

# IPSENCARES®

Coverage, Access, Reimbursement & Education Support

## HCP Portal User Guide



### Getting Started

The IPSEN CARES HCP Portal is designed to assist healthcare providers with supporting their patients enrolled in IPSEN CARES. This guide can help you create an account and navigate the portal.

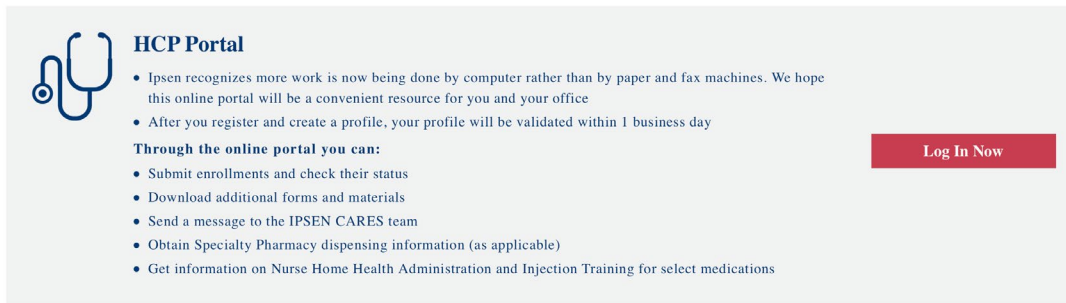
### Table of Contents

- [Page 2](#) | Login
- [Page 3](#) | Forgot Your Password?
- [Page 4](#) | Create an Account
- [Page 5](#) | Patient Reports
- [Page 6](#) | IPSEN CARES Notes
- [Page 7](#) | Documents
- [Page 8](#) | Contact Us

# Login

1. Go to [ipsencares.com](https://ipsencares.com) and scroll down the landing page to the HCP Portal section. Click “Log In Now”.
2. If you already have an IPSEN CARES account, you can enter your username and password to log in.
3. If you’ve forgotten your password, this link will help you reset it easily.
4. To create a new IPSEN CARES account, click “Create an account”.

1. →



**HCP Portal**

- Ipsen recognizes more work is now being done by computer rather than by paper and fax machines. We hope this online portal will be a convenient resource for you and your office
- After you register and create a profile, your profile will be validated within 1 business day

**Through the online portal you can:**

- Submit enrollments and check their status
- Download additional forms and materials
- Send a message to the IPSEN CARES team
- Obtain Specialty Pharmacy dispensing information (as applicable)
- Get information on Nurse Home Health Administration and Injection Training for select medications

[Log In Now](#)

## IPSENCARES®

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### Welcome to Ipsen Cares Portal

2. →

3. → [Forgot your password?](#)

This website is intended for US residents only.

**To request access for online services, you must enroll.**

How to Register:

1. To request access for online services, you must create an account. Click on link below to start process.
2. Once you create an account, a representative from Ipsen Cares will contact you within 24-48 business hours to verify and activate your account.
3. You will be provided with your user name and password information.

4. → [Create an account](#)

# Forgot Your Password?

1. Resetting your portal password is easy and secure. Enter your email address here and we'll quickly send you an email with links to help you set a new password.
2. You can change your password in this section.



## Forgot your password?

To reset your password, please enter your email address below and click "Send Request". You will receive an email with instructions on how to reset your password.

1. →

[Send Request](#)

[Back to Login](#)

Has your e-mail changed? If you no longer use the e-mail or mobile number associated with your IPSEN CARES account, please contact us at (866) 435-5677 and an IPSEN CARES representative will gladly assist you with restoring access to your account.

## 2. → Change Password

Current password

New password

Confirm new password

[Change password](#) [Cancel](#)

3. After resetting your password, you can return to the login page by clicking here.

## Forgot your password?

To reset your password, please enter your email address below and click "Send Request". You will receive an email with instructions on how to reset your password.

[Send Request](#)

3. → [Back to Login](#)

Has your e-mail changed? If you no longer use the e-mail or mobile number associated with your IPSEN CARES account, please contact us at (866) 435-5677 and an IPSEN CARES representative will gladly assist you with restoring access to your account.

# Create an Account

Google Chrome is the preferred browser to use

1. Please complete all of the fields within in the Registration Form for IPSEN CARES to create your account.

**IPSENCARES**  
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We are collecting personal information in order to fulfill your request. Please see Ipsen's privacy policy at <https://www.ipсен.com/us/privacy-policy/>

### Register for consideration to Ipsen Cares Portal

#### Your Contact Information

Contact type ...

First name Last Name

Email Confirm email

Password Confirm password

Phone Phone extension

Best time to contact Cell Phone Number

#### Your Office Information

Office Name

Address Building/Suite

City State

Zip code

#### Physician Information

Physician First and Last Name NPI

Add Physician

Register Cancel

[Back to Login](#)

2. Once you complete your registration, you will be prompted to a Registration Confirmed page. An IPSEN CARES Patient Access Specialist will respond to verify and activate your account within 24 to 48 hours.

# Patient Reports

For each registered patient, click on the appropriate box to do one of the following:

1. "View IPSEN CARES Notes" to check the status of your enrolled patients.
2. "View Patient Documents" (eg, Enrollment Form, Patient Authorization, Copay Assistance Letter, etc) related to your enrolled patient.

## \*Patient Reports

Search:

Alert?	Last Name	First Name	IPSEN CARES ID	Product Description	Status	Copay Enrolled?	Ship Date	PAP Ship Date			
	Patient One	Demo	292764	<i>[blurred]</i>	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	<a href="#">View IPSEN CARES Notes</a>	<a href="#">Create IPSEN CARES Note</a>	
										<a href="#">View Copy IPSEN CARES Notes</a>	
										<a href="#">View Patient Docs</a>	<a href="#">Upload Documents</a>
	Patient Three	Demo	205934	<i>[blurred]</i>	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	<a href="#">View IPSEN CARES Notes</a>	<a href="#">Create IPSEN CARES Note</a>	
										<a href="#">View Copy IPSEN CARES Notes</a>	
										<a href="#">View Patient Docs</a>	<a href="#">Upload Documents</a>
	Patient Two	Demo	292837	<i>[blurred]</i>	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	<a href="#">View IPSEN CARES Notes</a>	<a href="#">Create IPSEN CARES Note</a>	
										<a href="#">View Copy IPSEN CARES Notes</a>	
										<a href="#">View Patient Docs</a>	<a href="#">Upload Documents</a>

1. ↓

2. →

# IPSEN CARES Notes

- From the Patient Reports screen, click on “View IPSEN CARES Notes.”
  - This button will redirect you to the IPSEN CARES Patient Case Notes page.
  - This is where you can see all patient case notes.
  - Use the search bar to filter for any particular note(s) you’d like to see, or click on header descriptions to sort notes by field – alphabetically, numerically, or chronologically.
- To create a new IPSEN CARES Patient Note, click on “Create IPSEN CARES Notes”.”
  - This will redirect you to a new screen where you can fill in the Subject and Message fields to input information relevant to the patient’s case. Click *Submit* to add the note.
  - Afterwards, click *Back* to return to this Patient Reports page if you are not automatically redirected. Your new note entry should be at the top of the list.
- From the Patient Reports screen, you’ll see “View Patient Docs”.
- Clicking on the link will take you to the Documents screen.

\*Patient Reports

Alert?	Last Name	First Name	IPSEN CARES ID	Product Description	Status	Copay Enrolled?	Ship Date	PAP Ship Date		
	Patient One	Demo	292764	Simvastatin	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	View IPSEN CARES Notes	Create IPSEN CARES Note
	Patient Three	Demo	205934	Humira	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	View IPSEN CARES Notes	Create IPSEN CARES Note
	Patient Two	Demo	292837	Humira	Test Status	Yes	1/1/1900 12:00:00 AM	1/1/1900 12:00:00 AM	View IPSEN CARES Notes	Create IPSEN CARES Note

1. → View IPSEN CARES Notes

3. → View Patient Docs

4. → Upload Documents

2. → Create IPSEN CARES Note

\*IPSEN CARES Patient Case Notes

Create New IPSEN CARES Note \*Patient: Demo Patient One | Ipsen Cares ID: 292764

Search:

Ipsen Cares ID	Representative	Date	Subject	Progress
No data available in table				
Showing 0 to 0 of 0 entries				

Create New IPSEN CARES Note

\*Patient: Demo Patient One | Ipsen Cares ID: 292764

Use this form to update IPSEN CARES on patient access status (insurance, specialty pharmacy, etc.)

The below form is for contacting Ipsen Cares, and is not intended to report Adverse Events or Product Quality Complaints. To report an Adverse Event or Product Quality Complaint on Ipsen Marketed products, please call our Ipsen US Medical Information Group at 855-463-2127, or click here to report an AE directly to Medical Information Call Center

Subject:  Current Date:

Message:

# Documents


1. Near the top of the screen, you can follow the prompts to add a file from your computer documents.
  - You can upload images of your patient's insurance cards or PA/appeal approvals/denials etc.
2. Near the bottom of the screen, you will see a "Legacy Files" section. All uploaded files will appear here.

Ipsen Cares Portal \*Patient Reports Contact Us IpsenHCPDemo@biologicsinc.com Log off

## Documents Back

\*Patient: Demo Patient Three | Ipsen Cares ID: 205934

Clear Save

1. →   
Click here to attach a file.

### File Upload

Select files with extensions **.pdf, .tiff** to upload.

Either drag files into the drop zone to your left or click the drop zone area to add files via windows explorer.

Click "Save" to finish.

If you've made a mistake, click "Start over" to empty your queue.

Files ▾

2. → Legacy Files ▾

Search:

MRN	Date Sent	Description	File
205934	6/10/2016 4:31:54 PM	Product BVR Demo	<span>Get File</span>
205934	6/10/2016 10:16:59 AM	Product Enrollment Form	<span>Get File</span>
205934	6/10/2016 10:21:04 AM	Patient Authorization	<span>Get File</span>

Showing 1 to 3 of 3 entries

# We Are Here for You

1. Our IPSEN CARES team is here to provide you with ongoing support. Please use the Contact Us tab to reach us via email.
  - Filling out the subject and body fields will let us know you're trying to reach us, and our team will respond to you as soon as possible within regular business hours.
  - If an email is submitted via this secure portal, an IPSEN CARES Patient Access Specialist will respond back via a phone call
2. The File Upload section allows you to upload relevant patient documents which will be routed directly to IPSEN CARES. The File Upload option is useful if you are having difficulty faxing documents to Ipsen Cares.

## Contact Us

Back

The below form is for contacting Ipsen Cares, and is not intended to report Adverse Events or Product Quality Complaints. To report an Adverse Event or Product Quality Complaint on Ipsen Marketed products, please call our Ipsen US Medical Information Group at 855-463-5127, or [click here](#) to report an AE directly to Medical Information Call Center

1. → Subject

Body

Send E-Mail Cancel

For HCPs - please use the section below to upload documents for patients.

Clear

Save



2. →

Click here to attach a file.

### File Upload

Select files with extensions **.pdf, .tiff** to upload.

Either drag files into the drop zone to your left or click the drop zone area to add files via windows explorer.

Click "Save" to finish.

If you've made a mistake, click "Start over" to empty your queue.



# IPSENCARES<sup>®</sup>

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**Call (866) 435-5677**

**Our Patient Access Specialists are available Monday-Friday,  
from 8:00 AM to 8:00 PM ET (5:00 AM to 5:00 PM PT).**