



LIBTAYO SURROUND[®] Provider Portal

quick start guide



This resource provides key instructions for registering for and using the LIBTAYO Surround Provider Portal

The portal allows healthcare providers to enroll patients in LIBTAYO Surround electronically and complete important tasks online.

To register for the Provider Portal:

- Visit LIBTAYOSurroundPortal.com
- Click the *Sign Up* button
- Set up your username and password

Need more information?

Contact your local Field Reimbursement Manager

Refer to the complete Provider Portal user's guide, which your local Field Reimbursement Manager can provide

Call LIBTAYO Surround at **1.877.LIBTAYO** (1.877.542.8296) Option 1, Monday–Friday, 8 AM–8 PM Eastern time

The LIBTAYO Surround Provider Portal: getting started

Navigating the landing page

After logging into the Provider Portal, the landing page will display a snapshot of the cases requiring action.

- To filter cases based on case type, click on *Cases Requiring Action*

Setting up the user's profile

Users can click on their name in the top right corner of the main screen to access the options within their profile. Tabs include:

My Information: Allows users to review their user identification information and set communication preferences. Please note:

- The phone number and password are the only editable fields
- For all other actions, users must call LIBTAYO Surround at **1.877.LIBTAYO** (1.877.542.8296)

Email Notification: Allows users to customize the frequency and types of program notifications they receive.

- Users can select the frequency at which they receive email updates or elect not to receive email updates at all

My Offices: Allows users to see the sites and providers with which they are affiliated, as well as to request new provider/site affiliations.

To add an existing office/site:

- Enter the name, city, or ZIP code, and a list of available offices will populate
- Click the *Add* button located next to all of the offices you wish to add, and select *Next*
- Once the existing office(s) are added to the portal, users can add the designated office administrator by clicking *Add an Admin* or *Skip* to be routed back to the *My Offices* screen

To add a new office/site affiliation:

- Click the *Request New Office* button to be routed to the *Find your Office* screen
- Click on the *add a new office* hyperlink at the bottom to open the new office dialog box. Input all the applicable office/site information and click *Create*

Note: If an office adds a provider who does not currently exist in the master system data, LIBTAYO Surround will contact the provider's office directly to verify before updating the master system data

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The LIBTAYO Surround Provider Portal: getting started (cont'd)

Setting up the user's profile (cont'd)

To remove an office/site:

- Click on the trash can icon located next to the office/site name

ESignature: Allows users to view the provider's eSignature status. To register an eSignature:

- Click on the *Register for eSignature* button. Users will be redirected to the Smart ID Works website. The page will update to reflect Pending Verification
- Complete the required fields and click *Submit* to begin the eSignature registration.

Note: Users should receive an email detailing the next steps to validate registration

- Using the credentials obtained in the validation email, log into the Smart ID Works website. Enter the information required to validate the eSignature request and click *Complete*
- Once the eSignature has been approved, the user can see and add eSignature delegates

Enrolling patients in LIBTAYO Surround

To enroll new or existing patients in LIBTAYO Surround program services, access the *Patient Enrollment* tab on the main toolbar. The user will be prompted to select *New Enrollment* or *Incomplete Enrollment*.

For new patients:

- Enter the patient's information and select *Submit Patient Information*
- Select an office and provider
- Select the service(s) needed for the enrollment
- Complete each applicable section of the patient enrollment form, starting with Patient Information
- Ensure patient has consented to enrollment
- Upon successful submission of the enrollment form, users will have the option to:
 - View the status of the patient enrollment
 - Enroll another party
 - Download the enrollment form

For incomplete enrollments:

- Click on the *Patient Enrollment* button and select *Incomplete Enrollments* from the dropdown

The LIBTAYO Surround Provider Portal: getting started (cont'd)

Accessing user cases

To access a list of the user's cases, go to the *My Cases* tab on the main toolbar

- This page will display and list the in-progress and action-needed cases. Action needed cases default to the top of the list
- The user can search, sort, and filter the list by multiple items found in dropdown lists at the top of the page
- Click on a patient's name to view detailed information related to their case status

Viewing your patient list

To access a list of the user's patients:

- Access the *My Patients* button on the main toolbar
- The user's patient list will populate. Users can filter, sort, search, archive, and select patients from this list. Users can also enroll a new patient
- Click on a patient's name to select them

Accessing additional tools and resources

Additional information about the Provider Portal can be accessed on the *Resources* tab on the main toolbar:

- *FAQ* answers frequently asked questions specific to the Provider Portal
- *Library* houses LIBTAYO Surround resources
- *Helpful Links* provides direct access to **LIBTAYOhcp.com** (HCP website) and **LIBTAYO.com** (patient website)

Inviting additional users

The ability to invite other team members to register for a portal account can be accessed on the *Invite User* tab on the main toolbar.

Questions about getting started?

Call LIBTAYO Surround at **1.877.LIBTAYO** (1.877.542.8296) Option 1, Monday–Friday, 8 AM–8 PM Eastern time or contact your local Field Reimbursement Manager



For any questions or concerns, or to report side effects with a Regeneron and Sanofi product for patients enrolled in LIBTAYO Surround, please contact LIBTAYO Surround at **1.877.LIBTAYO** (1.877.542.8296) Option 1, Monday–Friday, 8 AM–8 PM Eastern time.

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Injection 350 mg