

Patient Assistant Program User Guide

Patient Assistance Program (PAP) Use Case Summary:

This use case focuses on a Patient Assistance Program (PAP), which is a program that provides financial or medication assistance to low-income individuals who have difficulty affording their prescription drugs. PAPs are often run by pharmaceutical companies, and their purpose is to help patients and hospitals deal with rising drug prices.

Here are some things to know about PAPs:

Eligibility :Each PAP has its own eligibility criteria, but some common requirements include being a permanent legal resident of the U.S. or Puerto Rico, being uninsured or having insurance that doesn't cover the medication, and meeting certain income requirements.

Assistance : PAPs can provide free or low-cost medications, or in-kind product donations.

Part D plans : PAPs can operate outside of Part D benefits to ensure that PAP assistance doesn't count towards a Part D beneficiary's out-of-pocket cost.

Origin : PAPs originated to help patients and hospitals deal with rising drug prices.

DocuSign Products Highlighted:

- DocuSign Maestro
- Webforms wRouting Logic
- Salesforce Writeback
- Cloud Integration (Google Drive)
- eSignature Templates
- Validation of fields (State, ICD-10)

Salesforce and Google Drive Access: (links are also at bottom of Demo web page)

Salesforce : Login to the Salesforce instance here:

<https://docusign33-dev-ed.develop.my.salesforce.com/>

User Id: ciencia.services@hlsapps.com password: Demoaccount2

If you do not have access contact daniel.burnette@docusign.com or anyone on the Enterprise HLS SC team and we will provide you with a login.

Google Drive : You can see the google drive documents here (public facing):

https://drive.google.com/drive/folders/1Aw1i_PsoVQNwUIEsx7IXO2Z5N5U6mjs?usp=sharing

What to Demo (4 Paths, Including Quickest, Simple, Full)

Quickest Demo (No Signature): Patient w/Medicare

Story: Cienca does not have a program for Medicare patients. They work with 3rd party groups to assist. Therefore Cienca will collect information, write to SF, and pass along.

Includes: Web Forms, Salesforce Writeback, Confirmation Email

- Select Patients & Caregivers
- Select Medicare/Medicaid
- Select Yes for Consent
- Complete Information Request
- Case is created in Salesforce (*Subject: PAP - Patient - Medicare info Submitted*)
- Confirmation Email sent to Patient

Simple Demo (Single Signature): Patient w/Insurance

Story: Patients with Commercial Insurance provide their information, and sign a document.

Includes: Web Forms, eSignature, Archive to Google Drive, Salesforce Writeback

- Select Patients & Caregivers
- Select Commercial/Private Insurance
- Select I am Eligible
- Complete Patient Information/Provider Information
- Sign Document
- Document stored in Google Drive (*PAP - Patient - SA - Insurance - [Ins Name]*)
- Case is created in Salesforce (*Subject: PAP - Patient - SO - Insurance Submitted*)

Simple Demo (Single Signature): Healthcare Providers

Story: Providers fill out information on behalf of patients with Commercial Insurance. They provide medical attestation, and sign a document.

Includes: Web Forms, eSignature, Archive to Google Drive, Salesforce Writeback

- Select Healthcare Providers
- Complete Provider Information/Patient Information
- Sign Document
- Document stored in Google Drive (*PAP - Patient - SA - Insurance - [Ins Name]*)
- Case is created in Salesforce (*Subject: PAP - Patient - SO - Insurance Submitted*)

Full Demo (Patient and Provider Signature): Patient w/No Insurance

Story: Patients with no insurance provide their basic information, and sign a document. The patient's provider is then sent an invitation to fill out a Medical attestation and sign a separate document.

Includes: Multi User, Web Forms, eSignatures, Archive to Google Drive, Salesforce Writeback, Confirmation Email

- [Patient Steps] Select Patients & Caregivers
- Select No Insurance
- Select I am Eligible
- Complete Patient Information/Provider Information/Facility Information
 - Provider email provided will receive invite in next step
- Patient Signs Document
- [Provider Steps] Email invite to Provider sent to email given in prior step
- Provider Completes Confirmation information
- Provider Signs
- Document stored in Google Drive (*PAP - Patient - SA - [Facility Name]*)
- Case is created in Salesforce (*Subject: PAP Enrollment - Patient - No Insurance*)
- Email confirming Provider completed steps sent to Patient