Bristol Myers Squibb™
Access Support® >

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 BMS Access Support at **1-800-861-0048**, 8 AM to 8 PM ET, Monday–Friday, or contact your Access & Reimbursement Manager

Table of Contents

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.

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.
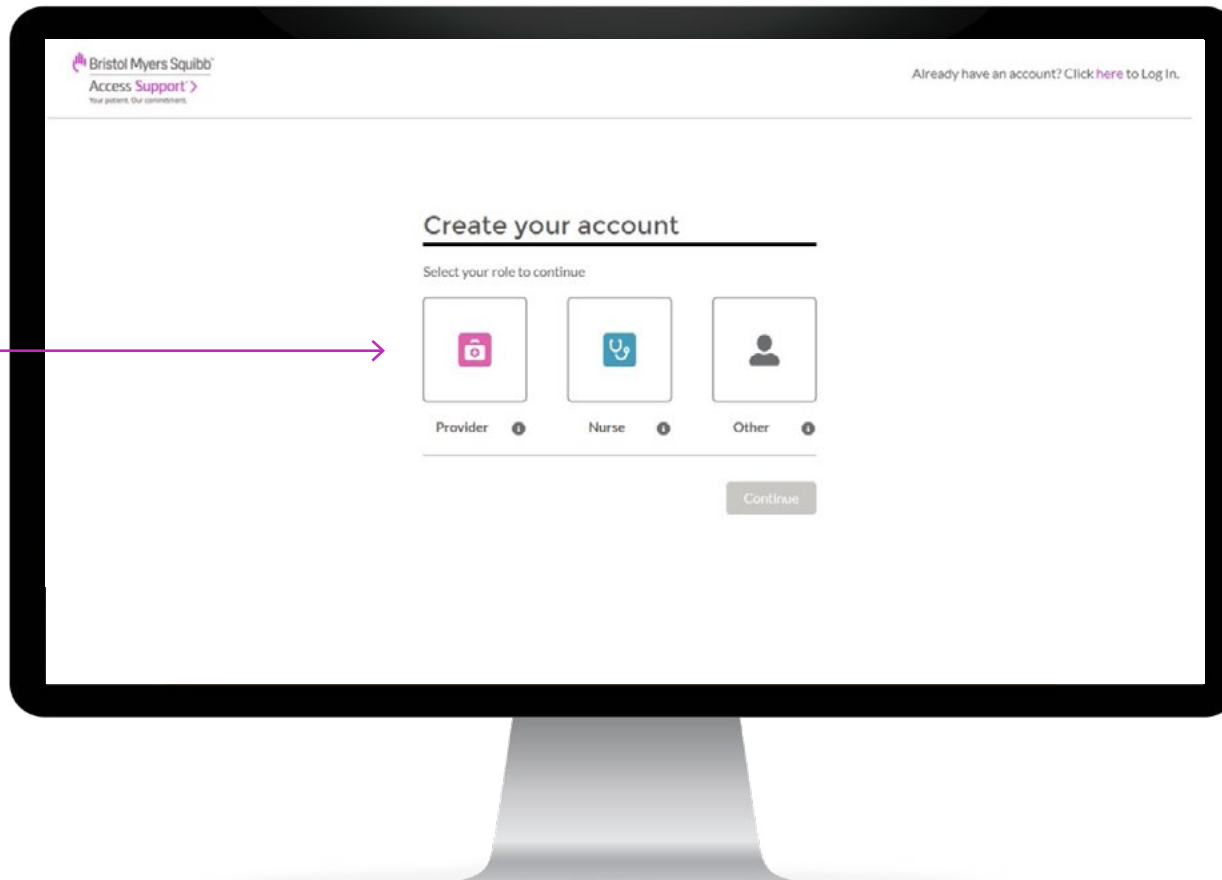
Please Note:

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.

Bristol Myers Squibb
Access Support >

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

This information is intended for U.S. heathcare professionals involved in heathcare reimbursement.

Sign up

Please protect the confidentiality of your patients by not revealing or sharing login credential

Log In Here

User Email

Password

Forgot your password?

☐ Remember me

Login

BMS Access Support is dedicated to helping patients access their prescribed BMS medications.

Available Support

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**.

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.

Sandbox: Provider Portal Registration

NoReply <no-reply.fusion@lashgroup.com>
To ● Marker, Jason

↩ Reply   ↩ Reply All   → Forward

Retention Policy   Inbox (1 year, 6 months)   Expires 08/28/2022
ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

CAUTION: This email originated from outside of the organization. DO NOT CLICK links or open attachments unless you recognize the sender and know the content is safe.

Dear Access Support Provider,

Welcome to BMS Access Support Provider Portal! Your username details are below:

Username: jason.marker@amerisourcebergen.com

Log in by clicking:
https://lgcntruat-clientsportal.cs61.force.com/bmsProviderLightningPortal/s/set-new-password?token=781e81c0-0e68-1064-7674-4b4329d1a623&refEmail=jason.marker%40amerisourcebergen.com

You will be asked to choose a new password when you first log in. Note that passwords are case-sensitive. Choose security questions and answers that you can easily remember. You will need this information in the future should you forget your password.

Once again, welcome to BMS Access Support Provider Portal.

Thank You,
BMS Access Support®

Password Requirements

- Minimum 8 characters in length
- At least 1 lowercase letter
- At least 1 uppercase letter
- At least 1 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 Reverification or eEligibility Check
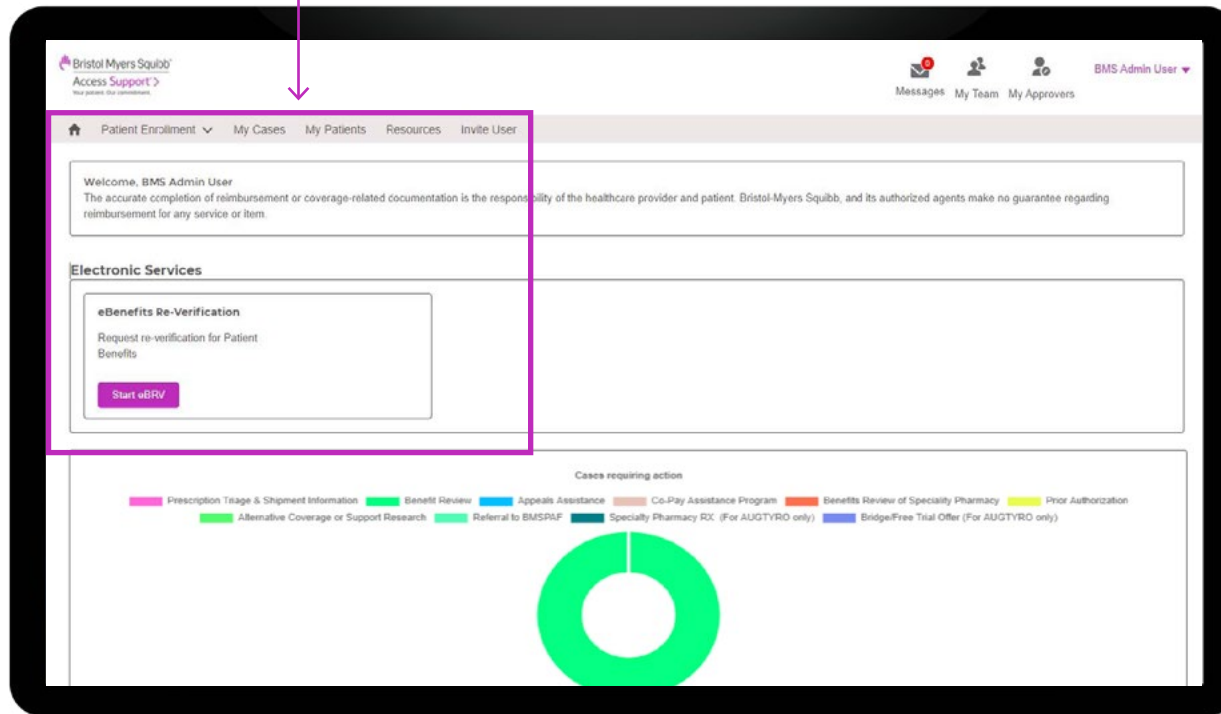
User Profile and Administrative Functionality

✓ 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.
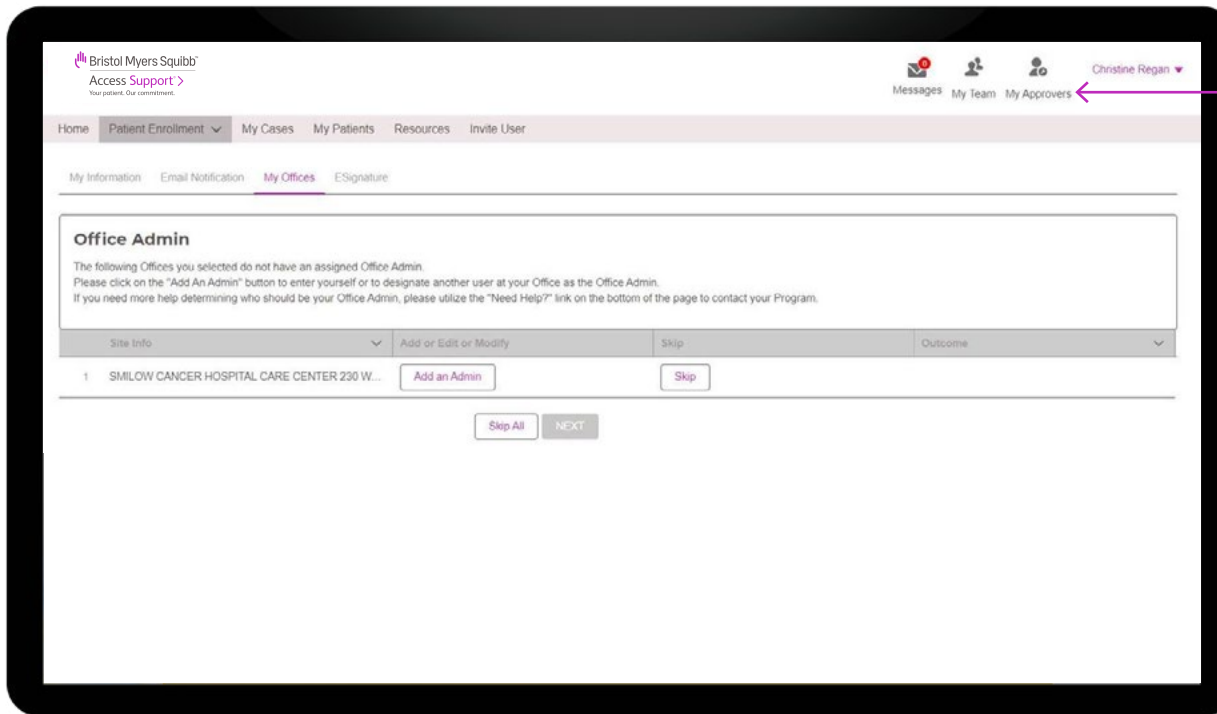
Admin Action Tools*:

- **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®.
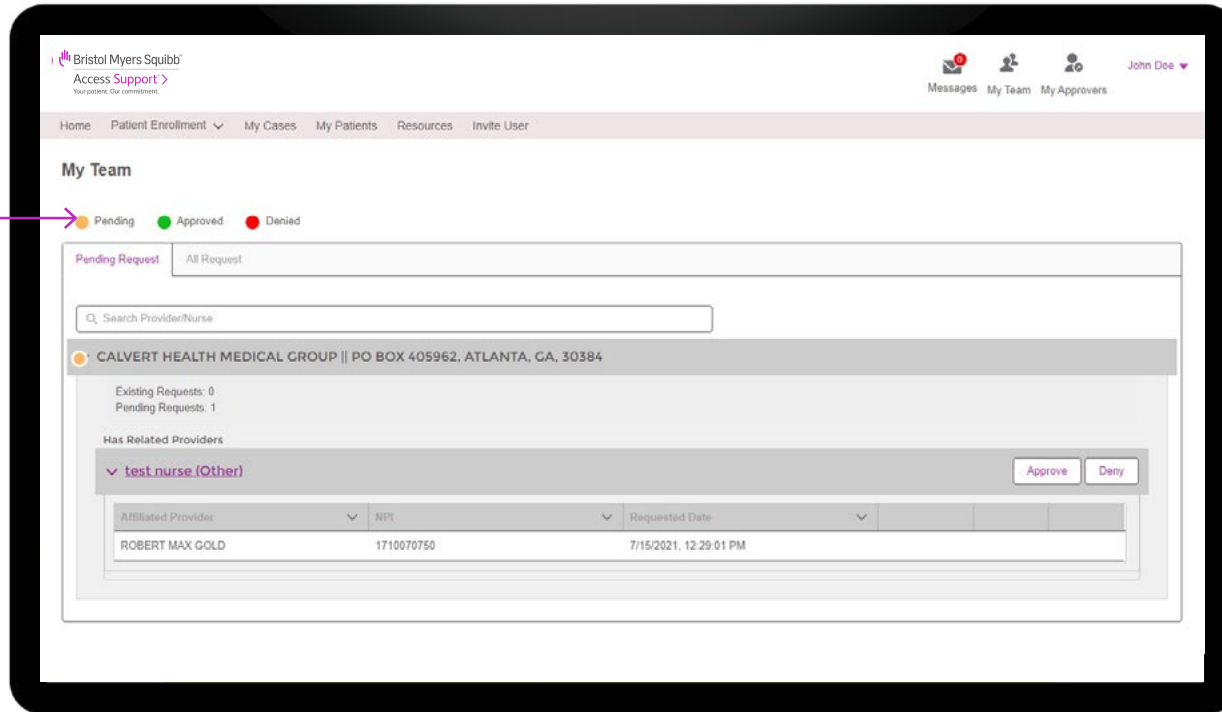
Patient Enrollment Process

✔ 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.
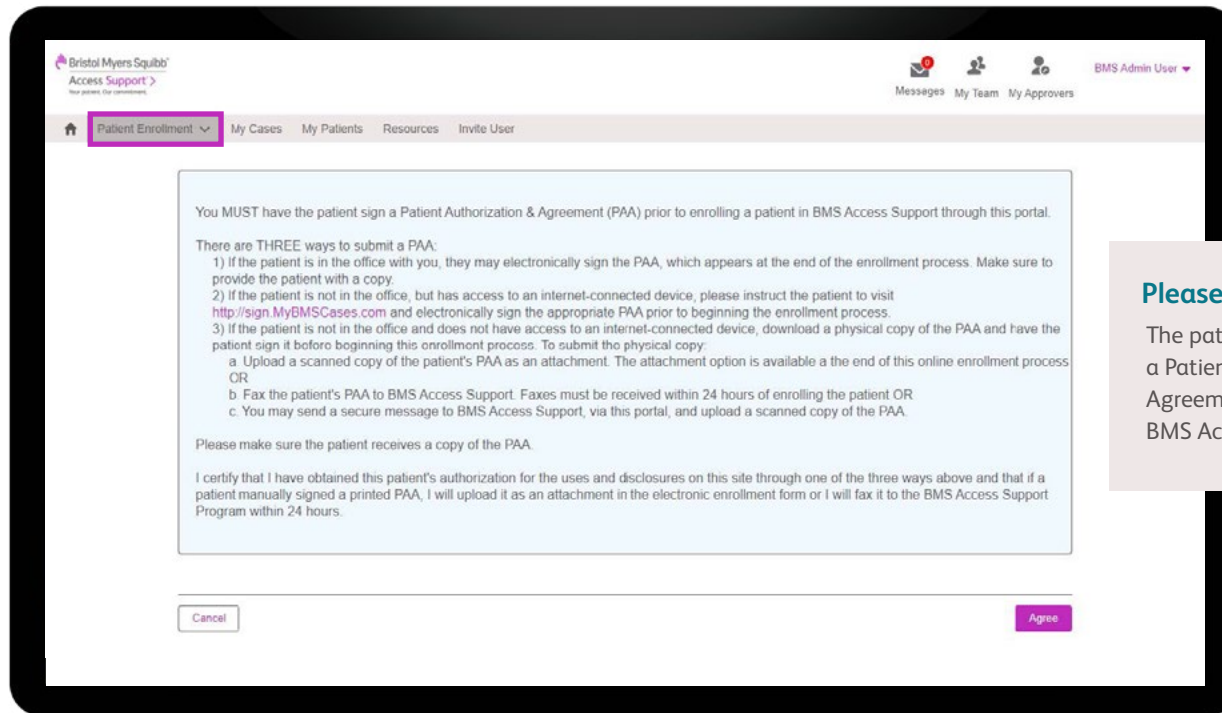
Please Note:

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 the new patient's information.
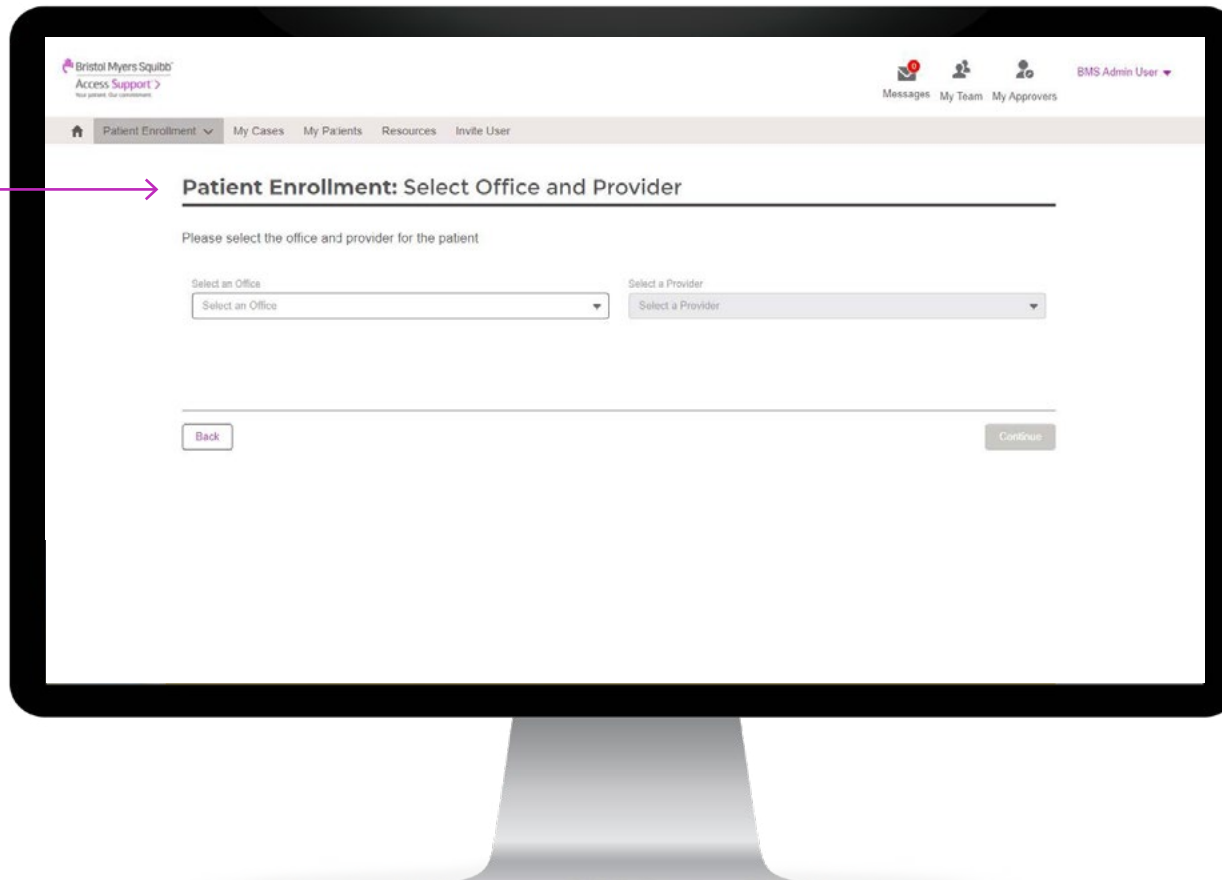
Patient Enrollment Process (cont.)

✓ Next, the portal will prompt you through the steps to **SELECT** the BMS medication the physician has chosen to prescribe.
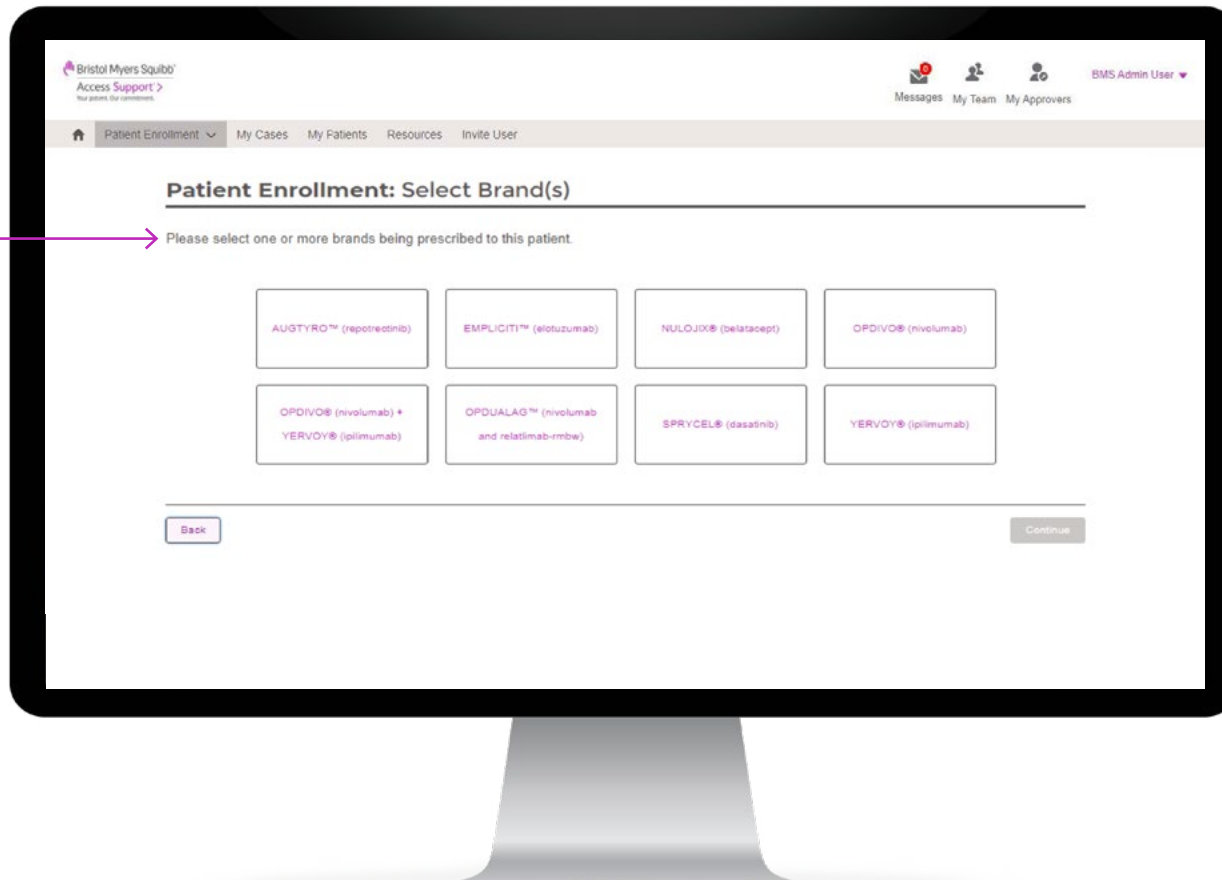
Patient Enrollment Process (cont.)

✓ 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.

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 or authorized representative signing the form directly on the portal using an electronic signature.

- If submitting digitally, the patient or authorized representative 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.
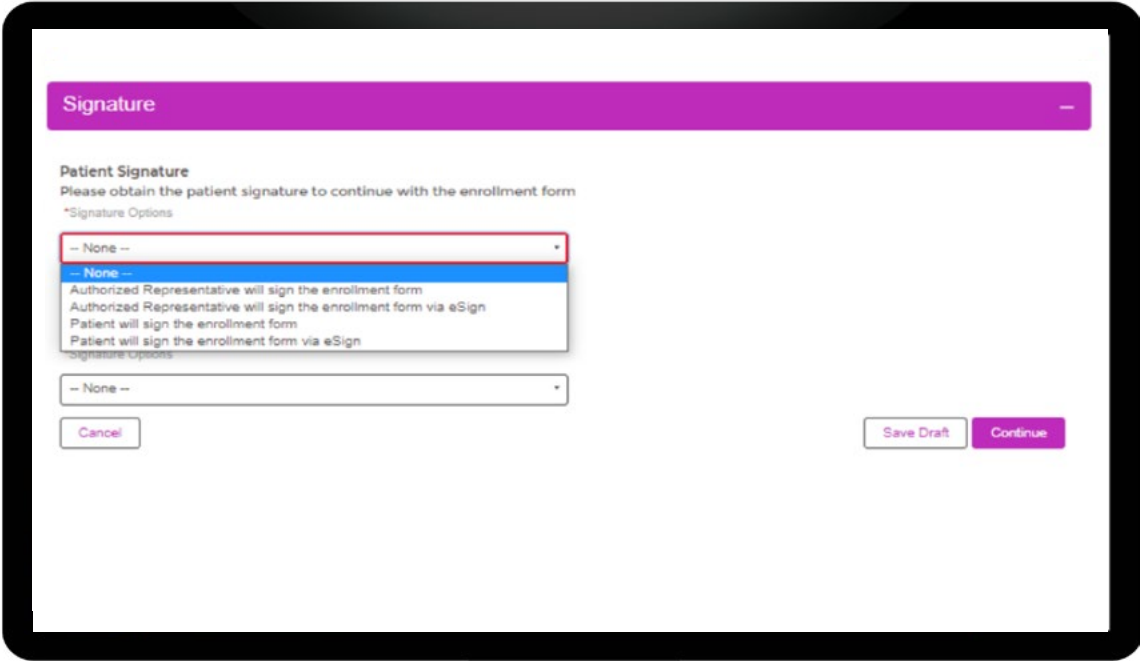
Register for eSignature

✓ 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.
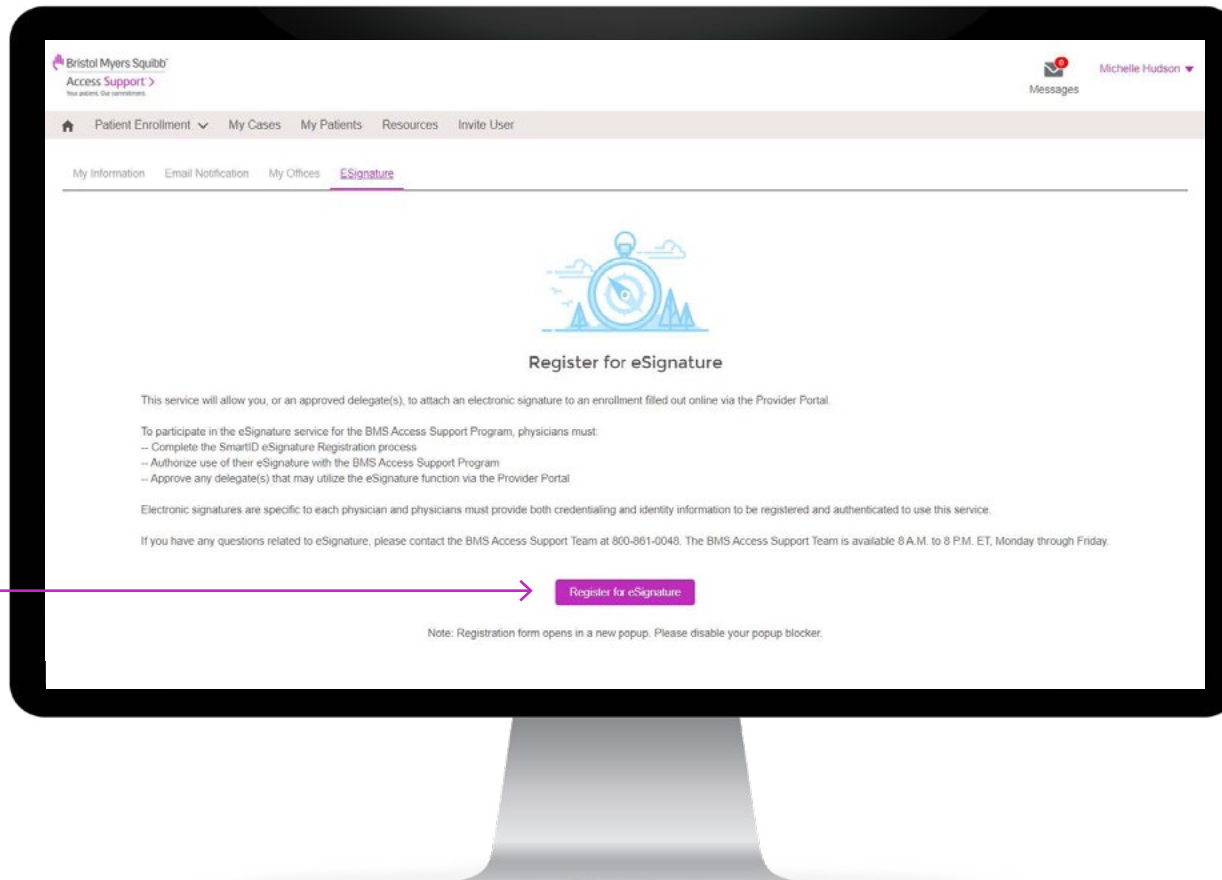
My Cases

✓ 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, into 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.
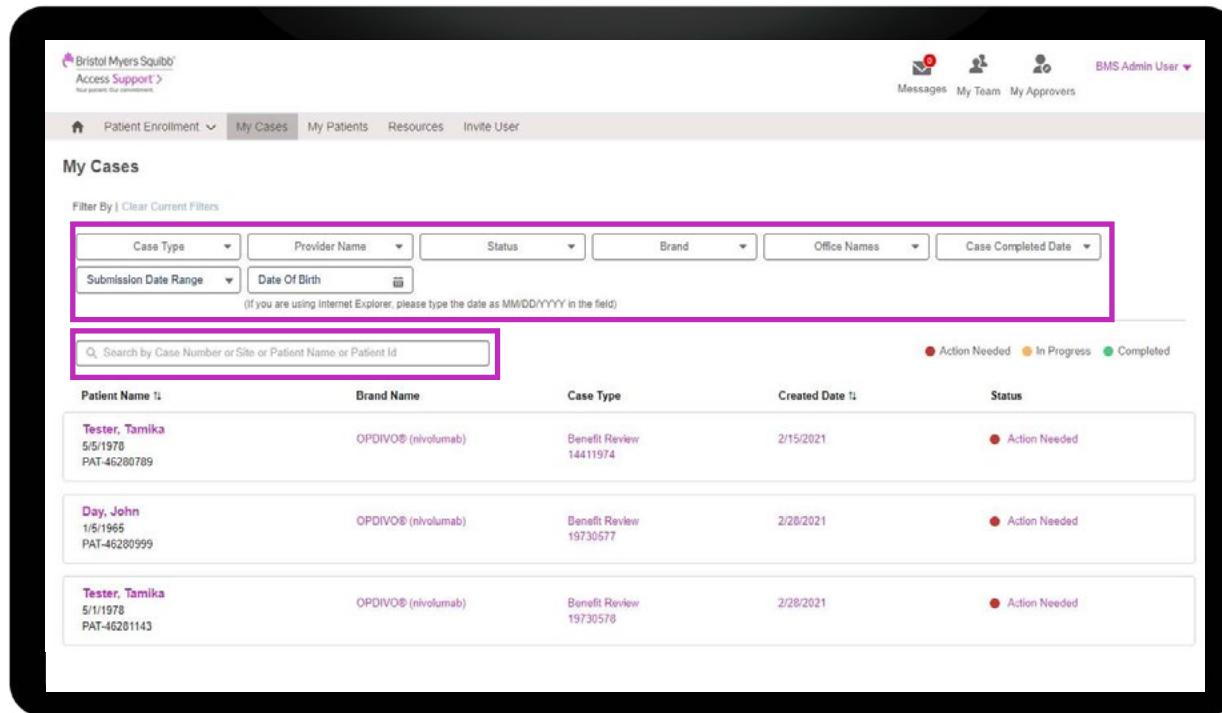
My Patients

✓ 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.
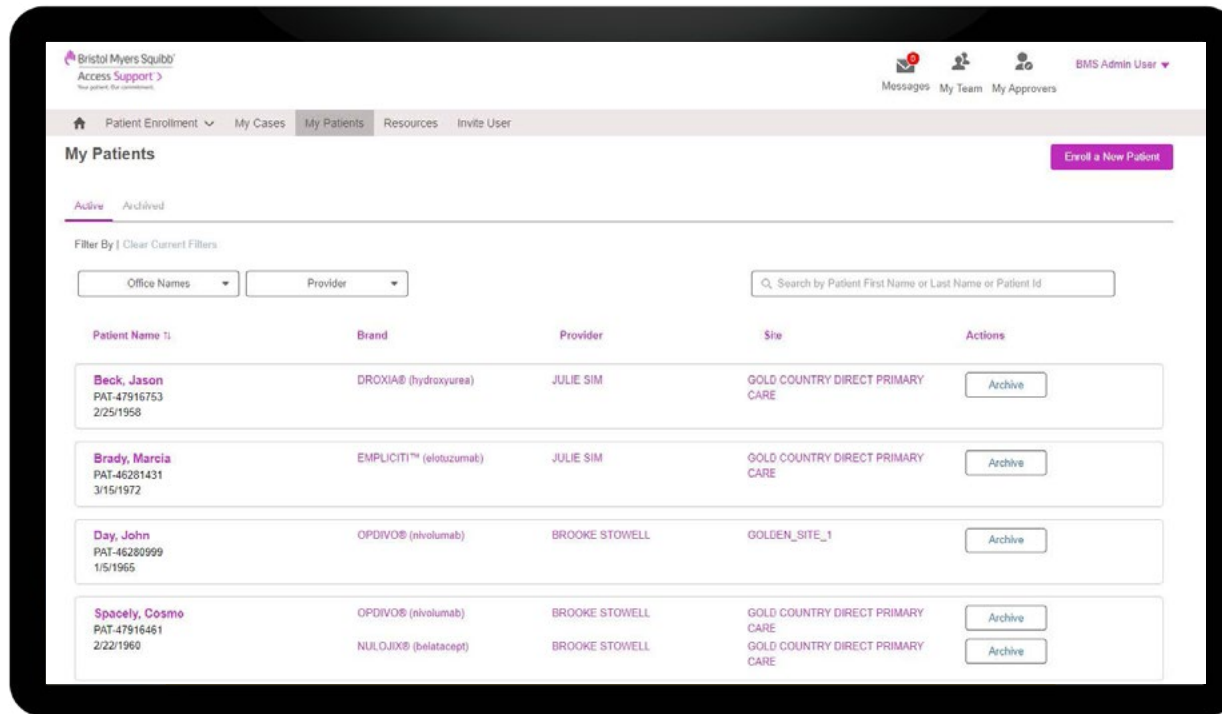
Additional Features

✔ Remember, MyBMSCases may help **SIMPLIFY THE PROCESS** of requesting key BMS Access Support® services such as a benefits review, reverification, and co-pay assistance.

Additional functions of the portal include:

- **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, as well as BMS Access Support contact information.

- **Electronic Benefits Reverification (eBRV)**
  Electronically submit requests for annual reverification 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.

Welcome to Your
eBRV Resource Guide

BMS Access Support® is committed to helping currently enrolled patients with continued access to their prescribed BMS Medications and to providing financial assistance information to support continuity of therapy.

This resource guide contains the information you need to complete the eBRV process for your patients. We'll show you how to navigate the provider portal, offer tips on getting the most from the site, and outline specific patient scenarios you may encounter during the process.

How to Participate in Reverification (RV) 2024

Bristol Myers Squibb (BMS) Access Support® is providing eBRV for your patients enrolled in BMS Access Support and receiving BMS medications. Reverifying benefits for your currently enrolled patients is simple through the BMS provider portal.

Reverification Steps:

1 If you have not already completed your BMS Access Support provider portal registration, please register at **www.MyBMSCases.com**

2 Confirm your username and password are up to date and all appropriate staff members are registered. In addition, verify all physicians and satellite offices are properly affiliated

3 Once you and your office are registered on the provider portal, you will have access to a list of your currently enrolled BMS Access Support patients who are eligible for RV in **2024**

4 Please note each state has specific requirements related to Patient Authorization and Agreements (PAA). As a reminder, a signed PAA is required to be eligible for RV

Important Dates to Remember

NOVEMBER
1
2023

FIRST DAY
of access to the patient list(s) for eBRV in the provider portal for electronic patient submissions

DECEMBER
22
2023

FINAL DAY
for patient submissions. Patients submitted after the final day will be completed as time allows

JANUARY
2
2024
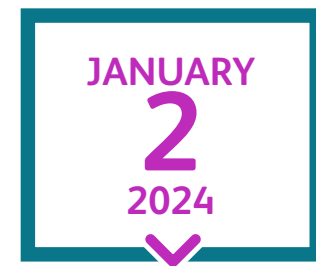
FIRST DAY
your office will begin to receive benefit reviews

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

Let's Get Started!

You'll be able to reverify patient coverage in a few simple steps through the BMS Access Support® provider portal.

Password Assistance

Your password is valid for 90 days. You will be reminded to reset your password via your registered email address at 14 days and then again at 7 days before it expires. If you missed the email communication, you can reset your password by selecting FORGOT YOUR PASSWORD? in the LOG IN HERE section of the landing page. You will then be prompted to enter your email address. Once this is complete, an email will be sent with instructions on how to reset your password.

Getting Started

Visit **www.MyBMSCases.com**

Enter your email address and password to log in

Open the dashboard
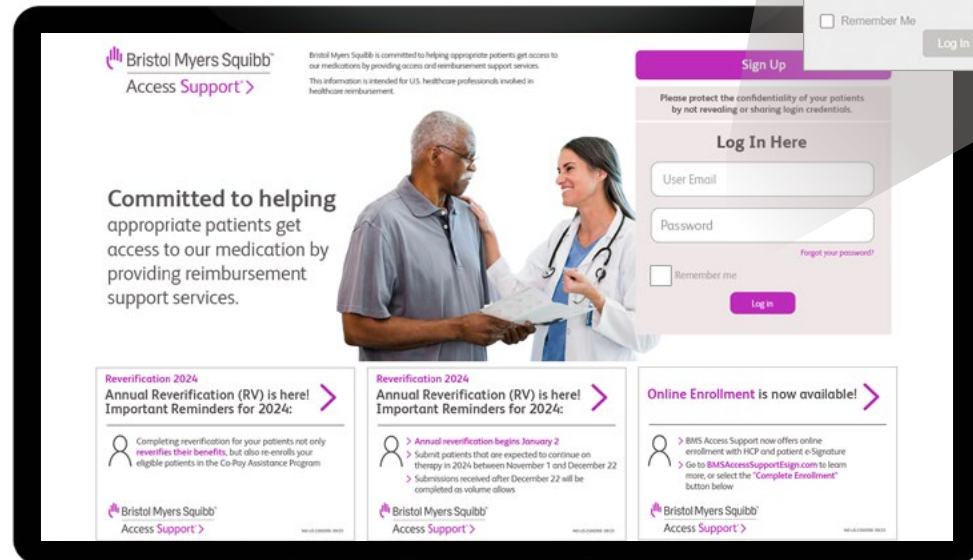
Using Your Dashboard

Your dashboard provides you with a menu of quick actions you can take to access reverification.

✓ Under **ELECTRONIC SERVICES**, click on "START eBRV" to request reverification for Patient Benefits.
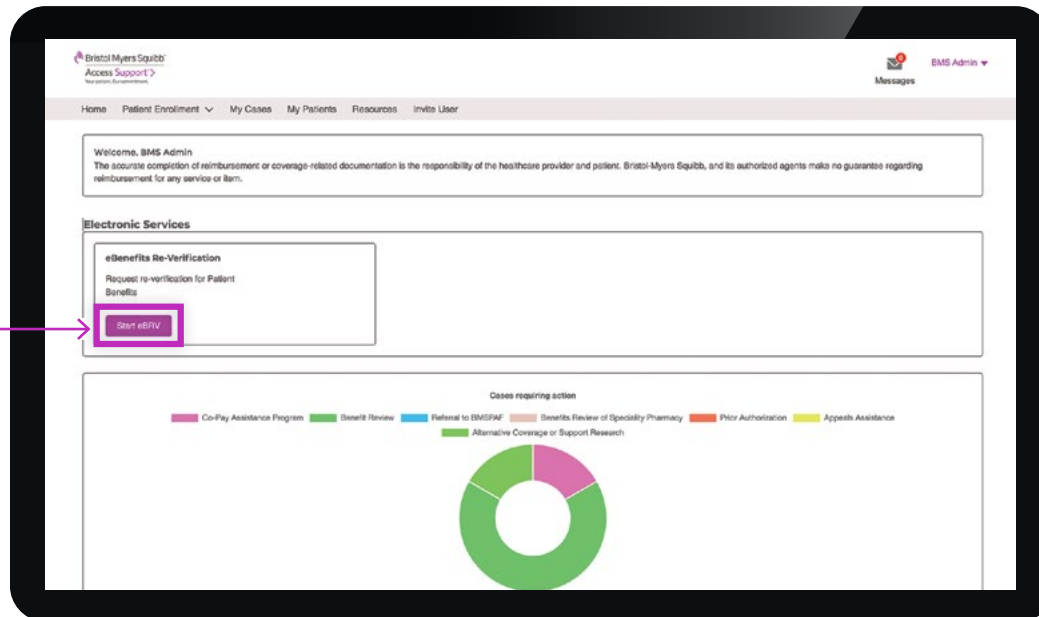
Accessing Your Patient List

✓ On the Electronic Benefits Reverification screen, click "Review Patient List."
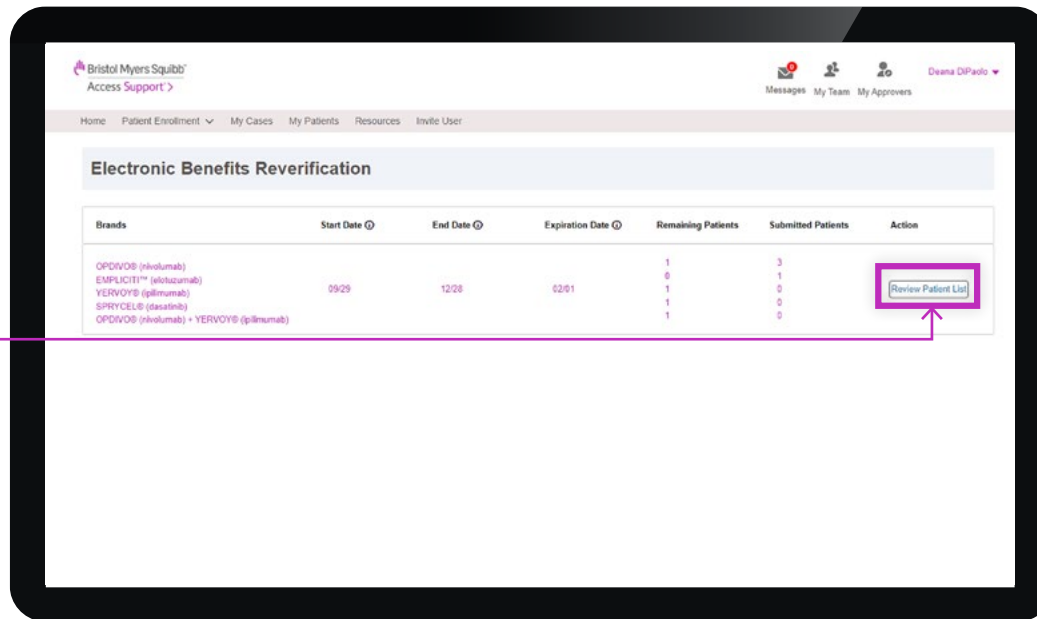
If you need assistance or would like a live or virtual demonstration of the provider portal, please reach out to your Access & Reimbursement Manager.

Managing Your Patient List

Viewing Preferences

✓ You can change how you view your patient list using the **FILTER, SORT,** and **SEARCH** options.
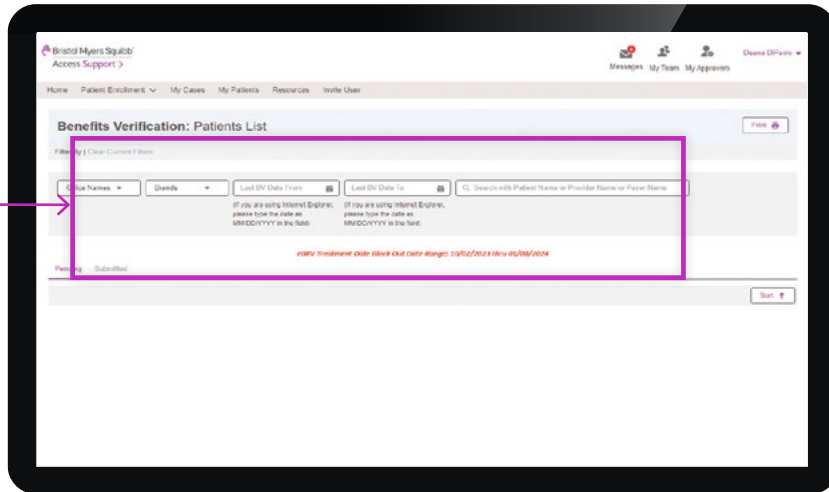
✓ You can change how you view your patient list using the **FILTER, SORT,** and **SEARCH** options.

Keeping Track of Your Patient List

There are 2 ways to find a specific patient: you can use the filter option or the search bar.

✓ **USING THE FILTER OPTION**

This option allows you to filter results by office name, brand name, and last BV date (From and To).
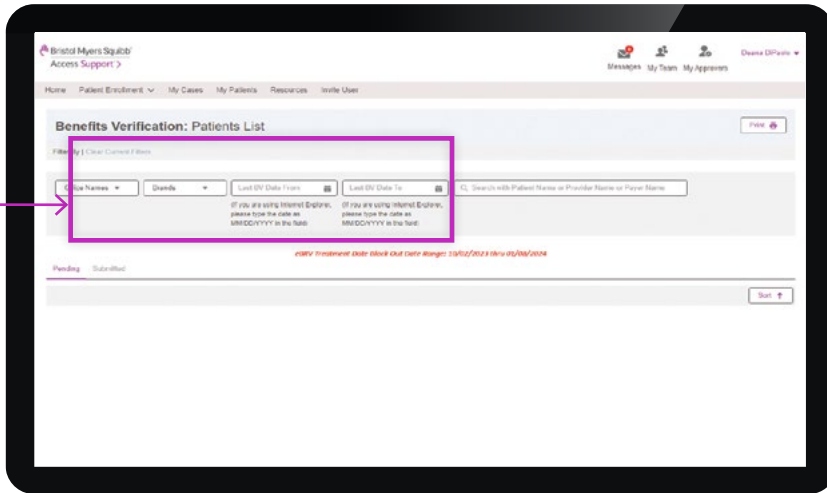
✓ **USING THE SEARCH BAR**

This option allows you to search by typing in a patient's name, a provider's name, or a payer's name.
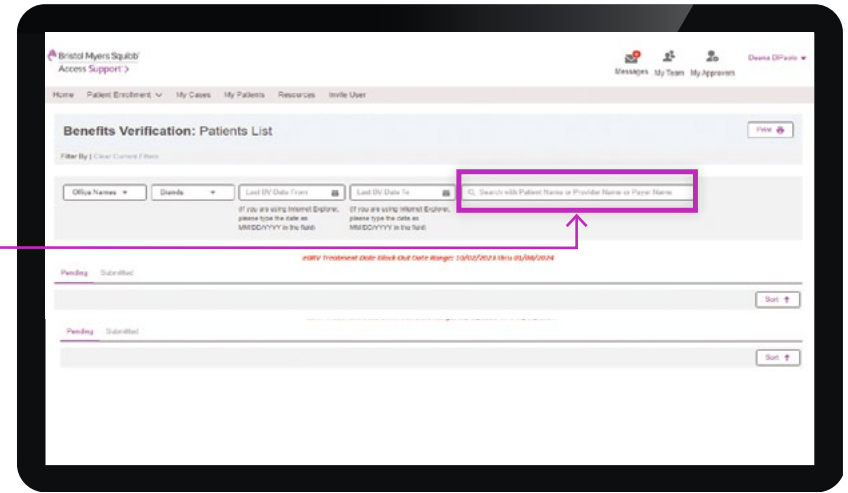
NOTE: Archived patients will show up on this list, and you will need to select **NO** to filter them out.

Managing Your Patient List (cont.)

Keeping Track of Your Patient List

✓ To see how many patients on your list still need to be submitted, click **PENDING**. Keep in mind, that this number may change if you have recently enrolled a new patient. To see how many patients you have already submitted, click **SUBMITTED**.
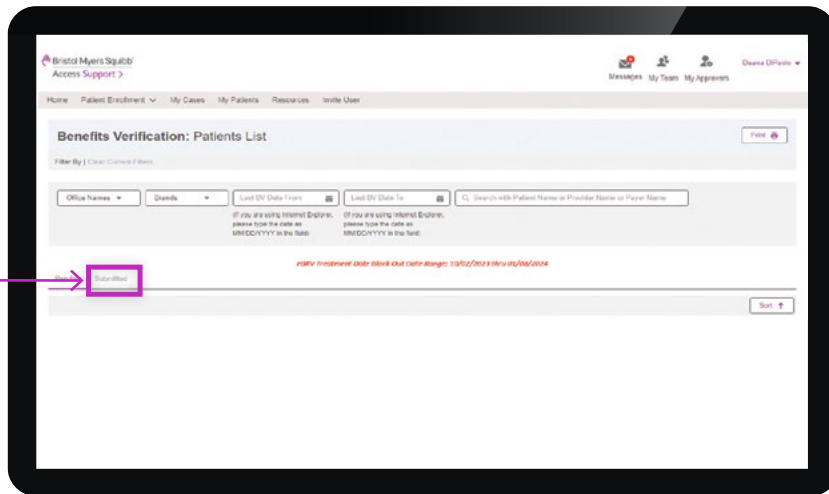
Printing Your Patient List

✓ Printing is easy—just click the **PRINT** button at the top right of your screen.
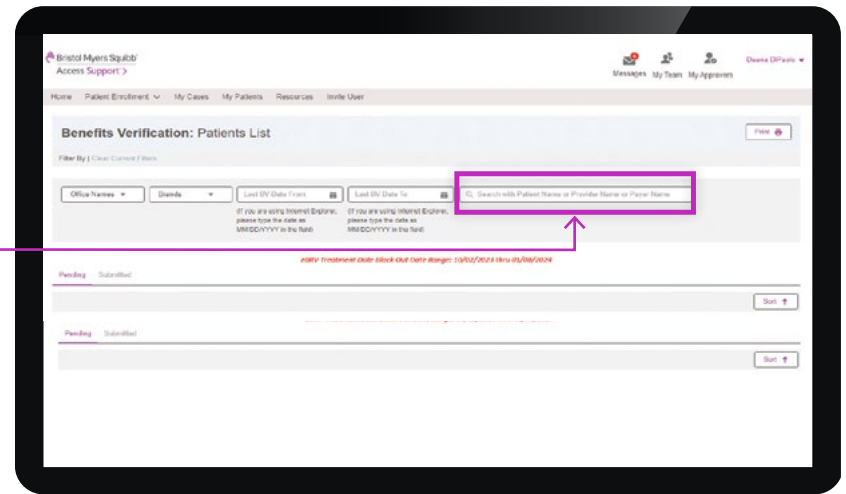
Patient Scenarios

When your list is ready on November 1, 2023, you can begin the reverification process. The patient scenarios outlined next provide guidance on what actions to take depending on the patient situation.

Your patient does not require reverification

1 Go to each individual patient tile, and click "**NO**" in the **REQUEST REVERIFICATION** section.

2 Once you have confirmed all of the patients on your list who meet these criteria, simply click "**SUBMIT**" at the bottom left of your screen.

NOTE: Archived patients will show up on this list, and you will need to select **NO** to filter them out.
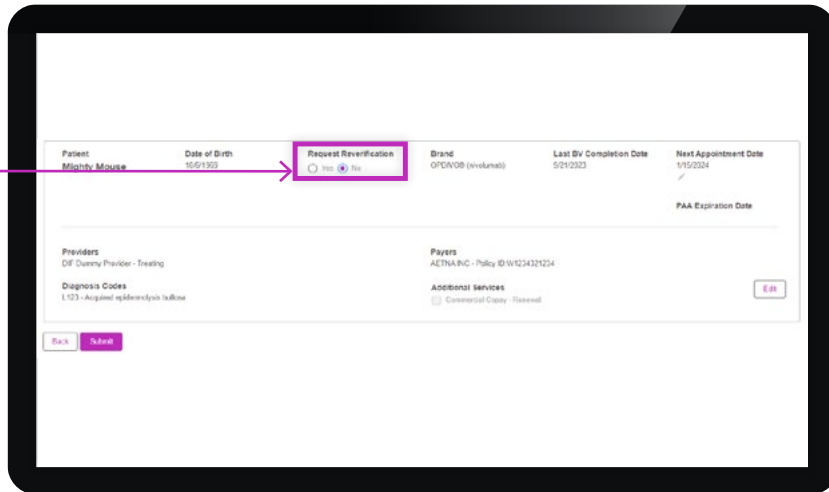
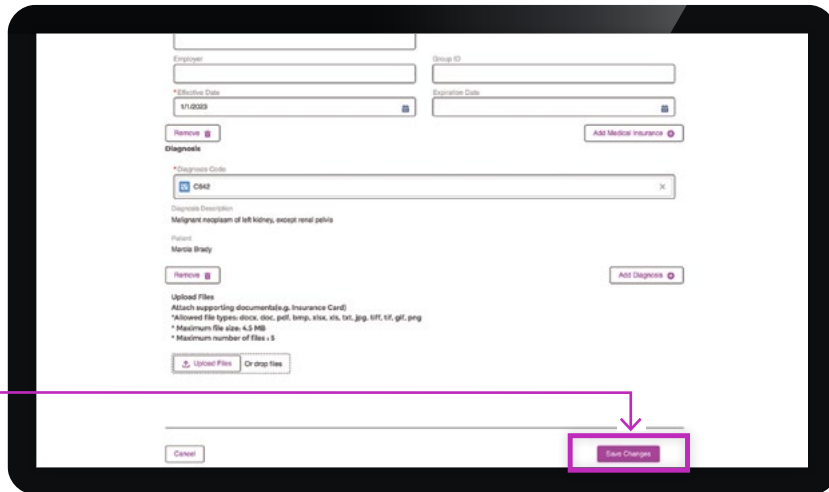Information shown in the images on these pages is for example purposes only, not an actual patient's information.

Patient Scenarios (cont.)

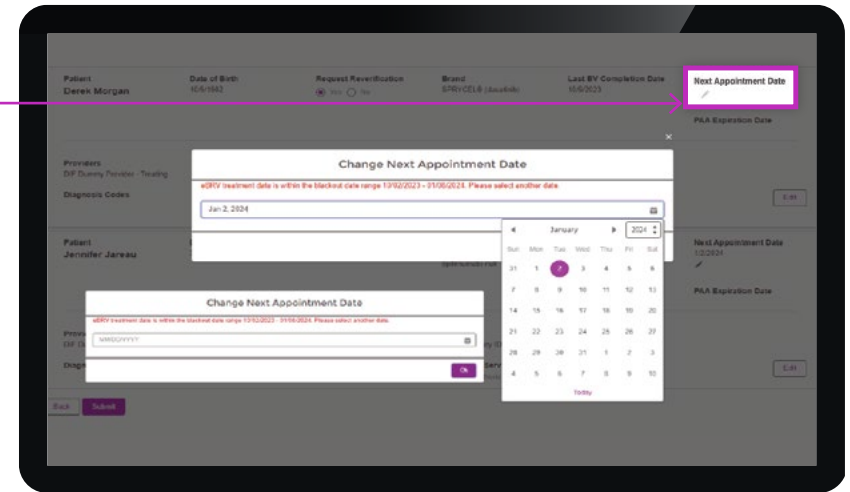## Your patient does not need to be reverified, but has to renew Co-Pay assistance

1 Go to each individual patient tile and click "**NO**" in the **REQUEST REVERIFICATION** section.

2 Review payer information in the individual patient tile, including policy number.

Patient Scenarios (cont.)

Your patient does not need to be reverified, but has to renew Co-Pay assistance

3 Under **ADDITIONAL SERVICES**, select "Commercial Copay - Renewal."

4 Click the pencil icon under **NEXT APPOINTMENT DATE** to enter the patient's next appointment date.

NOTE: All fields marked with an asterisk (*) are required and must be completed.

Patient Scenarios (cont.)

Your patient requires reverification, but has NO changes to their primary or secondary insurance

3 In the individual patient tile, click **YES** in the **REQUEST REVERIFICATION** section.

Selecting RV (YES) means that Co-Pay will be renewed for eligible, commercially insured patients.

4 Review payer information in the individual patient tile, including the policy number.

NOTE: You may disregard the **ADDITIONAL SERVICES** section as that is already part of your benefits review.

Patient Scenarios (cont.)

Your patient requires reverification, but has NO changes to their primary or secondary insurance

3 Click the pencil icon in the **NEXT APPOINTMENT DATE** section. Choose a date that coincides with the patient's last infusion date. If a selected date is within the blackout time frame, October 2, 2023 - January 8, 2024, a notice will appear.

4 Click the "Submit" button.

Information shown in the images on these pages is for example purposes only, not an actual patient's information.

Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their PRIMARY insurance

1 Click the "Edit" button to make updates to the individual patient's tile.

2 Click the "Add Medical Insurance" button at the bottom right of your screen.

NOTE: All fields marked with an asterisk (*) are required and must be completed.

Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their PRIMARY insurance

3 Enter insurance information by selecting **MEDICAL** or **PHARMACY**, update insurance information as necessary, and click "Save Changes."

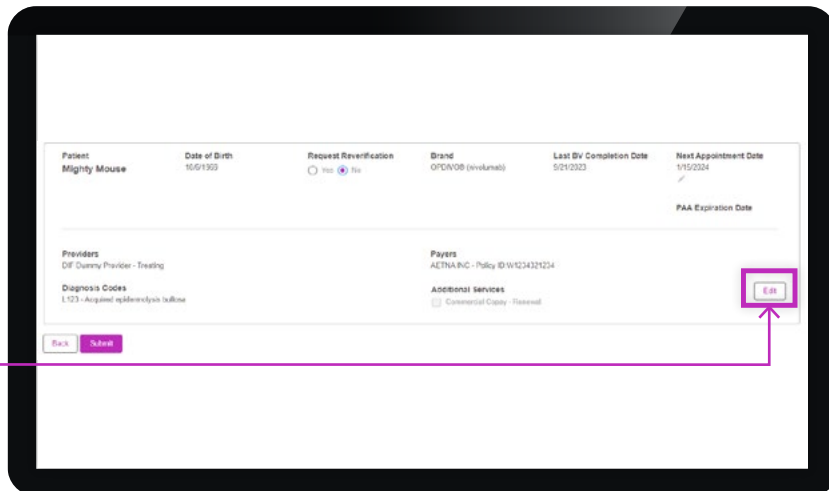**4** Primary insurance will be listed as **FUTURE**, and the effective date will appear in the bottom field.

Information shown in the images on these pages is for example purposes only, not an actual patient's information.
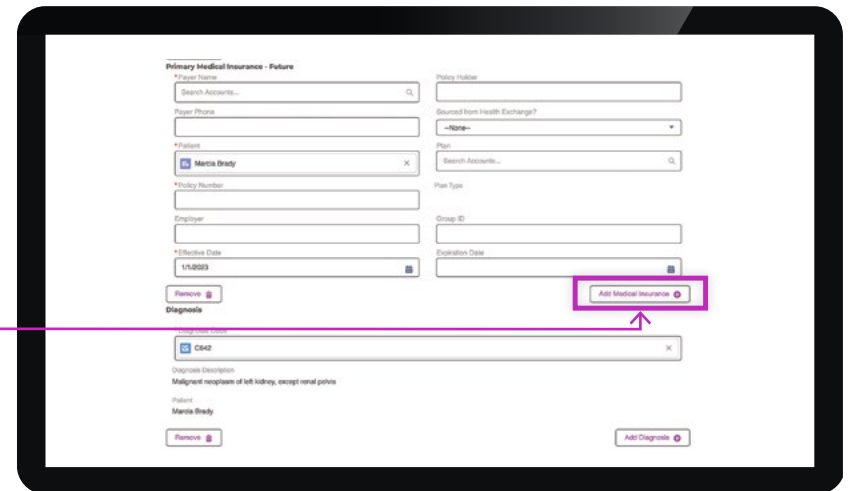
Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their PRIMARY insurance

5 Click the "Save Changes" button to return to your patient list.

6 Click the pencil icon in the **NEXT APPOINTMENT DATE** section. Choose a date that coincides with the patient's last infusion date. If a selected date is within the blackout time frame, October 2, 2023 - January 8, 2024, a notice will appear.

NOTE: You may disregard the **ADDITIONAL SERVICES** section as that is already part of your benefits review.

Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their PRIMARY insurance

7 Click the **SUBMIT** button.

8 Please note that this portal system is unable to remove active insurance. If a patient's active insurance information is attempted to be removed, the error message shown in the image below will appear.

Information shown in the images on these pages is for example purposes only, not an actual patient's information.

Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their SECONDARY insurance

1 Click the "Edit" button to make updates to the individual patient's tile.

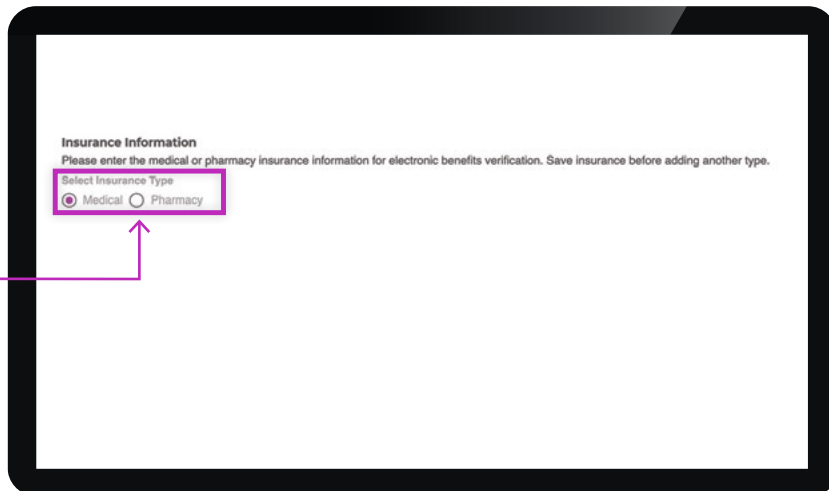**2** Click the "Add Medical Insurance" button at the bottom right of your screen.

NOTE: User needs to first add Primary Future Insurance information before changes can be made to Secondary Future Insurance information.

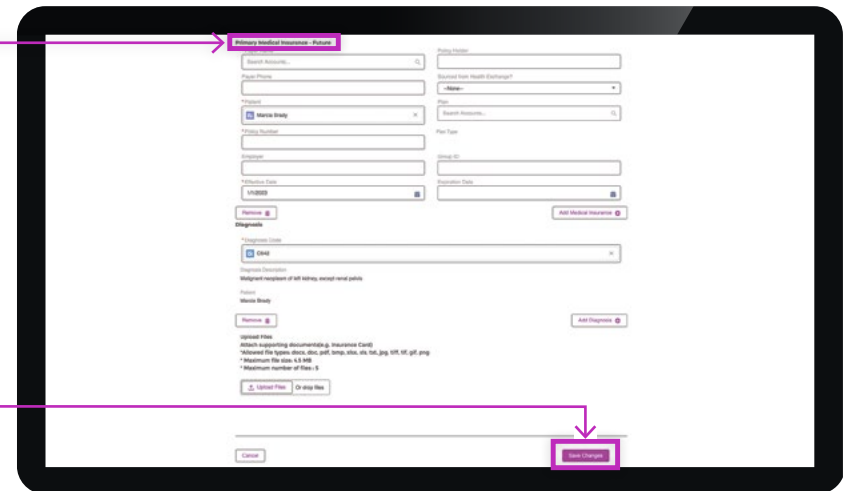# Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their SECONDARY insurance

3 Re-enter insurance information by selecting **MEDICAL** or **PHARMACY** and then click "Add Medical Insurance" button.

4 Primary insurance will be listed as **FUTURE**, and the effective date will appear in the bottom field. Click the "Save Changes" button at the bottom right of your screen.

Information shown in the images on these pages is for example purposes only, not an actual patient's information.

Patient Scenarios (cont.)

SCENARIO 5 (cont.)

Your patient needs to be reverified and has had changes or updates to their SECONDARY insurance

5 Click the "Add Medical Insurance" button to add/update Secondary Future Insurance.

6 Enter secondary insurance information by selecting **MEDICAL** or **PHARMACY**.

Patient Scenarios (cont.)

Your patient needs to be reverified and has had changes or updates to their SECONDARY insurance

7 Both the primary and secondary insurance will be listed as **FUTURE**, and the effective date will appear in the bottom field.

8 Click the "Save Changes" button to return to your patient list.

Information shown in the images on these pages is for example purposes only, not an actual patient's information.

Patient Scenarios (cont.)

SCENARIO 5 (cont.)

Your patient needs to be reverified and has had changes or updates to their SECONDARY insurance

7 Click the pencil icon in the **NEXT APPOINTMENT DATE** section. Choose a date that coincides with the patient's last infusion date. If a selected date is within the blackout time frame, October 2, 2023 - January 8, 2024, a notice will appear.

8 Click the **SUBMIT** button.

NOTE: You may disregard the **ADDITIONAL SERVICES** section as that is already part of your benefits review.

Patient Scenarios (cont.)

You have submitted the patient, but would like to make changes

1 Click on "Submitted." This will show you only the patients you have submitted. Then use the search bar to locate the correct patient.
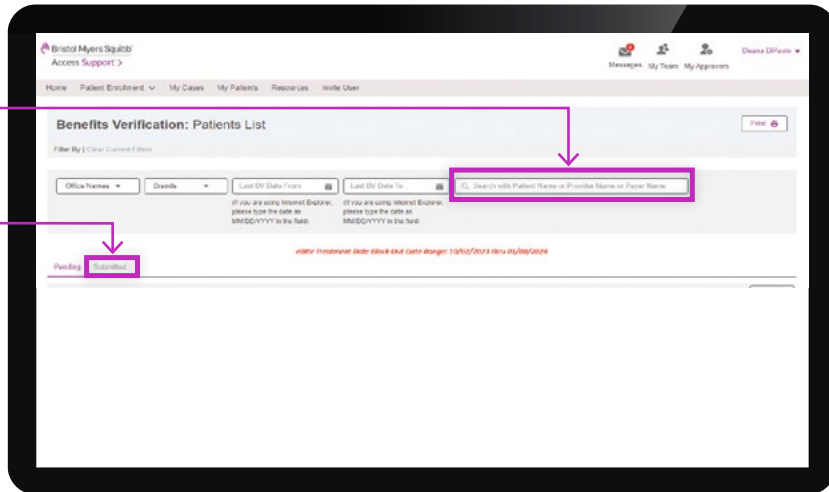
2 To make updates to the patient's information, choose the section you'd like to edit. You can select **PAYER INFORMATION**, **NEXT APPOINTMENT DATE**, or **REQUEST REVERIFICATION**. Then click the **Submit** button.
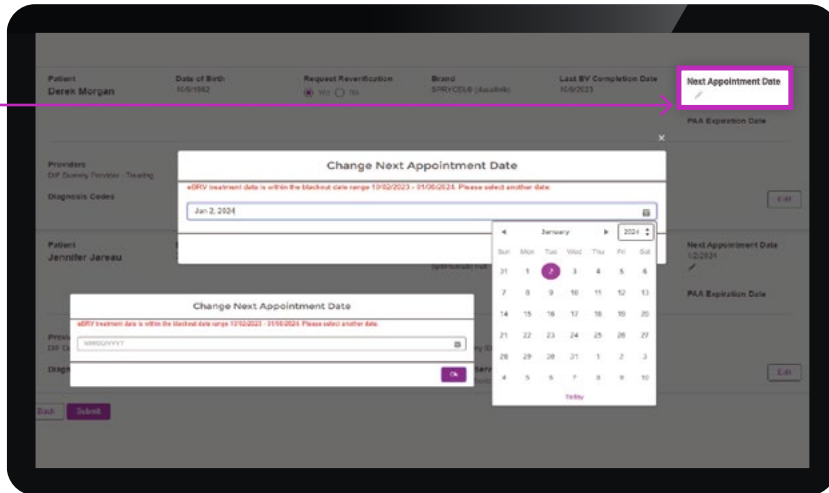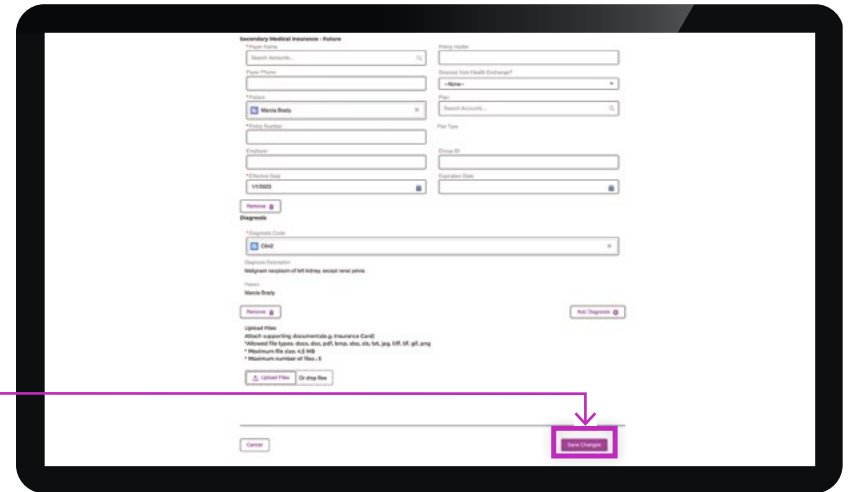
Information shown in the images on these pages is for example purposes only, not an actual patient's information.
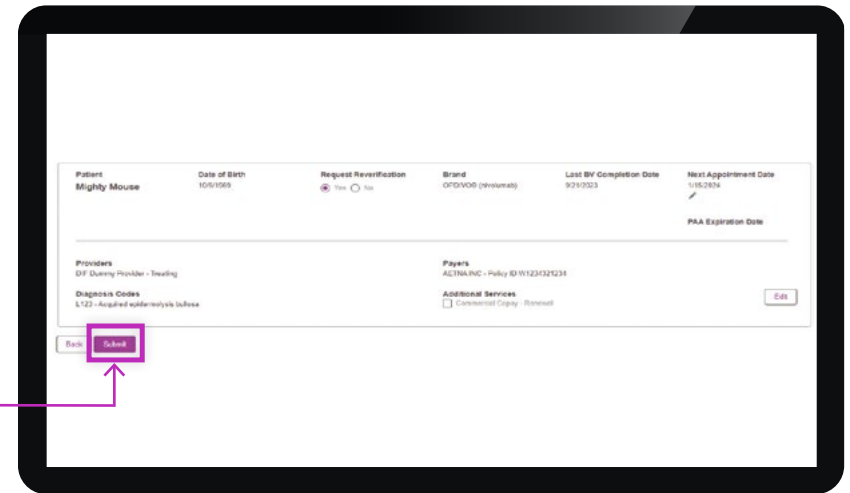
Patient Scenarios (cont.)

Your patient requires reverification and you want to confirm if PAA is still valid

1 Go to patient tile and review PAA expiration date on left-hand side under **NEXT APPOINTMENT DATE.**

2 If PAA expires prior to treatment date:

Have the patient complete a new PAA prior to the requested treatment date:

- Via HCP Portal

- Download PAA from Library under Resources and fax to the fax number located at the top right corner of the Form.

- Have patient complete eSignature at **https://www.bmsaccesssupport.bmscustomerconnect.com/sign**

- Fax completed paper form to the fax number located at the top right corner of the form.

3 If PAA does not expire prior to treatment date, no additional action is needed.

There Are 2 Ways to Renew a Patient's Co-Pay Assistance for Select BMS Medications

Completing RV for patients currently taking select BMS medications not only reverifies their benefits, but also re-enrolls eligible patients in the Co-Pay Assistance Program.*

Starting **November 1, 2023**, you can access your eligible patient list in the **MyBMSCases.com** Provider Portal

By requesting RV for your patient, BMS Access Support® will complete a Benefits Review in the new year, and once confirmed eligible, the patient will be re-enrolled in the Co-Pay Assistance Program

If you do not wish to receive a Benefits Review, you can still renew a patient's **Commercial Co-Pay Renewal** under **ADDITIONAL SERVICES** in the portal

Once reverification has been initiated and a benefits review has been conducted, you will receive your patient's summary of healthcare benefits prior to the patient's scheduled infusion date.

REMINDER

$0 Co-Pay for Select BMS Medications†
Eligible commercially insured patients may pay as little as $0 per dose, per product. For more information, contact BMS Access Support at **1-800-861-0048** or your Access & Reimbursement Manager.

*Please see full Terms and Conditions in pocket.
†Select BMS Medications = OPDIVO® (nivolumab), YERVOY® (ipilimumab), OPDUALAG™ (nivolumab and relatlimab-rmbw), EMPLICITI® (elotuzumab).

Looking for support? We're here for you.

Patient access support, reimbursement resources, and financial support options may be available through **BMS Access Support**®

Call a Patient Access Specialist at **1-800-861-0048**, 8 AM to 8 PM ET, Monday - Friday

Visit **www.BMSAccessSupport.com**

Schedule a meeting with a BMS Access and Reimbursement Manager on the BMS Access Support website

Bristol Myers Squibb™
Access Support® >

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