

Introduction

Welcome to PfizerCopoly.com. This guide will help you with the Pfizer Co-Pay Portal by showing you how to:

- Register and enroll in a Pfizer co-pay program
- Access and use the SmartCard
- Submit co-pay claims
- See claim/payment status and history
- See your account details and get help

Scan this code to get started



How a Patient Can Register and Enroll

You will need to register to get started. To register:

- 1 Visit www.PfizerCopoly.com and click "Patient"
- 2 Click "Create Account"
 1. If you have already enrolled in a co-pay program, choose your RxGrp and enter your RxID. This information can be found on your co-pay card. If you are not already enrolled, select "I don't have a card," then select the name of your medication from the drop-down list

You will need the following information in order to register and enroll:

- Co-pay card, if you are enrolled
- Insurance information (prescription and/or health)
- Personal information (name, date of birth, gender, and contact information)

2. Enter your insurance information. This may include your prescription and/or health insurance information
 - a. Prescription insurance information includes the BIN, Group Number, and PCN (optional)
 - b. Health insurance information includes the payer and Group Number
3. Enter your name, date of birth, gender, phone number, and address

Your Insurance Company	
Subscriber name John Doe	
Identification number XXX000000000	
Group number 00XXXX	RxBIN 000000
	RxPCN 00000000

INSURANCE COMPANY NAME		COVERAGE TYPE
MEMBER NAME: JOHN DOE		EFFECTIVE DATE: XX-XX-XXXX
MEMBER NUMBER: XXX-XX-XXXX		
GROUP #: XXXXXX-XXXX-XXXX	PRESCRIPTION GROUP #: XXXXXX	
PCP CO-PAY: \$15.00	PRESCRIPTION CO-PAY: \$15.00 (NAME BRAND)	
SPECIALIST CO-PAY: \$25.00		
EMER. ROOM CO-PAY: \$75.00		
MEMBER SERVICES: 1-800-XXX-XXXX CLAIMS/INQUIRIES: 1-800-XXX-XXXX		



Please confirm that your address and email address listed in the co-pay portal and on any forms you submit is correct

3 Next, to create your account on the patient portal:

1. Enter your email address and create a password
2. Review and agree to all program requirements, and answer the questions
3. Click “Finish” to create your account. You will receive an email from noreply@pfizercopay.com with a link to activate your account
4. Once completed, you will receive your SmartCard information. If you have already enrolled, you can now access your SmartCard. See SmartCard section for more information

How a Patient Can Access and Use Their SmartCard

Once you are approved for co-pay support, you can pay your co-pay using the SmartCard. The SmartCard will be emailed to you, and you may print it out or email it to your doctor’s office or pharmacy.

If you need another copy of your SmartCard, you can access it through your co-pay portal account.

1. Go to “My Account”
2. Select SmartCard in the “My Cards” section
3. A pop-up will provide you with a one-time security token; please copy token for later use
4. Click “View SmartCard” and a new window will open
5. Enter date of birth, last name, ZIP code, security token, and select “Submit”
6. Your SmartCard will open, and you will be able to export as a PDF and save on your computer.

You can give this SmartCard (printed or email copy) to your doctor or specialty pharmacy for payment. You can also give the SmartCard to your retail pharmacy to use as a co-pay card.

If you are submitting your own claims for reimbursement, you may receive funds on the SmartCard (see the “How a Patient Can Submit a Claim” section on page 3 for more information). These funds can be used to pay your doctor or specialty pharmacy.



A co-pay claim must be submitted and approved before funds are loaded onto the SmartCard.

How a Patient Can Submit a Claim

On the Home Page of the patient co-pay portal, you can submit a new claim or check the status of a claim you already submitted. To submit a new claim, you will need electronic copies of the Pfizer Co-Pay Claim Form and your Explanation of Benefits (EOB) statement provided to you by your insurance company.

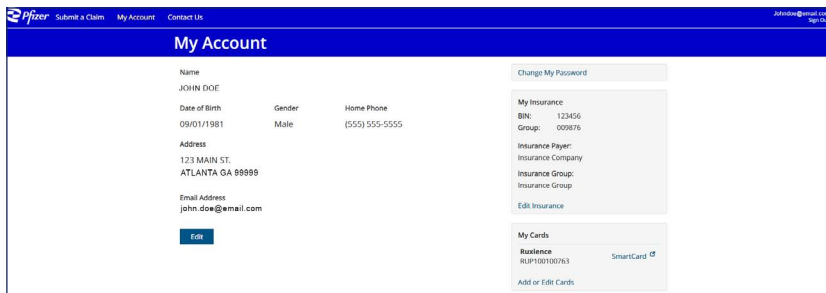
- 1 Click "Submit a Claim" on the portal Home Page
- 2a If your prescription was filled at the pharmacy, click "Pharmacy," and click "Attach File" to upload the receipt given to you by your pharmacist. The receipt should show:
 1. Your name and address
 2. The pharmacy's name, address, and phone number
 3. The prescription number, fill date, drug name, strength, NDC number, and quantity
 4. The price and/or co-pay amount you paid for the drug
 5. Date of purchase
- 2b If your prescription was filled at your doctor's office, click "Prescriber's Office," and click "Attach File" to attach the copy of your EOB
- 3 The portal will ask you if you have paid your co-pay amount before submitting your claim. Answer "Yes" or "No"

You will need the following information to submit a claim:

- A completed Pfizer Co-Pay Claim Form within 180 days from the treatment date shown on the patient's EOB
- A copy of the EOB (or dated pharmacy receipt if the prescription was filled by a pharmacy)
- The group and member ID information on the identification card (provided on the approval letter)

- 4 Click "Submit." You will receive a confirmation number
 1. Claims can take 2 to 3 business days (Monday–Friday) to process. Once your claim has been approved, your payment will be processed. If you have not paid for your drug, you can expect funds to be immediately added to your SmartCard. Funds on the card must only be used to pay your co-pay with your doctor's office. For more information about SmartCard, please see the SmartCard section above
 2. If you have already paid for your drug, you will be sent a check. You should receive the check within 14 business days of claim submission

How a Patient Can Review Account Details



On the "My Account" page, you can see your personal information, insurance information, and co-pay card details. You can change your information by clicking the "Edit" option at the bottom of the page.

You can change your password by clicking "Change Your Password" on the "My Account" page.

Help for the Patient Portal

If you have problems uploading claim forms, you can also submit claims by:



Mail:
P.O. Box 6875
Bridgewater, NJ 08807



Fax: (877) 847-3291

When mailing or faxing claims, you will need to download and complete the Pfizer Co-Pay Claim Form and include a copy of your EOB (or dated pharmacy receipt if the prescription was filled by a pharmacy).

For help, contact PfizerCopay.com Patient Support:
Phone number: (800) 555-4820, Monday-Friday, 8 AM-8 PM ET

