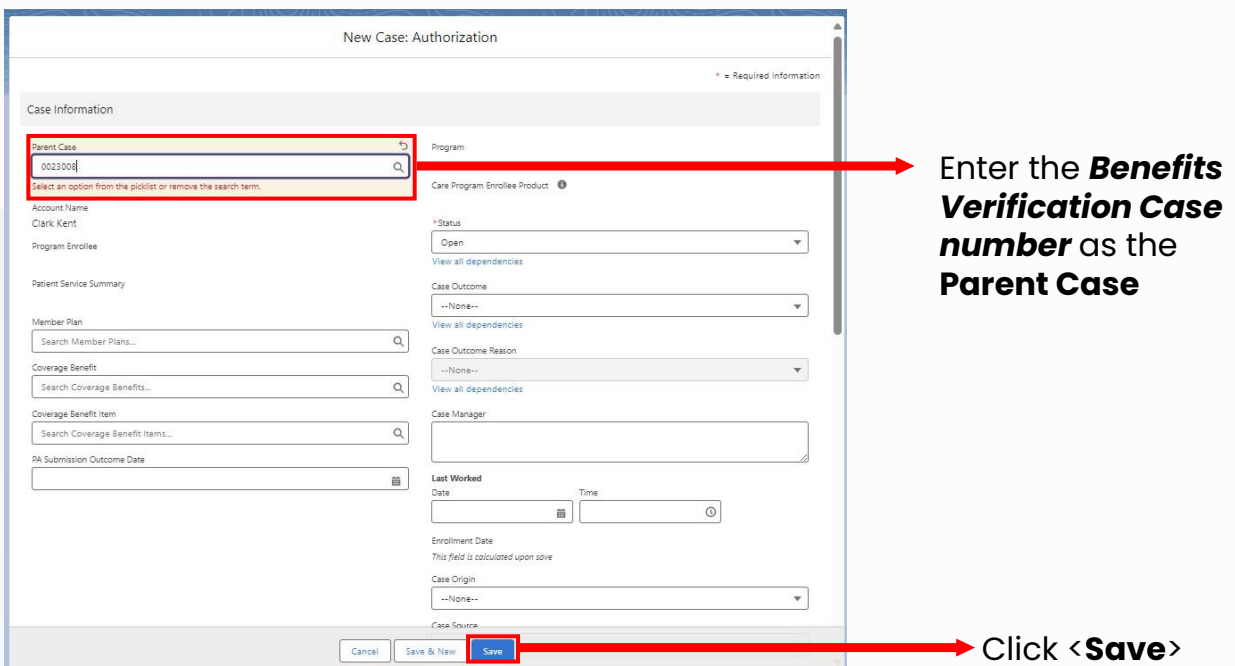
**New Case**

- ☐ Intake  
Used for cases that track and manage the patient enrollment process
- ☐ Adherence
- ☐ Adverse Event  
This record type will help us to create adverse event cases
- ☐ Affordability
- ☐ Alternate Assistance  
Used for creating an Alternate Assistance Account for linking with Care Program Assistances connected to an AFR Case.
- ☐ Appeal  
Record type for review and disposition of an appeal related to a prior authorization or admission decision.
- ☒ **Authorization**  
Used for cases where a special authorization is required
- ☐ Benefits Verification  
Used for cases involving research to determine or verify a patient's benefits
- ☐ Bridge  
This record type will help us to create bridge cases
- ☐ Dispense
- ☐ Eligibility
- ☐ FAM Escalation
- ☐ Materials Request/Fulfillment  
This case is used to track the request's progress. The case should capture the information provided in the materials request during call log flow.
- ☐ Patient Support
- ☐ Product Quality Complaint  
This record type will help us to create product quality complaint cases
- ☐ Product Replacement

Cancel Next

Click <Save>

Under **Case Information** in **New Case: Authorization**, the user shall input the **Parent Case**.



The screenshot shows the 'New Case: Authorization' window. The 'Case Information' section is highlighted with a red box. A red arrow points from the 'Parent Case' field to the text 'Enter the Benefits Verification Case number as the Parent Case'. Another red arrow points from the 'Save' button to the text 'Click <Save>'.

**New Case: Authorization**

Case Information

Parent Case: 0023008

Account Name: Clark Kent

Program Enrollee

Member Plan: Search Member Plans...

Coverage Benefit: Search Coverage Benefits...

Coverage Benefit Item: Search Coverage Benefit Items...

PA Submission Outcome Date

Program: Status: Open

Care Program Enrollee Product

Case Outcome: --None--

Case Outcome Reason: --None--

Case Manager

Last Worked Date: Time

Enrollment Date: This field is calculated upon save

Case Origin: --None--

Case Source

Cancel Save & New Save

Enter the **Benefits Verification Case number** as the **Parent Case**

Click <Save>

Add the **Member Plan** and change the **Status** as **In Progress**.

Case

00240796

Case Record Type

Authorization

Account Name

Clark Kent

Patient Address

123, Main Street Houston TX 77533 United States

Patient Phone

+18711654372

Patient Email

clark.kent@gmail.com

Preferred Method of Contact

Fax

Details

Related

Case Information

Parent Case

00230084

Account Name

Clark Kent

Program Enrollee

Clark Kent-GALD

Patient Service Summary

PS-062759

Member Plan

7752818743510

Coverage Benefit

CB-00015664

Coverage Benefit Item

CBI-00015662

PA Submission Outcome Date

Program

Galderma Patient Support Services

Care Program Enrollee Product

Clark Kent-NEMLUVIO

Status

In Progress

Case Outcome

--None--

Case Outcome Reason

--None--

Case Manager

Ahquesha Gray

Last Worked

Date

Time

Enrollment Date

12/31/2024

Cancel

Save

Click <Save>

Under the **Cases** tab, open the **Quickstart** case.

Hub Services

Today

Clark Kent - Enrollee...

Clark Kent | Account...

New Patient

Clark Kent | Acco...

00230077 ...

00230084 ...

Cases

00240796 ...

Accounts > Clark Kent

Cases

6 Items • Sorted by Date Opened • Updated a few seconds ago

<input type="checkbox"/>	Case	Case Record Type	Status	Case Outcome	Date Opened
1	<input type="checkbox"/> 00240796	Authorization	In Progress		1/21/2025, 10:45 PM
2	<input type="checkbox"/> 00240790	Patient Support	Open		1/21/2025, 10:34 PM
3	<input type="checkbox"/> 00240791	Quick Start	Open		1/21/2025, 10:34 PM
4	<input type="checkbox"/> 00240792	Dispense	In Progress		1/21/2025, 10:34 PM
5	<input type="checkbox"/> 00230084	Benefits Verification	Closed	Complete	12/9/2024, 10:55 PM
6	<input type="checkbox"/> 00230077	Intake	Closed	Complete	12/9/2024, 10:33 PM

Under **Details** tab, change the **Covered by Insurance** to **Yes**.

Clark Kent | Acco...

00230077 ...

00230084 ...

Cases

00240796 ...

002407...

Related

Details

Send Email

Case Information

Program

Galderna Patient Support Services

Patient Service Summary

PS-062759

Account Name

Clark Kent

Case Origin

--None--

Case Source

--None--

Invalid Record

No

Medicare Attestation

--None--

Care Program Enrollee Product

Clark Kent-NEMLUVIO

\* Status

Open

View all dependencies

Case Outcome

--None--

View all dependencies

Case Outcome Reason

--None--

View all dependencies

Case Manager

Ahquesha Gray

Last Worked

Date

Time

Enrollment Date

12/9/2024

This field is calculated upon save

Covered by Insurance

Yes

Insurance Type

--None--

Cancel

Save

Click <Save>

Click on **Process Intake**.

Case

00240791

+ Follow

Process Intake

Generate Outbound Correspondence

Initiate Secure Message

Case Record Type

Quick Start

Account Name

Clark Kent

Patient Address

123, Main Street Houston TX 77523 United States

Patient Phone

+18711654372

Patient Email

clark.kent@gmail.com

Preferred Method of Contact

Fax

Related List Quick Links

Case Comments (0)

Missing Information (0)

Incomplete Information (0)

Document Checklist Items (0)

Eligibility Statuses (0)

Secure Message Threads (0)

Integration Loaders (0)

Related

Details

Send Email

Case Information

Program

Galderna Patient Support Services

Patient Service Summary

PS-062759

Account Name

Clark Kent

Case Origin

Case Source

Invalid Record

No

Medicare Attestation

Care Program Enrollee Product

Clark Kent-NEMLUVIO

Status

Open

Case Outcome

Case Outcome Reason

Case Manager

Ahquesha Gray

Last Worked

1/21/2025, 10:51 PM

Enrollment Date

12/9/2024

Covered by Insurance

Yes

Insurance Type

Case Comments (0)

Filters: All time • All

Refresh

Upcoming & Overdue

No activities to show.

Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

Under **QuickStart Result**, observe the **Current Status** as *In Progress*.

Check Enrollment

Status:

Outcome:

Outcome Reason:

Action:

Status:

Outcome:

Outcome Reason:

Claim Result

Status Result

Previous

Status:

Outcome:

Outcome Reason:

Current

Action:

Status:

Outcome:

Outcome Reason:

Bridge Result

Status Result

Previous

Status:

Outcome:

Outcome Reason:

Current

Action:

Status:

Outcome:

Outcome Reason:

QuickStart Result

Status Result

Previous

Status: Open

Outcome:

Outcome Reason:

Current

Action: Update

Status: In Progress

Outcome:

Outcome Reason:

ProductReplacement Result

Status Result

AFR Case Result

Status Result

Task

Cancel

Save

Click <Save>

Under **Eligibility Statuses**, observe the **Type** as *Approval* and **Status** as *Active*. Go back to the **Cases** tab.

Case 00240791

Case Record Type

Account Name

Patient Address

Patient Phone

Patient Email

Preferred Method of Contact

Quick Start

Clark Kent

123, Main Street Houston TX 77523 United States

+18711654372

clark.kent@gmail.com

Fax

Related List Quick Links

Case Comments (0)

Missing Informations (0)

Incomplete Informations (0)

Document Checklist Items (0)

Eligibility Statuses (1)

Secure Message Threads (0)

Integration Loggers (1)

Related

Details

Send Email

Eligibility Statuses (1)

1 item • Updated a few seconds ago

+

✕

New

	Eligibility Status Name	Type	Status	Reason	Start Date	End Date	Inactive Da...
1	ES-0039451	Approval	Active		1/21/2025	4/22/2025	

View All

Missing Informations (0)

New

Incomplete Informations (0)

Change Owner

New

Document Checklist Items (0)

New

Secure Message Threads (0)

GALDERMA  
EST. 1981

05

EVERSANA™

Under the **Cases** tab, open the **Dispense (Access)** case.

Accounts > Clark Kent

**Cases**

7 Items • Sorted by Date Opened • Updated 2 minutes ago

<input type="checkbox"/>	Case	Case Record Type	Status	Case Outcome	Date Opened
1	00240800	Dispense	In Progress		1/21/2025, 10:53 PM
2	00240798	Authorization	In Progress		1/21/2025, 10:48 PM
3	00240790	Patient Support	In Progress		1/21/2025, 10:34 PM
4	00240791	Quick Start	In Progress		1/21/2025, 10:34 PM
5	00240783	Dispense	In Progress		1/21/2025, 10:34 PM
6	00240804	Benefits Verification	Closed	Complete	12/9/2024, 10:33 PM
7	00230077	Intake	Closed	Complete	12/9/2024, 10:33 PM

Scroll down and go to the **Pharmacy Referrals**.

Clark Kent | Acco... | 00230077... | 00230084... | Cases | 00240796... | 00240791... | 0024079... | 0024079...

Program  
Galderma Patient Support Services

Program Enrollee  
Clark Kent-GALD

Patient Service Summary  
PS-062759

Account Name  
Clark Kent

Type  
Access

Invalid Record  
No

Care Program Enrollee Product  
Clark Kent-NEMLUVIO

Product Dosage  
NEMLUVIO Pre-Filled Single Dose Injector

Status  
In Progress

Case Outcome

Case Outcome Reason

Case Manager  
Ahqesha Gray

Last Worked

Enrollment Date  
12/9/2024

Case Origin

Case Source

**Pharmacy Referrals (1)**

1 Item • Updated a few seconds ago

<input type="checkbox"/>	Pharmacy ...	Care Program Prod...	Product Dosage	Type	Refills	Status	Reason
1	PR-0030861	NEMLUVIO	NEMLUVIO Pre-Filled Single Dose Injector	Rx Transfer		In Progress	Missing Information

View All

**Orders (0)** Click on the **Pharmacy Referral Number**

**Disposes (0)**

**Process Steps (0)**

Scroll to **Patient Service Summary Related Documents**.

Pharmacy Referral  
PR-0030861

Details Related

**Pharmacy Referral History (1)**

Date	Field	User	Original Value	New Value
1/21/2025, 10:34 PM	Created:	Hatim Ghasia		

View All

**Document Checklist Items**

No documents available to be unlinked.

**Patient Service Summary Related Documents**

Name	Document Name
1 Patient Service Summary	Clark Kent - Enrollment Form

Link the **Enrollment Form**

Click on the *pencil* to edit. Scroll down to **Product Specific Information** and change **Dispense as Written** to **Yes**. Add all the **Available RX Elements** to **Chosen**.

Clark Kent | Acco... 00230077 ... 00230084 ... Cases 00240796 ... 00240791 ... 00240792 ... PR-0030... All Care PL... Ho...

Patient Service Summary  
PS-062759

Status  
In Progress  
[View all dependencies](#)

Reason  
Missing Information  
[View all dependencies](#)

Origin  
HUS

Count of Linked Documents  
1

Override Linked Document Count  
☐

Clark Kent-NEMLUVIO

Product Dosage  
NEMLUVIO Pre-Filled Single Dose Injector

Care Program Provider  
Beverly Bennett-GALD

Product Specific Information

Dispense Type  
Commercial

Dispense as Written  
Yes

RX Elements

Available

Chosen

Move selection to Chosen

Date of Prescribing  
Prescriber Signature  
Strength and Dosage  
Directions for Use

Scroll down further to **Shipping Information**. Add the **Shipping Date** and change **Ship To** to **Patient**.

Additional Product Information

Additional Product Requests

Shipping Information

Shipment Date  
1/21/2025

Ship To  
Patient

Shipping Street

Shipping City

Shipping State

Shipping Postal Code

One Time Shipping Information

One Time Shipping Street

One Time Shipping City

One Time Shipping State  
--None--

One Time Shipping Postal Code

Scroll down further to **Dispensing Pharmacy/Distribution Center Information**. Add the **Pharmacy/Distribution Center**.

Dispensing Pharmacy/Distribution Center Information

Pharmacy/Distribution Center

Accredo Health Group, INC

Address

Phone

This field is calculated upon save

Fax

This field is calculated upon save

NPI

This field is calculated upon save

Pharmacy System Information

CPR+ Fax Id

CPR+ Patient MRN

Search Identifiers...

Rx Transfer Date

Transfer Rx Number

Pharmacist Transferred To

Transfer Confirmation #

System Information

Cancel

Save

Click <Save>

Go back to the **Cases** tab, open the **Dispense (Quickstart)** case.

Case	Case Record Type	Status	Case Outcome	Date Opened
1 00240700	Dispense	In Progress		1/21/2025 10:53 PM
2 00240701	Authorization	In Progress		1/21/2025 10:48 PM
3 00240702	Patient Support	In Progress		1/21/2025 10:34 PM
4 00240701	Quick Start	In Progress		1/21/2025 10:34 PM
5 00240702	Dispense	In Progress		1/21/2025 10:34 PM
6 00230084	Benefits Verification	Closed	Complete	12/9/2024 10:59 PM
7 00230077	Intake	Closed	Complete	12/9/2024 10:33 PM

Scroll down and go to the **Pharmacy Referrals**.

Clark Kent | Acco...

00230077 ...

00230084 ...

Cases

00240706 ...

00240701 ...

00240702 ...

PR-00308...

0024080...

Program

Gadiderma Patient Support Services

Program Enrollee

Clark Kent-GALD

Patient Service Summary

PS-062759

Account Name

Clark Kent

Type

Quick Start

Invalid Record

No

Care Program Enrollee Product

Clark Kent-NEMLUVIO

Product Dosage

NEMLUVIO Pre-Filled Single Dose Injector

Status

In Progress

Case Outcome

Case Outcome Reason

Case Manager

Ahquesha Gray

Last Worked

Enrollment Date

12/9/2024

Case Origin

Case Source

Pharmacy Referrals (1)

1 item • Updated a few seconds ago

Pharmacy ...

Care Program Prod...

Product Dosage

Type

Refills

Status

Reason

1

24-0030862

NEMLUVIO

NEMLUVIO Pre-Filled Single Dose Injector

Rx Transfer

In Progress

Missing Information

View All

Orders (0)

Click on the **Pharmacy Referral Number**

Disposes (0)

Process Steps (0)

Scroll to **Patient Service Summary Related Documents**.

Pharmacy Referral  
PR-0030862

Details

Related

Pharmacy Referral History (1)

Date	Field	User	Original Value	New Value
1/21/2025, 10:53 PM	Created.	Hatim Ghasia		

View All

Document Checklist Items

No documents available to be unlinked.

Patient Service Summary Related Documents

Name	Document Name
1 Patient Service Summary	Clark Kent - Enrollment Form

Link the **Enrollment Form**

Click on the *pencil* to edit. Scroll down to **Product Specific Information** and change **Dispense as Written** to **Yes**. Add all the **Available RX Elements** to **Chosen**.

Clark Kent | Acco...00230077 ... X00230084 ... XCases00240796 ... X00240791 ... X00240792 ... XPR-00308... X00240800 ... X

Patient Service Summary

PS-062759

Status

In Progress

View all dependencies

Reason

Ready to Send

View all dependencies

Origin

HUB

Count of Linked Documents

1

Override Linked Document Count

Clark Kent-NEMLUVIO

Product Dosage

NEMLUVIO Pre-Filled Single Dose Injector

Care Program Provider

Beverly Bennett-GALD

Product Specific Information

Dispense Type

Free Goods

Dispense as Written

Yes

RX Elements

Available

Move selection to Chosen

Chosen

Date of Prescribing

Prescriber Signature

Strength and Dosage

Directions for Use

Scroll down further to **Shipping Information**. Add the **Shipping Date** and change **Ship To** to **Patient**.

Clark Kent | Acco... 00230077 ... 00230084 ... Cases 00240796 ... 00240791 ... 00240792 ... PR-00308... 00240800 ... PF

Strength and Dosage  
Directions for Use

Additional Product Information

Additional Product Requests

Shipping Information

Shipping Date 1/21/2025

Ship To Patient

Shipping Street

Shipping City

Shipping State

Shipping Postal Code

Scroll down further to **Dispensing Pharmacy/Distribution Center Information**. The **Pharmacy/Distribution Center** should be auto-populated to **Senderra Rx Partners, LLC**.

Clark Kent | Acco... 00230077 ... 00230084 ... Cases 00240796 ... 00240791 ... 00240792 ... PR-00308... 00240800 ... P

One Time Shipping Street

One Time Shipping City

One Time Shipping State --None--

One Time Shipping Postal Code

Dispensing Pharmacy/Distribution Center Information

Pharmacy/Distribution Center Senderra Rx Partners, LLC

Address 3712 East Plano Parkway  
Plano, TX 75074  
United States  
This field is calculated upon save

Phone 855-460-7928  
This field is calculated upon save

Fax 888-777-5645  
This field is calculated upon save

NPI 1770810855  
This field is calculated upon save

Pharmacy System Information

CPR# Fax Id

CPR# Patient MRN Search Identifiers...

Rx Transfer Date

Transfer Rx Number

Pharmacist Transferred To

Transfer Confirmation #

Cancel Save Click <Save>

Once the **Dispense** cases have been completed, go back to **Cases** Tab.  
Click on **<Quick Start>**

Accounts > Clark Kent					
Cases					
7 Items • Sorted by Date Opened • Updated a few seconds ago					
<input type="checkbox"/>	Case	Case Record Type	Status	Case Outcome	Date Opened
<input type="checkbox"/>	00240790	Dispense	In Progress		1/21/2025, 10:53 PM
<input type="checkbox"/>	00240798	Authorization	In Progress		1/21/2025, 10:48 PM
<input type="checkbox"/>	00240790	Patient Support	In Progress		1/21/2025, 10:34 PM
<input checked="" type="checkbox"/>	00240791	Quick Start	In Progress		1/21/2025, 10:34 PM
<input type="checkbox"/>	00240790	Dispense	In Progress		1/21/2025, 10:34 PM
<input type="checkbox"/>	00202084	Benefits Verification	Closed	Complete	12/9/2024, 10:55 PM
<input type="checkbox"/>	00202077	Intake	Closed	Complete	12/9/2024, 10:33 PM

Click on the *pencil* to edit. Change **Status** to **Closed** and **Case Outcome** to **Complete**.

Case00240791

Case Record TypeQuick Start

Account NameClark Kent

Patient Address123, Main Street Houston TX 77523 United States

Patient Phone+18711654372

Patient Emailclark.kent@gmail.com

Preferred Method of ContactFax

Related List Quick Links

Case Comments (0)

Missing Informations (0)

Incomplete Informations (0)

Document Checklist Items (0)

Eligibility Statutes (1)

Secure Message Threads (0)

Integration Loggers (1)

RelatedDetailsSend Email

Case Information

ProgramGalderma Patient Support Services

Patient Service SummaryPS-062759

Account NameClark Kent

Case Origin--None--

Case Source--None--

Invalid RecordNo

Medicare Attestation--None--

Care Program Enrollee ProductClark Kent-NEMLUVIO

\*StatusClosedView all dependencies

Case OutcomeCompleteView all dependencies

Case Outcome Reason--None--View all dependencies


Case ManagerAhqeshta Gray

Last Worked


Date1/21/2025Time10:53 PM

CancelSave

New PatientTo Do List

 GALDERMA

11

 EVERSANA™