

Access **Support**® >

Your patient. Our commitment.

Provider Portal User Guide

MyBMSCases

Dear Healthcare Office:

Thank you for your interest in using **MyBMSCases**. This web portal is designed to help you assist patients with enrolling in BMS Access Support® programs and keep track of enrolled patients on an ongoing basis.

Bristol Myers Squibb is committed to helping appropriate patients get access to our medications by providing access and reimbursement support services.

If you require additional assistance with the MyBMSCases Provider Portal, please call BMS Access Support at 1-800-861-0048.



Welcome

MyBMSCases is an online portal to help healthcare offices with enrolling patients in programs offered by BMS Access Support®. This guide explains how to register your office and help patients enroll. It also provides an overview of the basic features within the portal.

Once registered, you will be able to check the status of a request, view a patient's specific research results, and manage your patient, provider, and facility profiles. You can also manage cases for your currently-enrolled patients, including electronically submitting requests for benefits review, co-pay assistance, patient assistance, prior authorization assistance, and claims assistance.

The accurate completion of reimbursement or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.



QUESTIONS?

Call Bristol-Myers Squibb Access Support® at **1-800-861-0048**
8 AM to 8 PM ET, Monday–Friday

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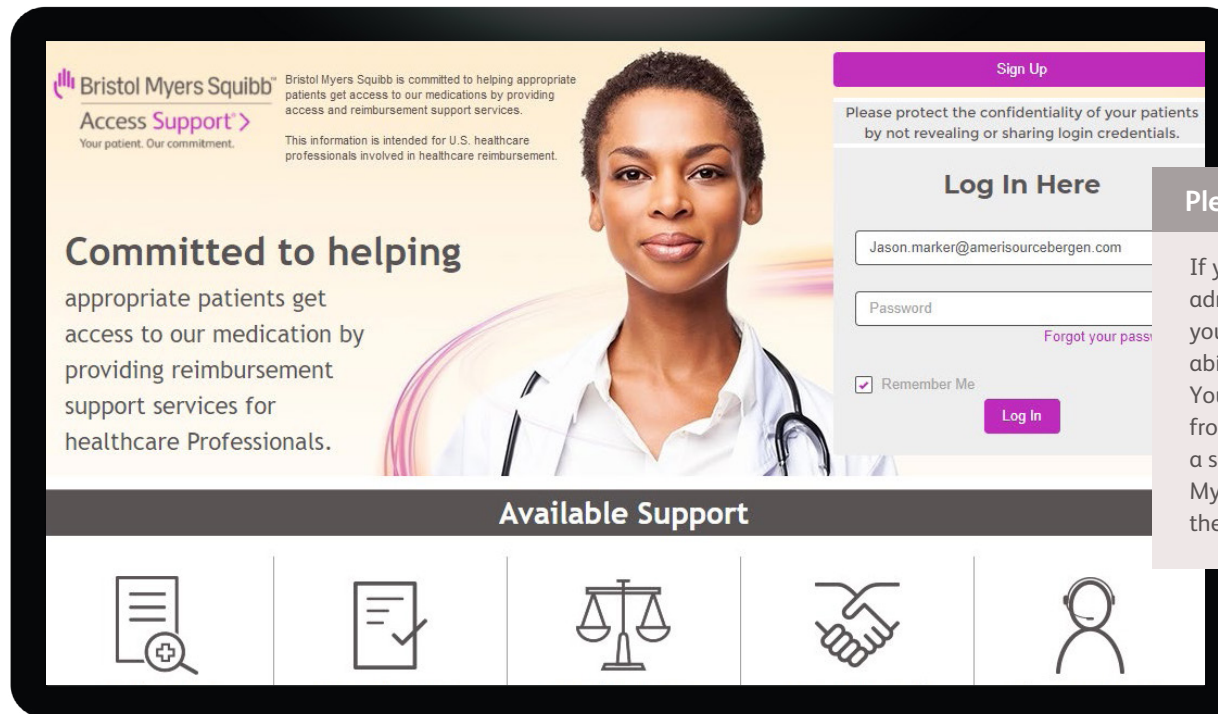
This user guide focuses on the basic operations relating to office and user registration and patient enrollment. For further details, log into the portal and visit the RESOURCES section.

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User Registration

✓ To gain access to the secure, interactive portions of the MyBMSCases portal, you will need to first **REGISTER** and **BE VALIDATED**. Once validated, you will be able to request affiliation with the offices and providers you support.

✓ To start the registration process, please **VISIT** MyBMSCases.com. Click the **SIGN UP** button on the top right of the portal home page to register.

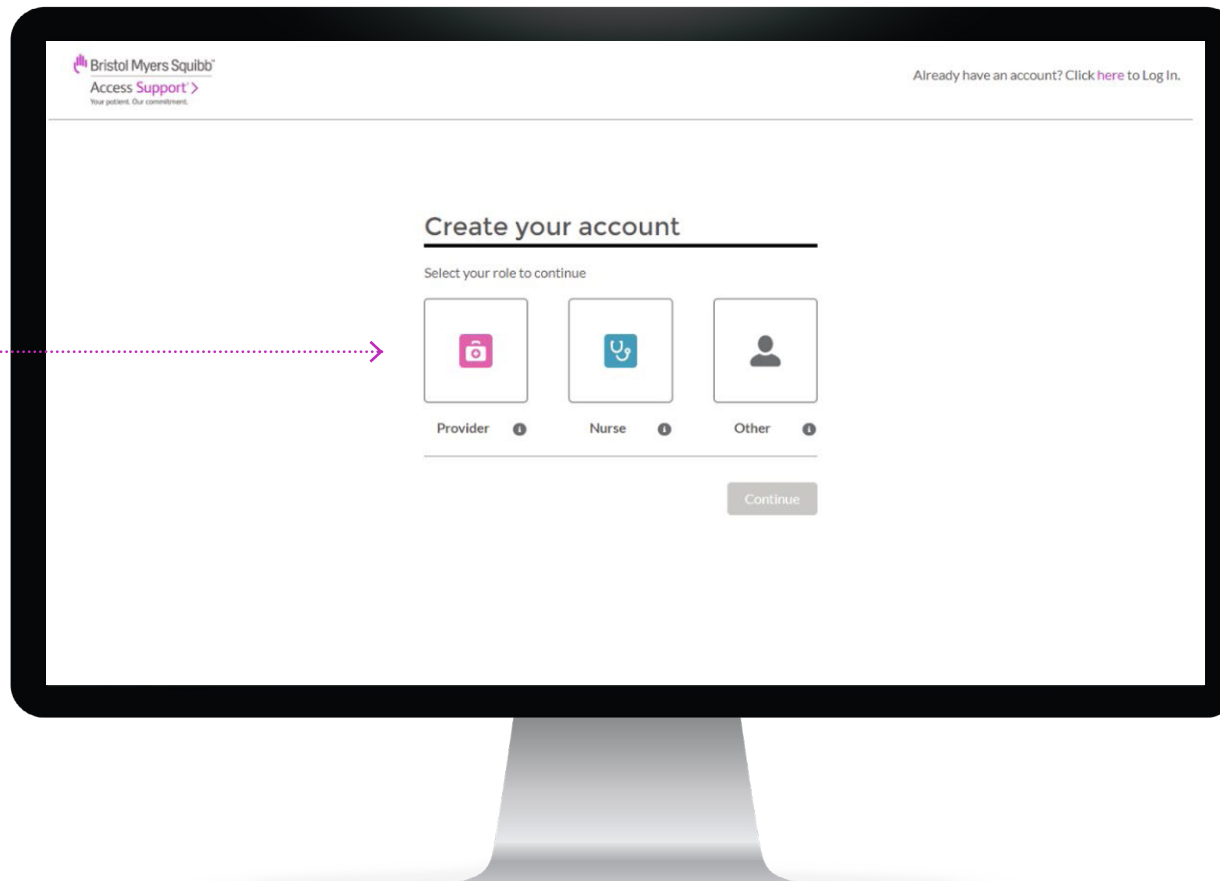


Please Note:

If your organization has an administrator assigned to your portal, they will have the ability to invite you to register. You will receive an email from the administrator with a special, one-time use link to MyBMSCases.com to complete the registration process.

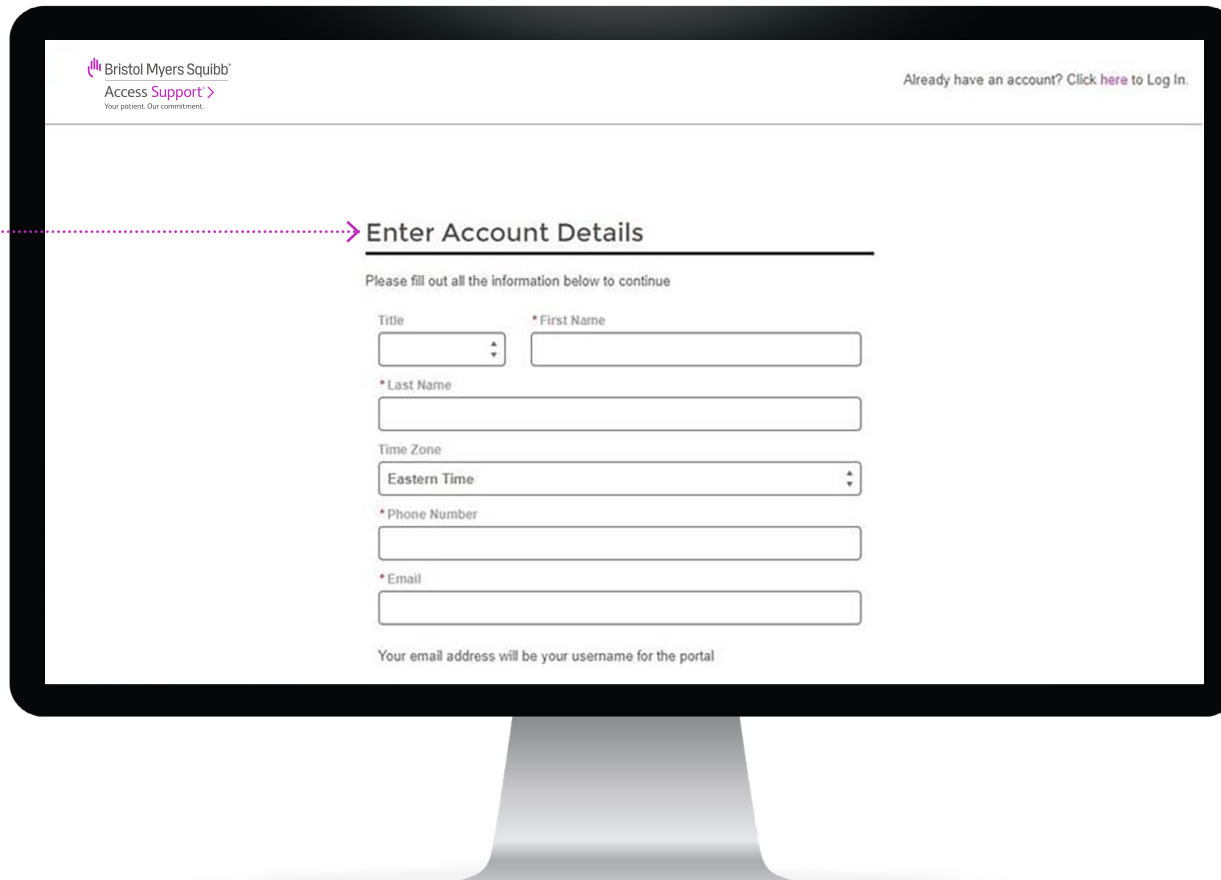
User Registration (cont.)

- ✓ On the **CREATE A NEW ACCOUNT** page, you will be prompted to select your type of registration and your profile type.
- Unless you are a licensed provider or nurse, please choose “Other” as your registrant designation.



User Registration (cont.)

✓ Next, enter **ACCOUNT DETAILS**.



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Already have an account? Click [here](#) to Log In.

Enter Account Details

Please fill out all the information below to continue

Title *First Name

*Last Name

Time Zone
Eastern Time

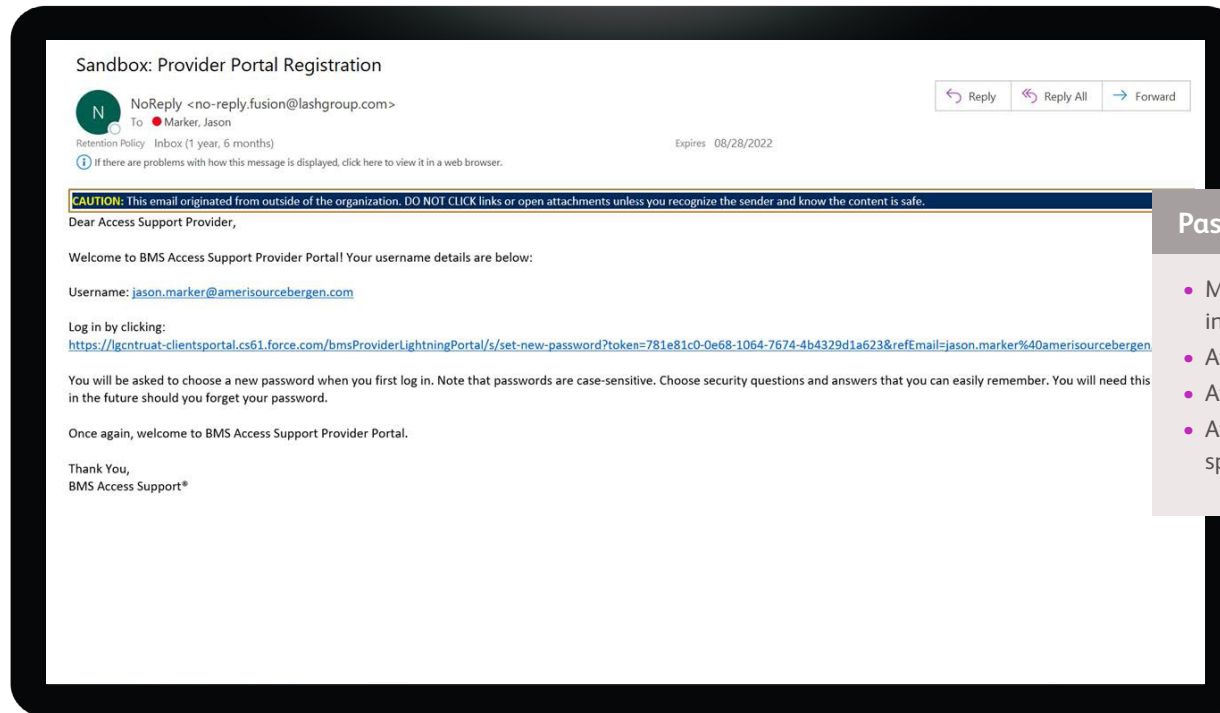
*Phone Number

*Email

Your email address will be your username for the portal

User Registration (cont.)

- ✓ Once the account details have been entered and you select continue, you will receive a welcome email containing a temporary password.
 - **CLICK THE LINK** in the email to set up your permanent **PASSWORD** and finalize your registration. The portal will automatically prompt you through the remaining steps in the registration process.



Password Requirements

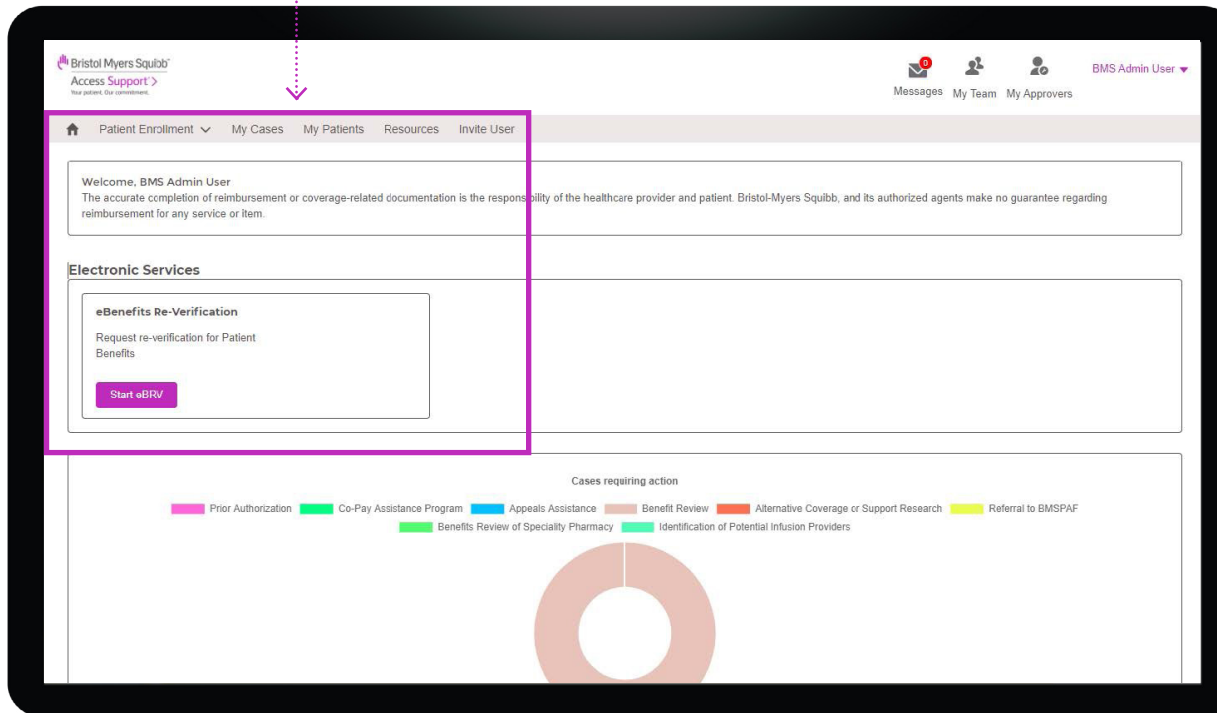
- Minimum 8 characters in length
- At least one lowercase letter
- At least one uppercase letter
- At least one number or special character (#, !, 3, etc.)

Dashboard

- ✓ Once you are logged into the MyBMSCases Provider Portal, you can use the **DASHBOARD** to navigate. The navigation bar provides direct links to the most commonly used functions.

Commonly Used Functions:

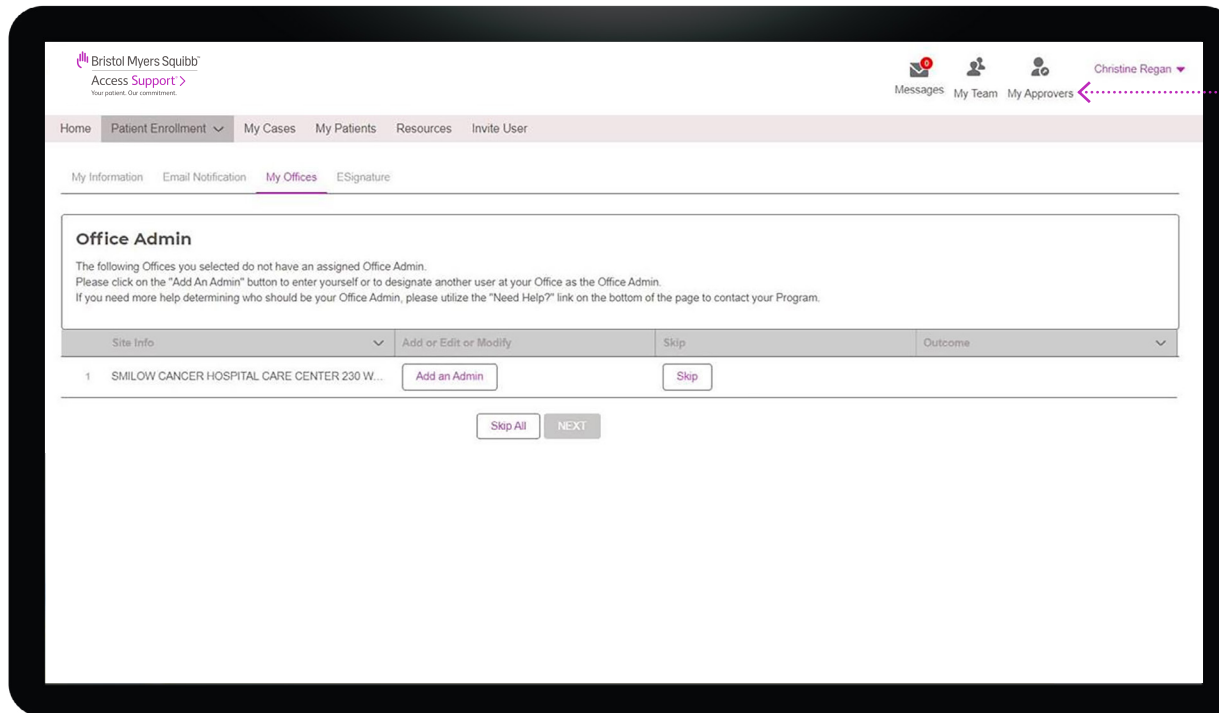
- **Patient Enrollment**—Enroll new patients or submit additional enrollments for existing patients
- **My Cases**—Shows a list of all patient cases for your affiliated offices
- **My Patients**—Shows a list of all currently-enrolled patients for all your affiliated offices
- **Resources**—Additional documents and instructional materials
- **Invite User**—Invite another user to register for the portal
- **Electronic Services**—Shows options to complete a Benefits Re-verification or eEligibility Check



User Profile and Administrative Functionality

✓ Click on the username in the top-right corner and a drop-down menu will appear. Click 'My Profile.'

✓ The portal provides a number of **ADMINISTRATIVE FUNCTIONS** accessible by the Office Admin.



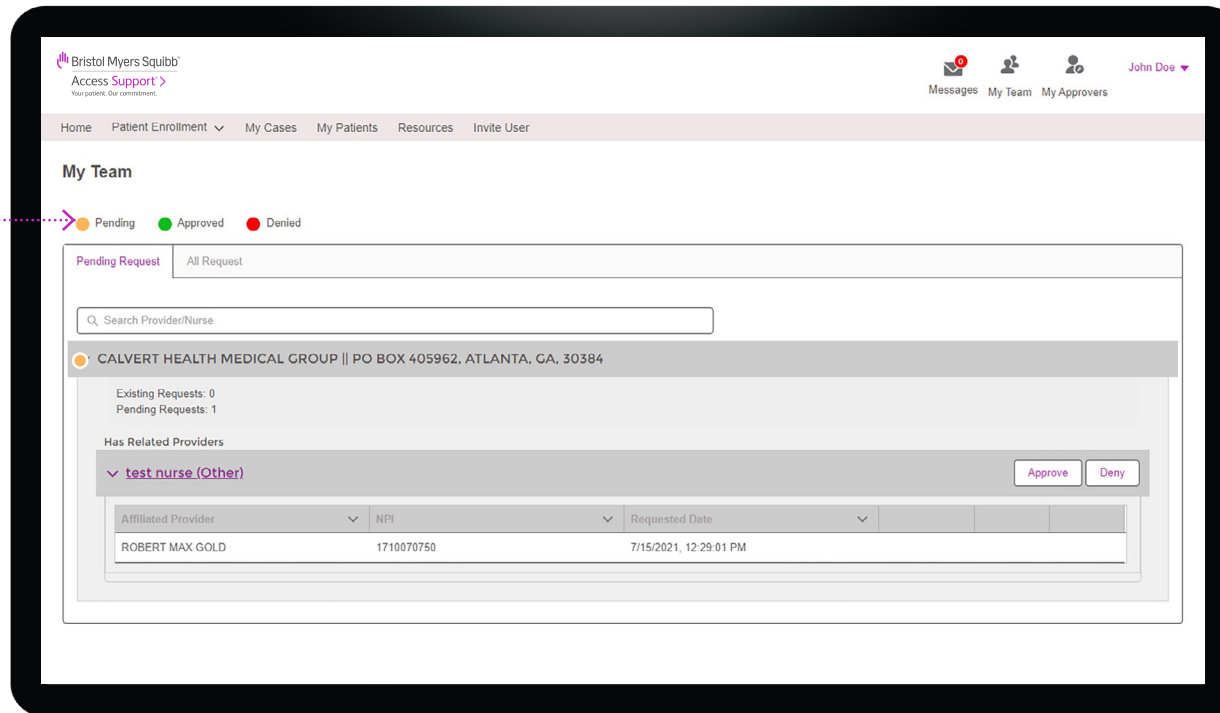
Admin Action Tools*:

- **Messages**—Direct message program representatives
- **My Team**—Manage provider and office affiliations
- **My Approvers**—Manage approvers within the office

*These icons will only display for Office Admin users.

Office Affiliations

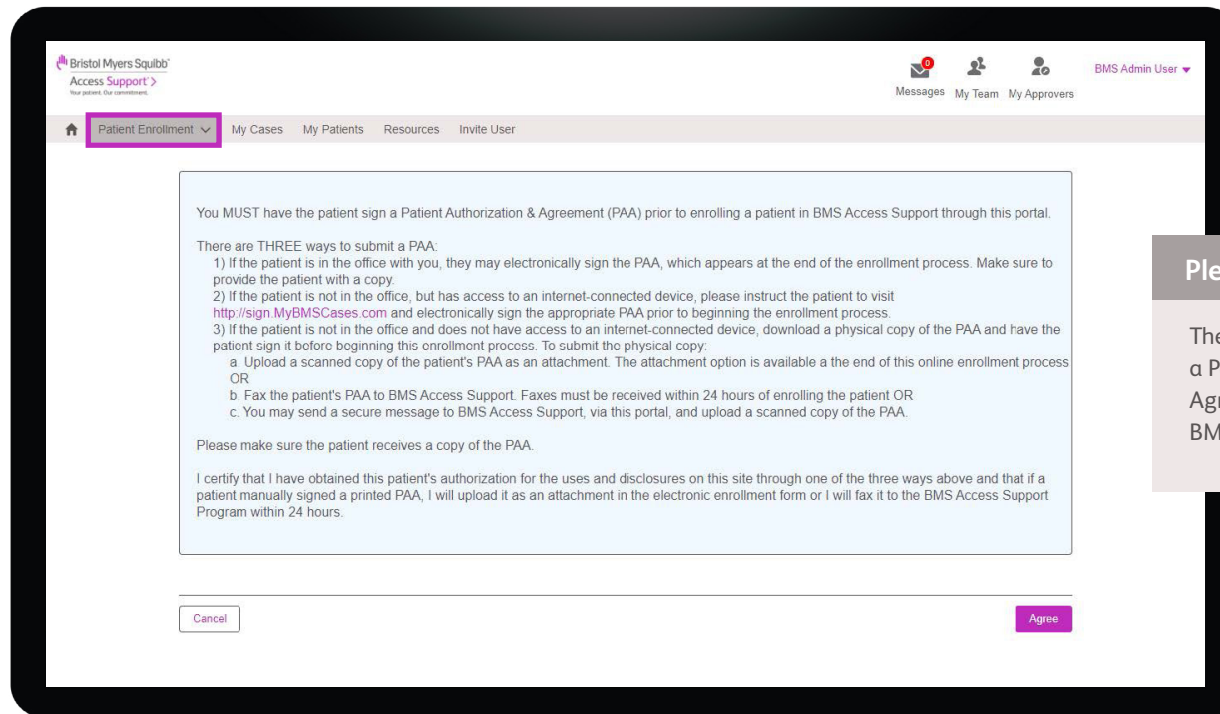
- ✓ The **ADMINISTRATIVE FUNCTIONS** enable the **OFFICE ADMIN** to invite other users in the office, approve office affiliations, and access requests, etc. If you have questions regarding the functionality of the Office Admin, please contact your Access and Reimbursement Manager or call BMS Access Support®.



Patient Enrollment Process

✓ The patient enrollment section lets you **SUBMIT ENROLLMENTS** on behalf of new or existing patients.

- To get started, click **PATIENT ENROLLMENT** on the navigation bar and choose if you would like to work with an existing or new patient.

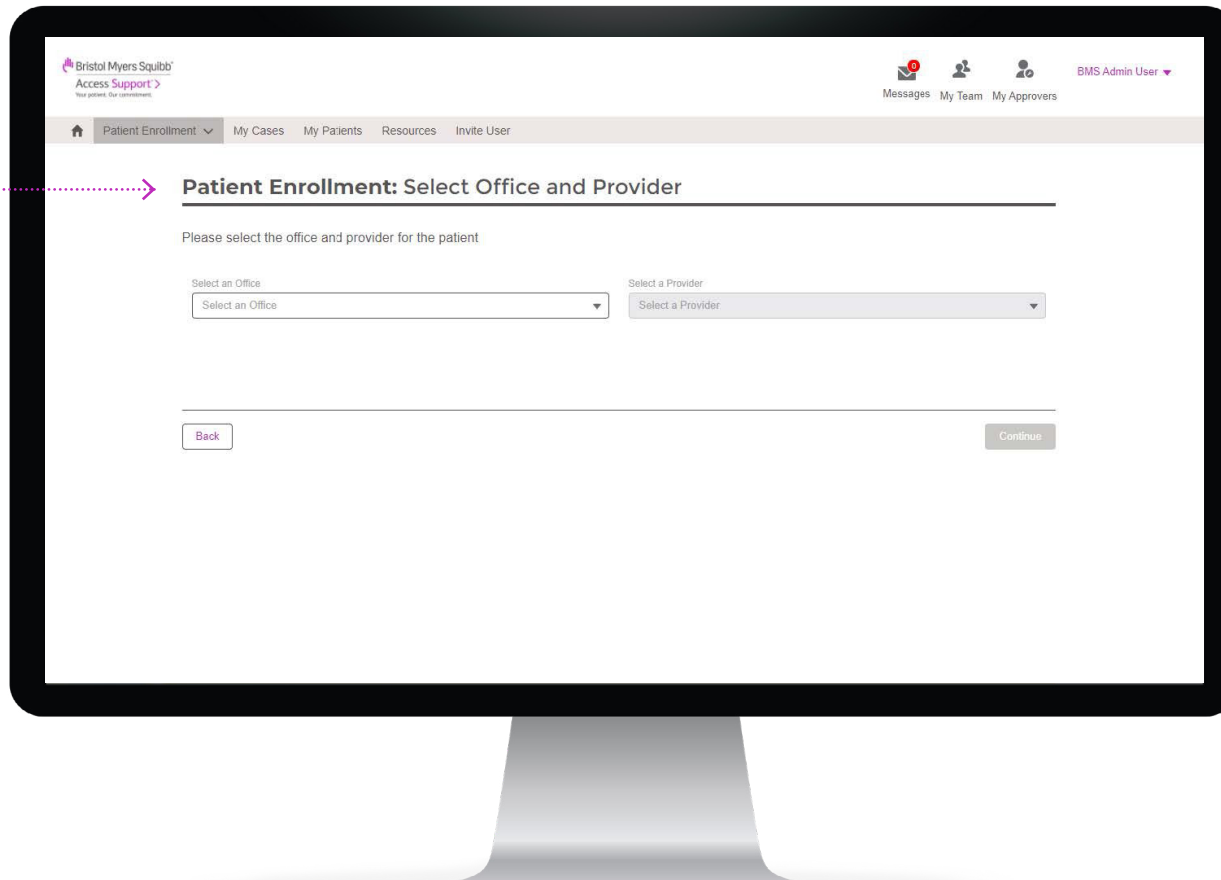


Please Note:

The patient must have signed a Patient Authorization and Agreement (PAA) to receive BMS Access Support® services.

Patient Enrollment Process (cont.)

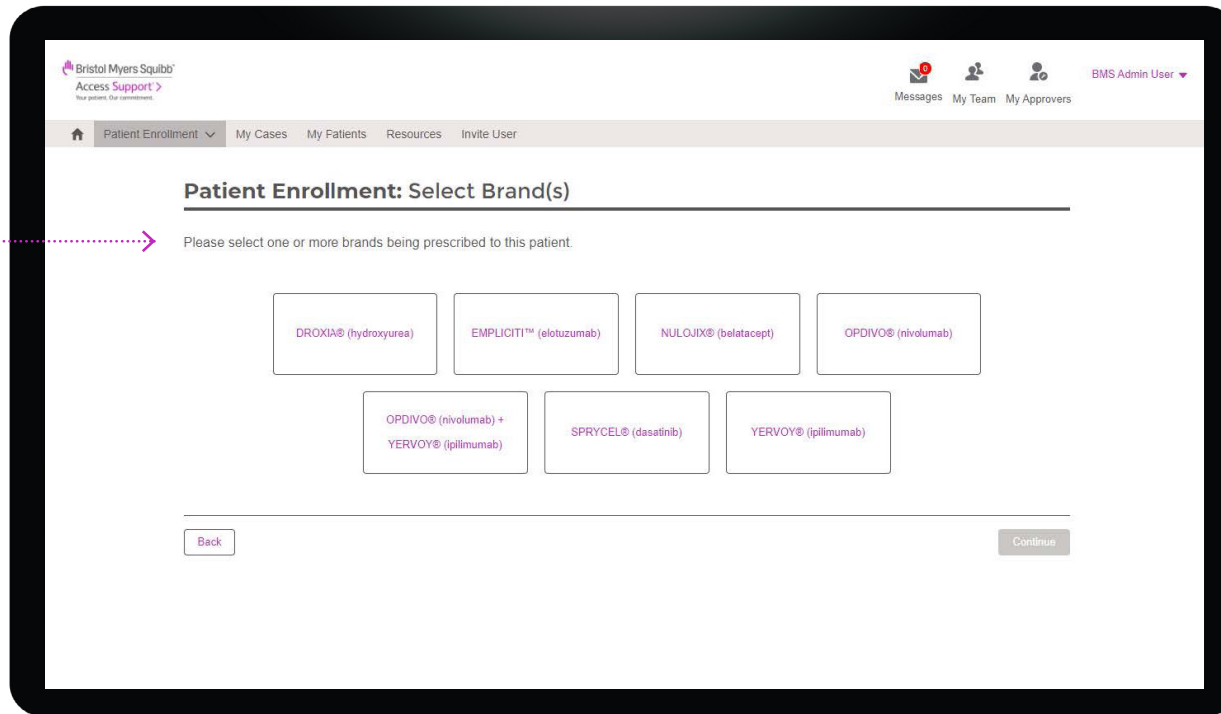
- ✓ The portal will prompt you through the steps to **SELECT** the patient's **OFFICE** and **PROVIDER**.
- If you choose to work with an existing patient, you will be prompted to select an existing patient from the list, otherwise you will be prompted to enter in the new patient's information.



The screenshot displays the 'Patient Enrollment: Select Office and Provider' screen within the Bristol Myers Squibb Access Support portal. The page features a header with the company logo, navigation links (Patient Enrollment, My Cases, My Patients, Resources, Invite User), and user information (BMS Admin User). The main content area prompts the user to 'Please select the office and provider for the patient' and includes two dropdown menus: 'Select an Office' and 'Select a Provider'. At the bottom, there are 'Back' and 'Continue' buttons. A purple dotted line with an arrow points from the text in the list above to the 'Patient Enrollment' section of the page.

Patient Enrollment Process (cont.)

- ✓ Next, the portal will prompt you through the steps to **SELECT** the BMS medication the physician has chosen to prescribe.



The screenshot displays the 'Patient Enrollment: Select Brand(s)' screen. The header includes the Bristol Myers Squibb logo and 'Access Support' link. The navigation bar shows 'Patient Enrollment' as the active tab, with other options like 'My Cases', 'My Patients', 'Resources', and 'Invite User'. The main content area is titled 'Patient Enrollment: Select Brand(s)' and contains the instruction: 'Please select one or more brands being prescribed to this patient.' Below this, there are seven selectable medication options arranged in two rows: DROXIA® (hydroxyurea), EMLICITI™ (elotuzumab), NULOJIX® (belatacept), OPDIVO® (nivolumab) in the first row, and OPDIVO® (nivolumab) + YERVOY® (ipilimumab), SPRYCEL® (dasatinib), YERVOY® (ipilimumab) in the second row. At the bottom, there are 'Back' and 'Continue' buttons.

Patient Enrollment Process (cont.)

✓ To complete the BMS Access Support® enrollment process, **FILL IN** the required patient and physician information, which includes but is not limited to, BMS Access Support services being requested, insurance information, and diagnosis codes, and allow for the upload of any additional attachments.

- Once you have entered in the appropriate information, click **REVIEW FORM** to verify the provided information.



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Messages My Team My Approvers BMS Admin User ▼

Home Patient Enrollment ▼ My Cases My Patients Resources Invite User

Patient Enrollment: Patient Information

Add a New Patient
Please enter the information about the patient you would like to enroll.

Gender
☐ Male ☐ Female

*First Name Middle Name *Last Name

*Date of Birth
 MM/DD/YYYY 

(If you are using Internet Explorer, please type the date as MM/DD/YYYY in the field)

*Address Line 1

Address Line 2

*Zip Code *City *State

Home Telephone Cell Phone

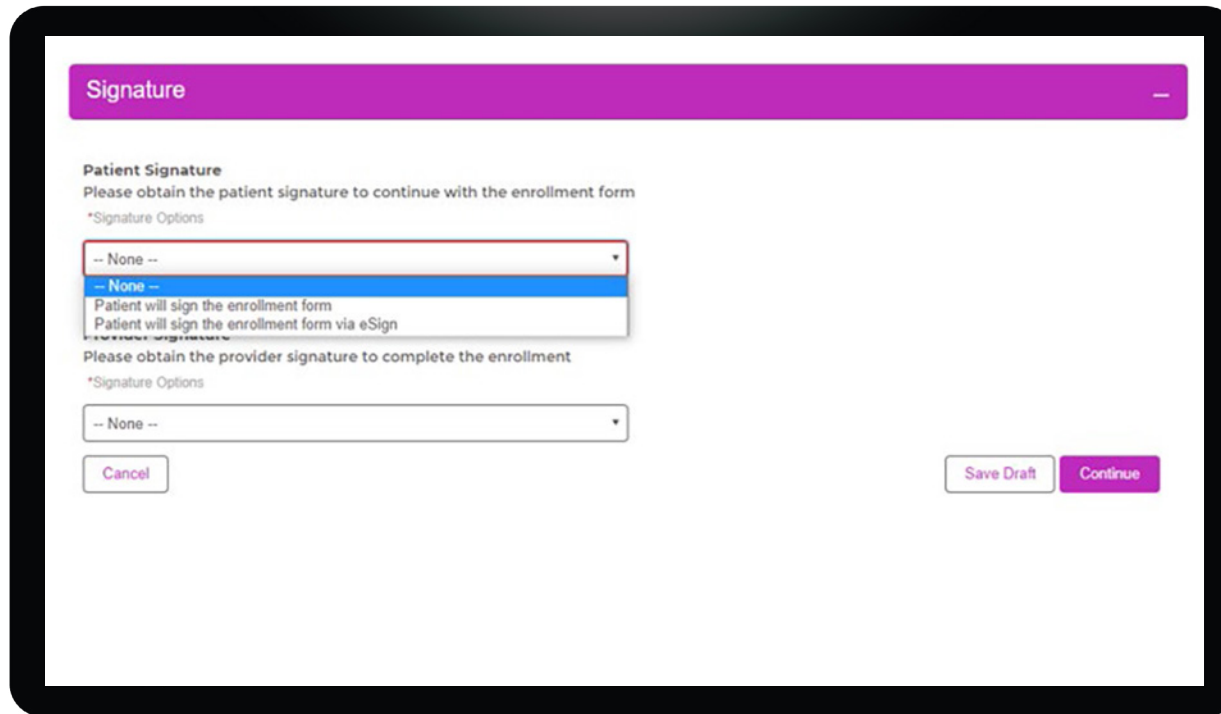
Email

We must validate the patient information before you can proceed to the next step. Click "Submit Patient Info" to validate the patient.

Patient Enrollment Process (cont.)

- ✓ You will be able to **VIEW** and **EDIT** the information you have entered. The Physician Certification, acknowledged by the physician's signature on the enrollment form, and the patient's signature on the PAA, are both required to complete the process. The physician certification is made when the physician signs the enrollment form.
 - **SIGNATURES** may be **SUBMITTED** by downloading, printing, signing the enrollment form, and faxing it to BMS Access Support® **OR** by the patient signing the form directly on the portal using an electronic signature.
 - If submitting digitally, the patient will be able to sign with their finger or type in their name and then click **APPLY**.

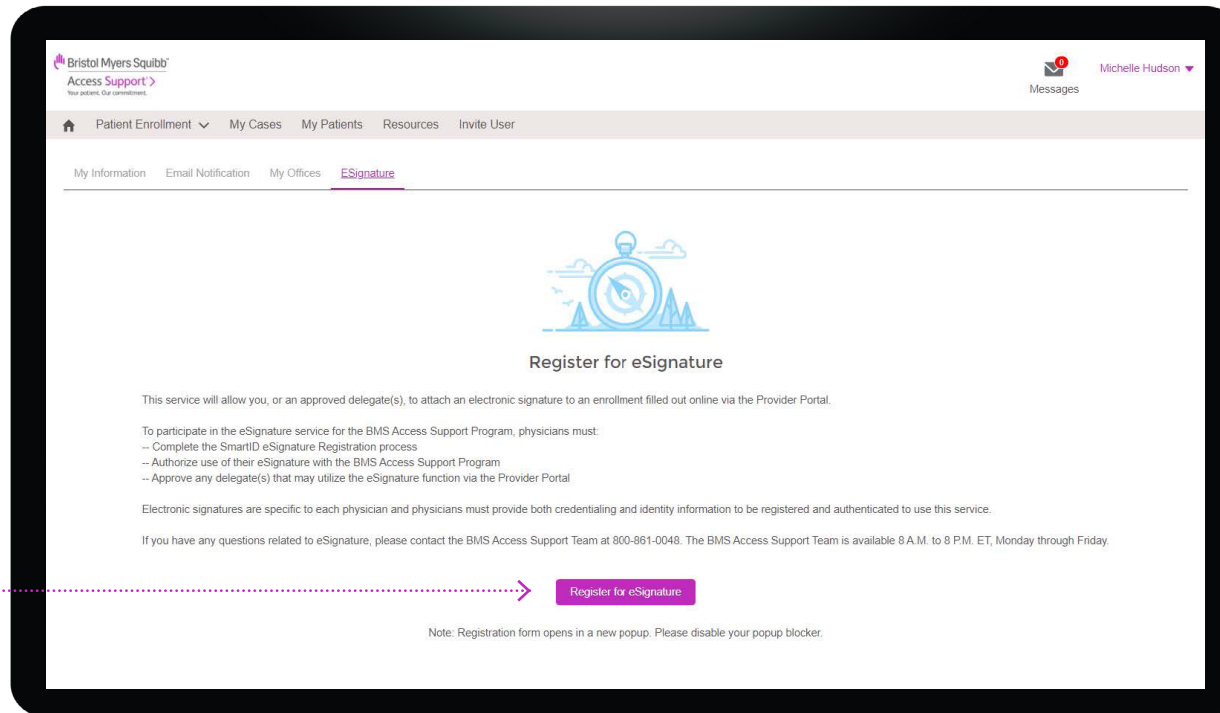
The process is complete! BMS Access Support will verify the information on the form and contact your office directly if there are any questions.



The screenshot shows a web interface titled "Signature" with a purple header bar. Below the header, the section "Patient Signature" is displayed, followed by the instruction "Please obtain the patient signature to continue with the enrollment form". Underneath, there is a label "*Signature Options" and a dropdown menu. The dropdown menu is open, showing three options: "-- None --", "-- None --", and "Patient will sign the enrollment form via eSign". Below this, the section "Please obtain the provider signature to complete the enrollment" is visible, followed by another label "*Signature Options" and a dropdown menu with "-- None --" selected. At the bottom left, there is a "Cancel" button. At the bottom right, there are two buttons: "Save Draft" and "Continue".

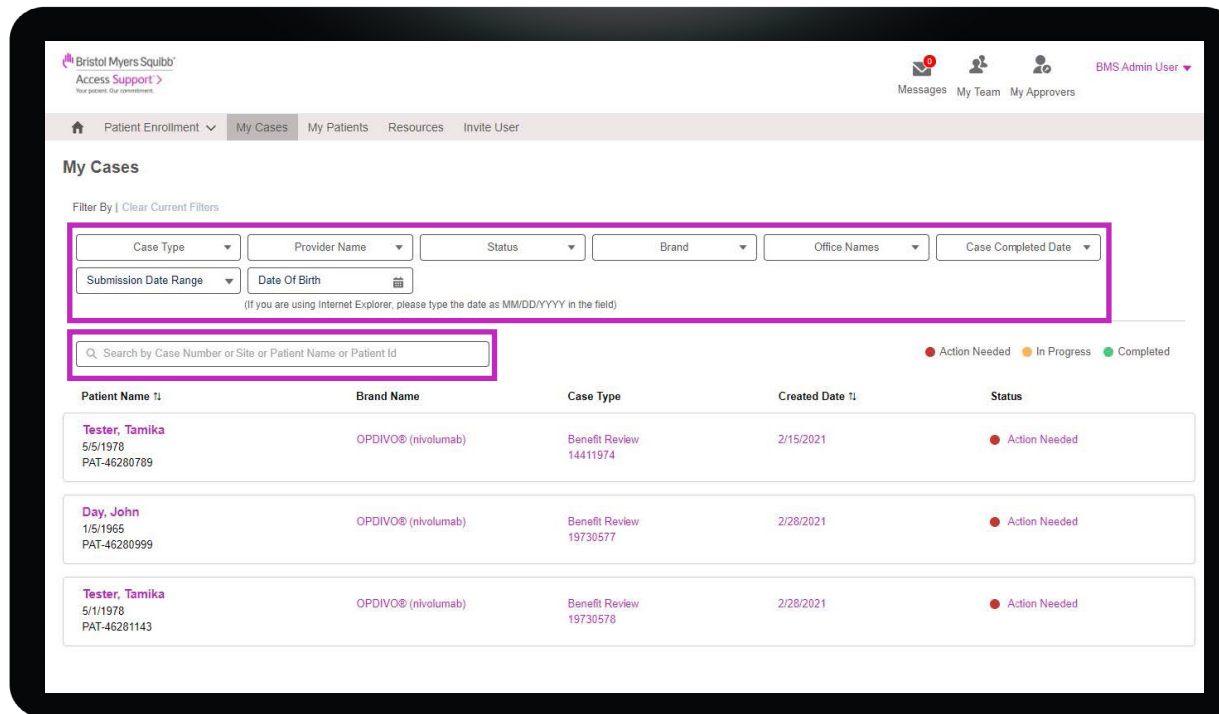
Register for eSignature

- ✓ User can create an eSignature profile to use the **eSIGNATURE** feature of the MyBMSCases Provider Portal. To create a profile, the user leaves the Provider Portal and is taken to the Smart ID Works website. Smart ID Works is a provider of eSignature services for pharmaceuticals.



My Cases

- ✓ The My Cases section of the portal provides at-a-glance visibility into all **PATIENT CASES**, allowing you to evaluate each by using green, yellow, and red status indicators.
- You can search for a patient by typing their name, or BMS Access Support® patient ID, in the **SEARCH BOX**, or you may select a specific **BMS ACCESS SUPPORT SERVICE** to view all cases related to that service.
- Once a patient is selected from the My Cases view, you can access **DETAILED STATUS INFORMATION**, which includes benefits review results, co-payment information, and any related request for that patient.



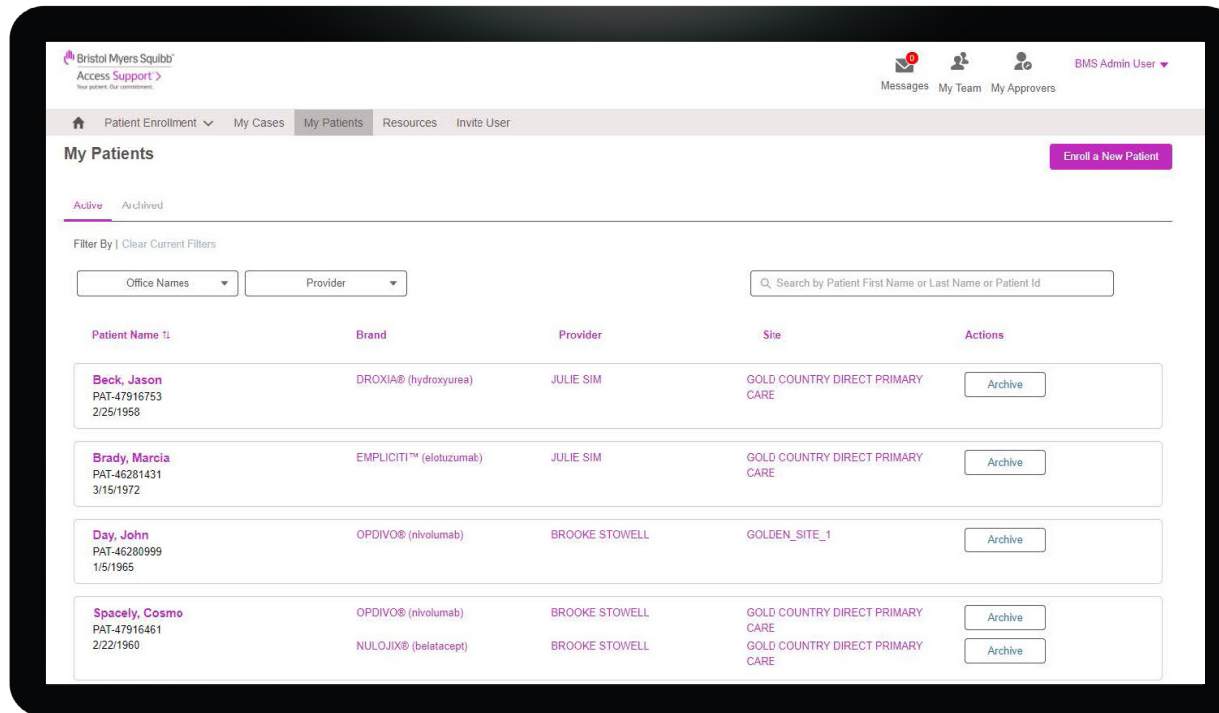
The screenshot displays the 'My Cases' section of the Bristol Myers Squibb Access Support portal. The interface includes a navigation bar with 'Patient Enrollment', 'My Cases' (selected), 'My Patients', 'Resources', and 'Invite User'. The 'My Cases' section features a 'Filter By' section with dropdowns for Case Type, Provider Name, Status, Brand, Office Names, and Case Completed Date. Below these are 'Submission Date Range' and 'Date Of Birth' fields. A search box is located below the filters, with a placeholder text 'Search by Case Number or Site or Patient Name or Patient Id'. The search box is highlighted with a red dashed line. Below the search box is a table of cases with columns: Patient Name, Brand Name, Case Type, Created Date, and Status. The table contains three rows of data, all with a status of 'Action Needed'.

Patient Name	Brand Name	Case Type	Created Date	Status
Tester, Tamika 5/5/1978 PAT-46280789	OPDIVO® (nivolumab)	Benefit Review 14411974	2/15/2021	Action Needed
Day, John 1/5/1965 PAT-46280999	OPDIVO® (nivolumab)	Benefit Review 19730577	2/28/2021	Action Needed
Tester, Tamika 5/1/1978 PAT-46281143	OPDIVO® (nivolumab)	Benefit Review 19730578	2/28/2021	Action Needed

My Patients

✓ This section enables you to **REVIEW** your affiliated patient profiles.

- Through My Patients, you can review a number of items, including insurance, co-pay assistance, prior authorizations, and any patient documents.



Additional Features

- ✓ Remember, **MyBMSCases SIMPLIFIES THE PROCESS** of requesting key BMS Access Support® services such as a benefits review, re-verification, and co-pay assistance.

But there is more...

- **Secure Messaging**
Send and receive secure messages about your site or patients to/from your Site Care Coordinator via the provider portal.
- **Resources**
Contains downloadable PAA and enrollment forms, FAQs, and Helpful Links for all combined BMS Access Support programs, Support contact information.
- **Electronic Benefits Re-verification (eBRV)**
Electronically submit requests for annual re-verification for enrolled patients who receive prescribed BMS medications.
- **eSignature**
Create an eSignature profile to use the eSignature feature of the portal.
- **Invite User**
Invite another user to register for the portal by filling in the appropriate fields. An email will be generated for them to register and have portal access, if approved by the administrator.
- **Approver Actions**
If you are an Office Admin or have Approver permissions, you will have the ability to approve user and site affiliations. Here you can view pending affiliations, approve or deny affiliation requests, manage existing affiliations, and invite users to register for the portal.

Three Simple Ways to Get Support



Contact your **Access & Reimbursement Manager** for general assistance and to schedule an office visit



Call Bristol Myers Squibb Access Support® at **1-800-861-0048**, 8 AM to 8 PM ET, Monday–Friday, to speak with a regionally assigned specialist



Visit **www.BMSAccessSupport.com** for information and resources, including the enrollment form, to help your patients with access to Bristol Myers Squibb products