





# **GSK HCP PORTAL USER GUIDE**

Specialty (Nucala)

July 2025







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#### **Header/Footer Links**





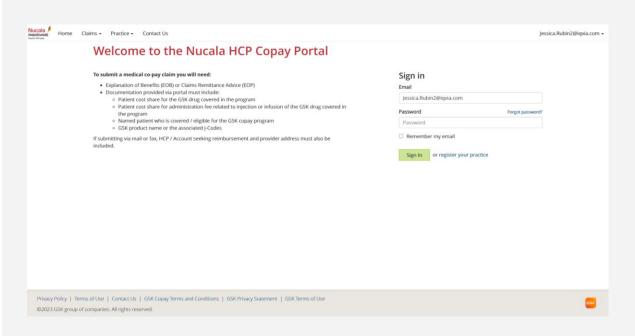
#### **HEADER LINKS**

Name	URL
Nucala Logo	https://hcp.nucalacopayprogram.com/Account

Name	URL
Privacy Policy	https://www.iqvia.com/about-us/privacy
Terms of Use	https://www.iqvia.com/about-us/terms-of-use
Contact Us	https://hcp.nucalacopayprogram.com/Home/ContactUs
GSK Copay Terms and Conditions	https://www.gskforyou.com/programs/copay-assistance/
GSK Privacy Statement	https://privacy.gsk.com/en-us/privacy-notice/
GSK Terms of Use	https://us.gsk.com/en-us/legal-notices/







#### Error Message

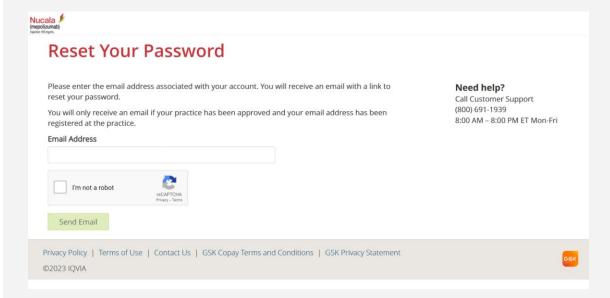




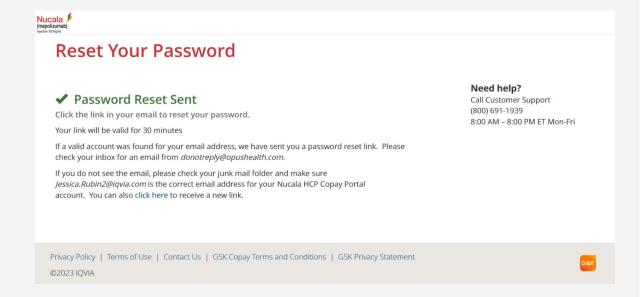




#### Forgot Password? -> Reset Your Password



#### Reset Your Password: Password Reset Sent

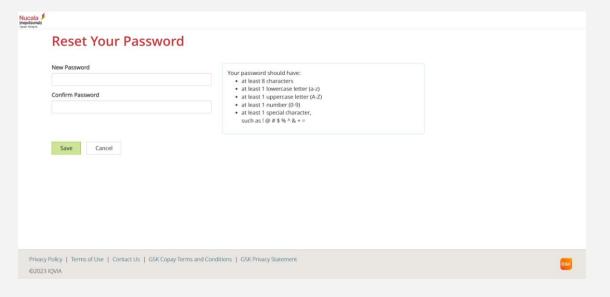






#### Reset Password: Email triggered using approved template

Link brings user to this page



#### Change Your Password

Nucala		Jessica	ı.Rubin2@iqvia.com +
Change Your Password			Change Password
			Sign Out
Old Password	Your password should have:  • at least 8 characters		
New Password	at least 8 characters at least 1 lowercase letter (a-z) at least 1 uppercase letter (A-Z) at least 1 number (0-9)		
Confirm Password	<ul> <li>at least 1 special character, such as ! @ # \$ % ^ &amp; + =</li> </ul>		
Save Cancel			
Privacy Policy   Terms of Use   Contact Us   GSK Copay Terms and Conditions   GSR ©2023 IQVIA	C Privacy Statement		o-sx







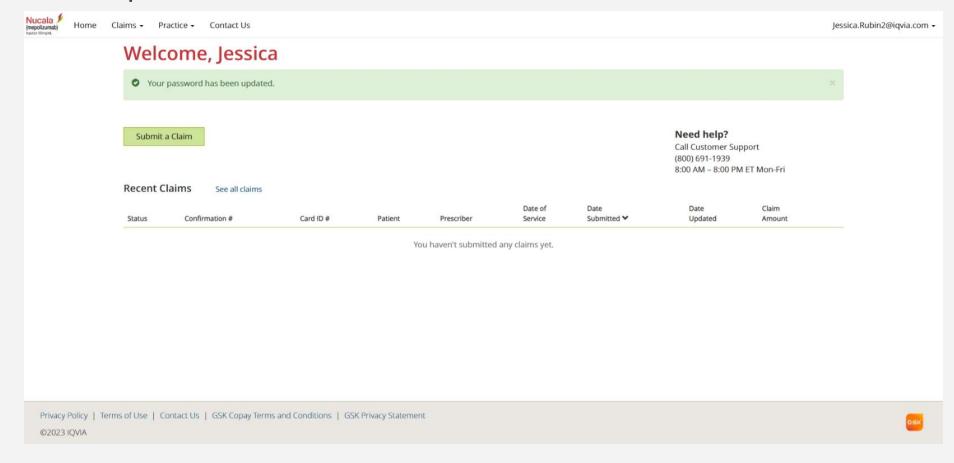
#### **Error Message** Nucala / (mopolizumab) Home Claims - Practice - Contact Us Jessica.Rubin2@iqvia.com + **Change Your Password** Old Password Your password should have: at least 8 characters The Old Password field is required. at least 1 lowercase letter (a-z) at least 1 uppercase letter (A-Z) New Password at least 1 number (0-9) · at least 1 special character, such as!@#\$%^&+= The New Password field is required. Confirm Password Home Claims → Practice → Contact Us Jessica.Rubin2@iqvia.com + The Confirm Password field is required. **Change Your Password** Cancel Old Password Your password should have: at least 8 characters at least 1 lowercase letter (a-z) at least 1 uppercase letter (A-Z) at least 1 number (0-9) · at least 1 special character, such as!@#\$%^&+= Confirm Password Cancel Privacy Policy | Terms of Use | Contact Us | GSK Copay Terms and Conditions | GSK Privacy Statement ©2023 IQVIA Privacy Policy | Terms of Use | Contact Us | GSK Copay Terms and Conditions | GSK Privacy Statement ©2023 IQVIA







#### Password updated







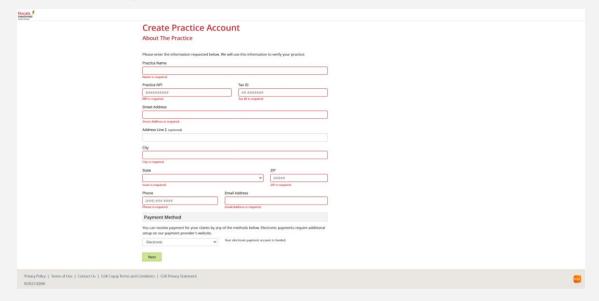
Calls / Stands	Nucola #			
Create Practice Account Introduction  To begin, a representative from the prescribing physician's practice must complete the practice registration process.  Before you may begin using the Nucala HCP Copay Portal, each user within the practice must activate his or her own account individually.  User activation does not have to be completed at the time of practice registration, but must be completed before you may begin using the Nucala HCP Copay Portal.  You will need the following information in order to successfully register your practice:  1. User information including email address (you may add additional users at a later date)  2. Practice location information  3. Prescriber licensing information  a. Prescriber National Provider Identifier (NPI)  b. State License Number (optional)  You will be asked to agree to the Nucala HCP Copay Portal Agreement. You must agree to these terms to proceed with the Nucala HCP Copay Portal.  Begin		Practice Name  Practice NPI ####################################	Tax ID  ### ### ### #######################	
Privacy Policy   Terms of Use   Contact Us   GSK Copay Terms and Conditions   GSK Privacy Statement  ©2023 KOVIA	Privacy Policy   Terms of Us 02/023 IQWA	se   Contact Us   GSK Copay Terms and Conditions   GSK Privacy State	meré	



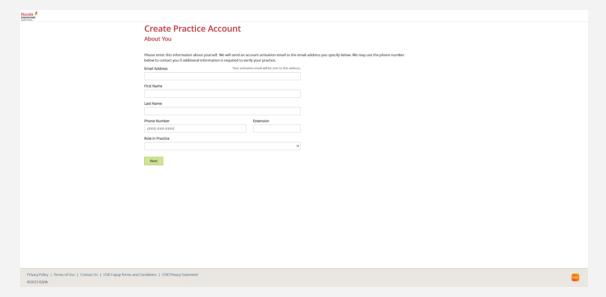




#### **Error Message**



#### **About You**





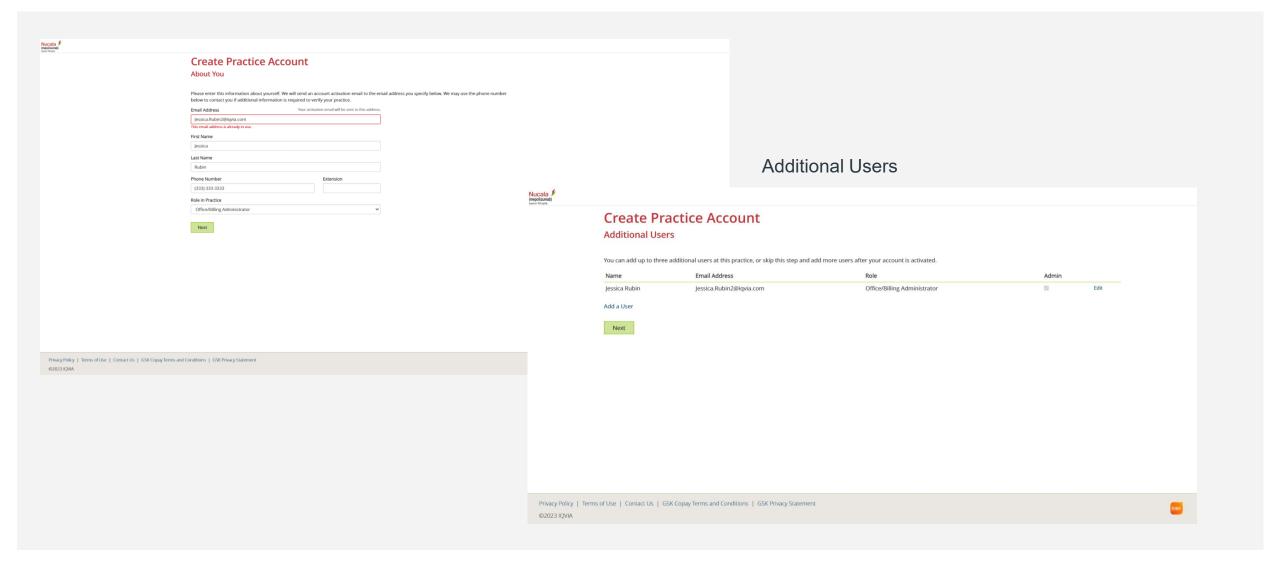




	Create Practice Account About You			
	Please enter this information about yourself. We will send an account activation email to the email address you spe below to contact you if additional information is required to verify your practice.	ecify below. We may use the phone number		
	Email Address Your activation email will be sent to this address.  Linual is required.			
	First Name First Name is required.	Nucala (negolicural) (negolicural) (negolicural) (negolicural)	Create Practice Account	
	Last Name Last Name is required.		Practice Already Registered	
	Phone b required.         Extension		A practice with NPI number 2222222222 has already been registered.  Please contact your administrator to get an account, or contact support if you believe you received this message in error.	
	Role in Practice  User Role is required.		Back	
	Next			
	GSK Copay Terms and Conditions   GSK Privacy Statement			
trivacy Policy   Terms of Use   Contact Us   2023 IQMA				



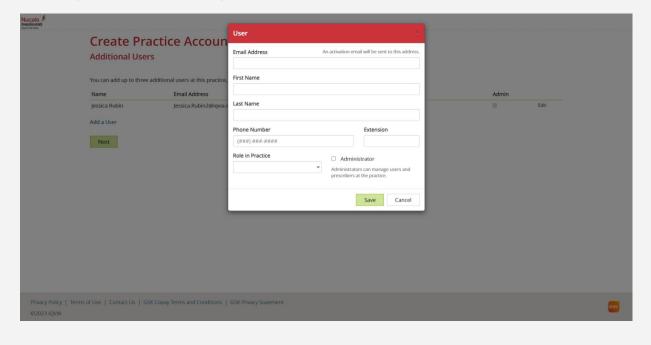




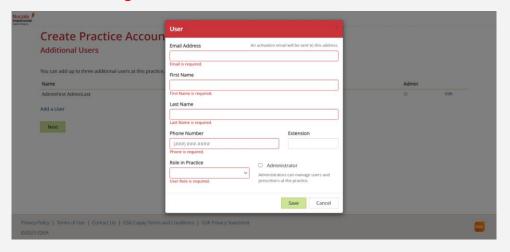


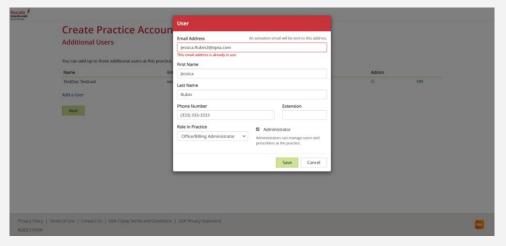


#### Clicking Add a User brings up this window



#### **Error Messages**

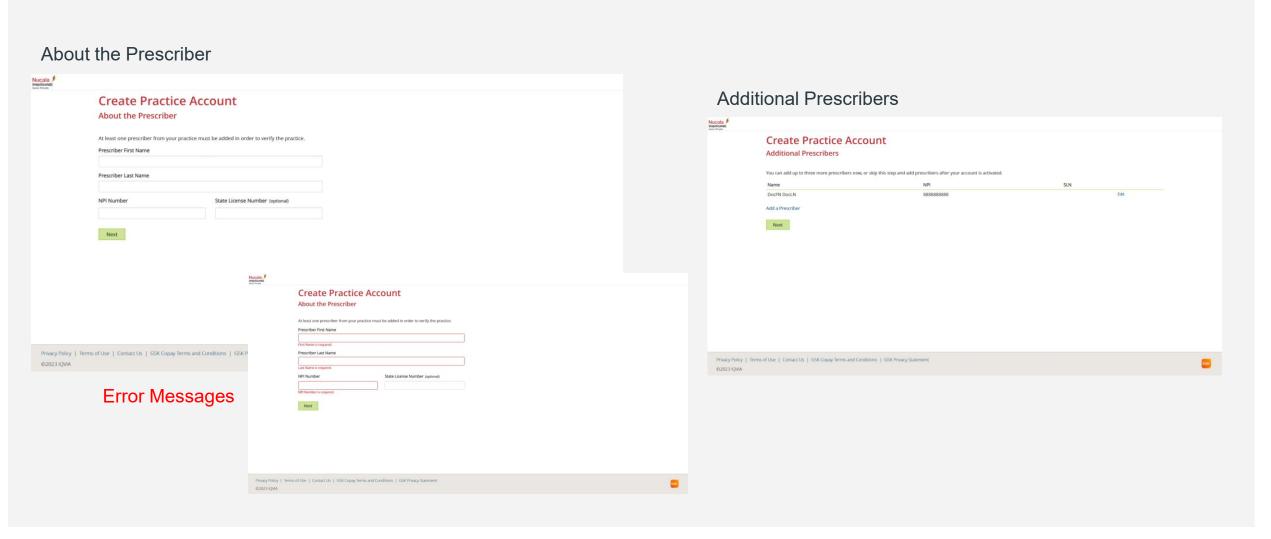








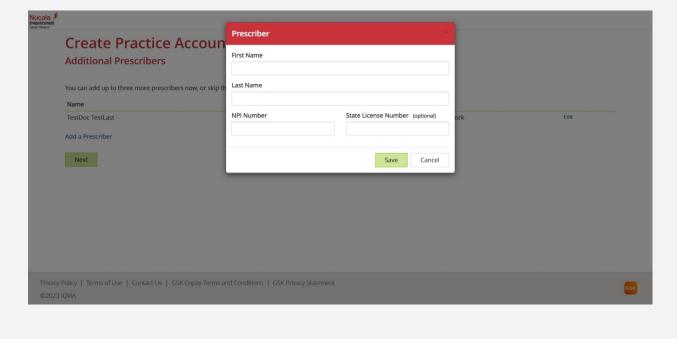




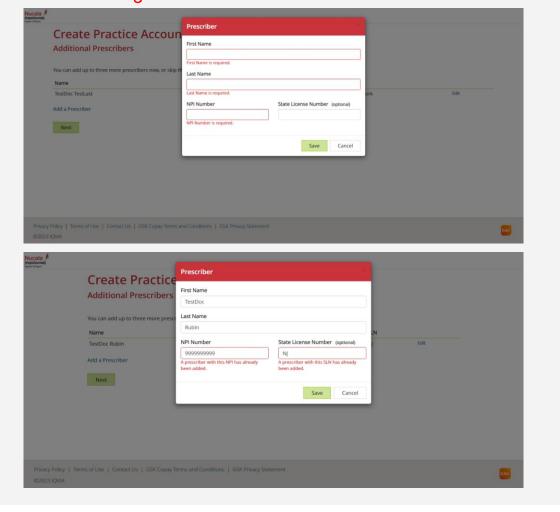




#### Clicking Add a Prescriber brings up this window



#### **Error Messages**

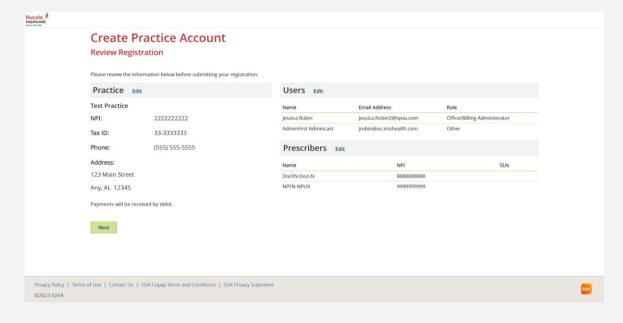




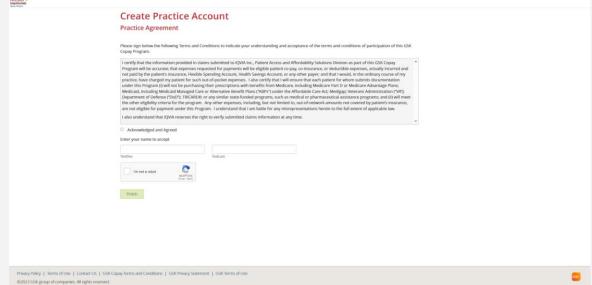




#### Review Registration



#### **Practice Agreement**

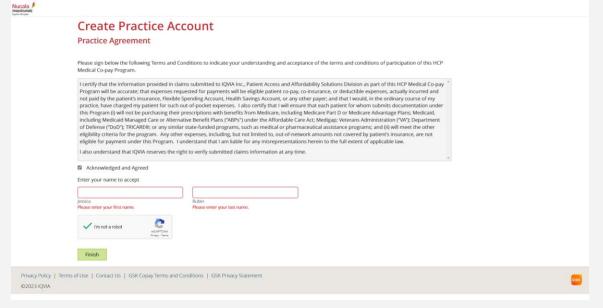






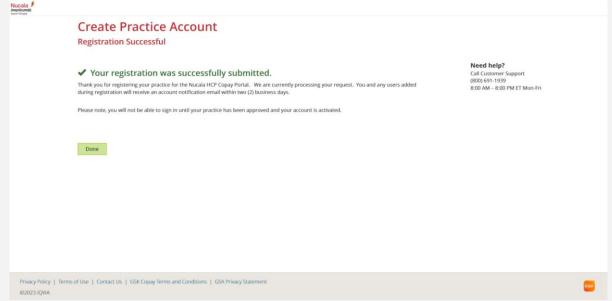


#### **Error Message**



#### **Registration Successful**

Practice Registration Submitted: Email triggered using approved template



#### **Account Activation**

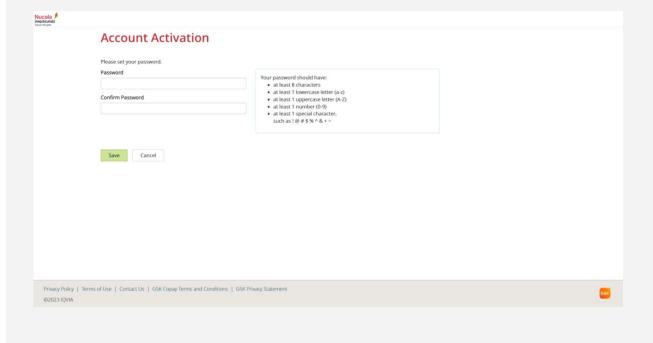


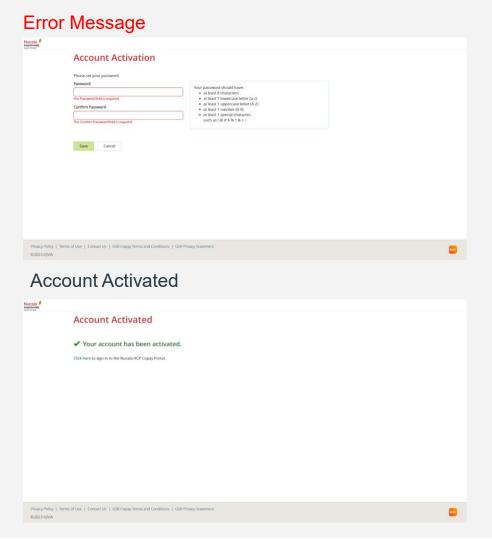


#### **Activate Account:**

Email triggered using approved template

Account Activation: Set Password







## **Navigation Menu (Home)**



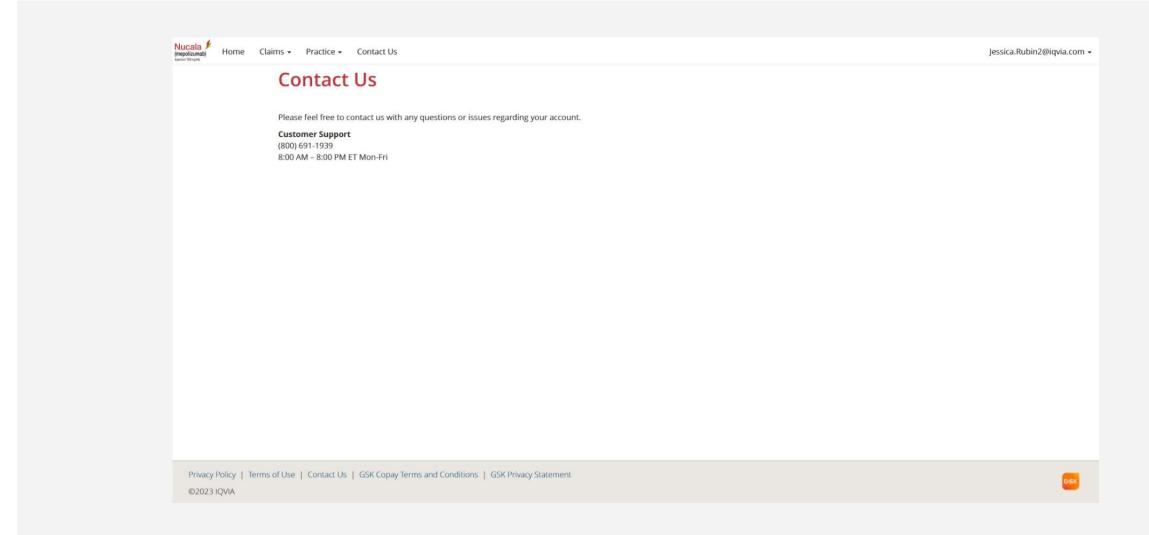


#### Portal Home Page (no recent claims) Portal Home Page (with recent claims) Nucala Home Claims - Practice - Contact Us Home Claims → Practice → Contact Us Jessica.Rubin2@iqvia.com • Welcome, Jessica Welcome, Jessica Need help? Call Customer Support (800) 691-1939 Submit a Claim 8:00 AM - 8:00 PM ET Mon-Fri (800) 691-1939 8:00 AM - 8:00 PM ET Mon-Fri You haven't submitted any claims yet. Privacy Policy | Terms of Use | Contact Us | GSK Copay Terms and Conditions | GSK Privacy Statement

## **Navigation Menu (Contact Us)**



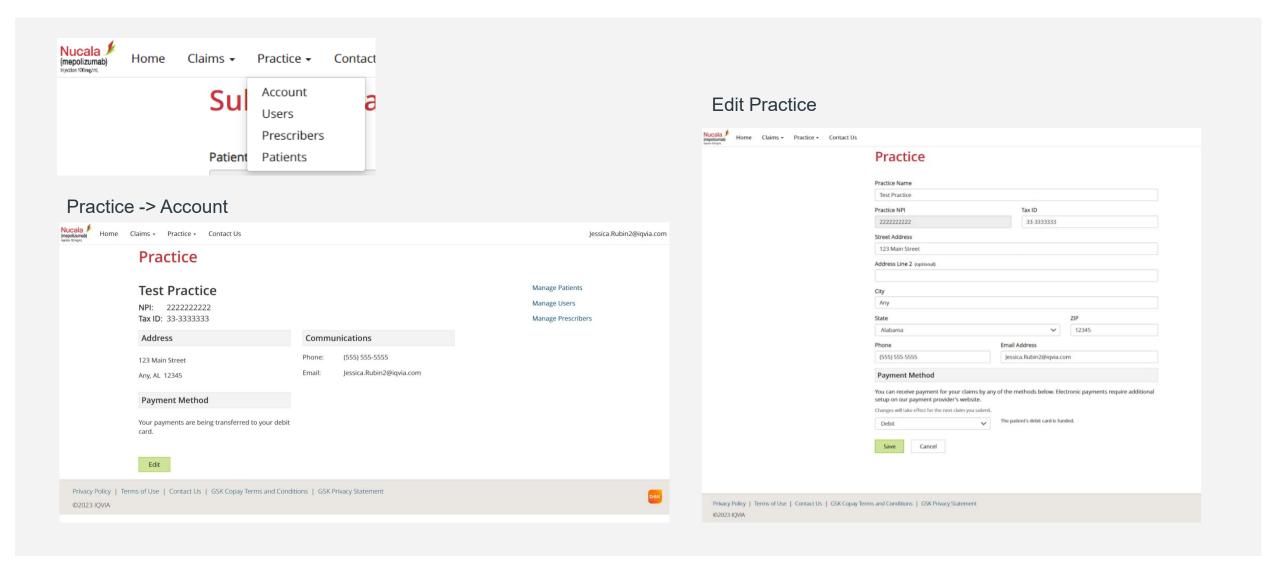




## **Navigation Menu (Practice -> Account)**



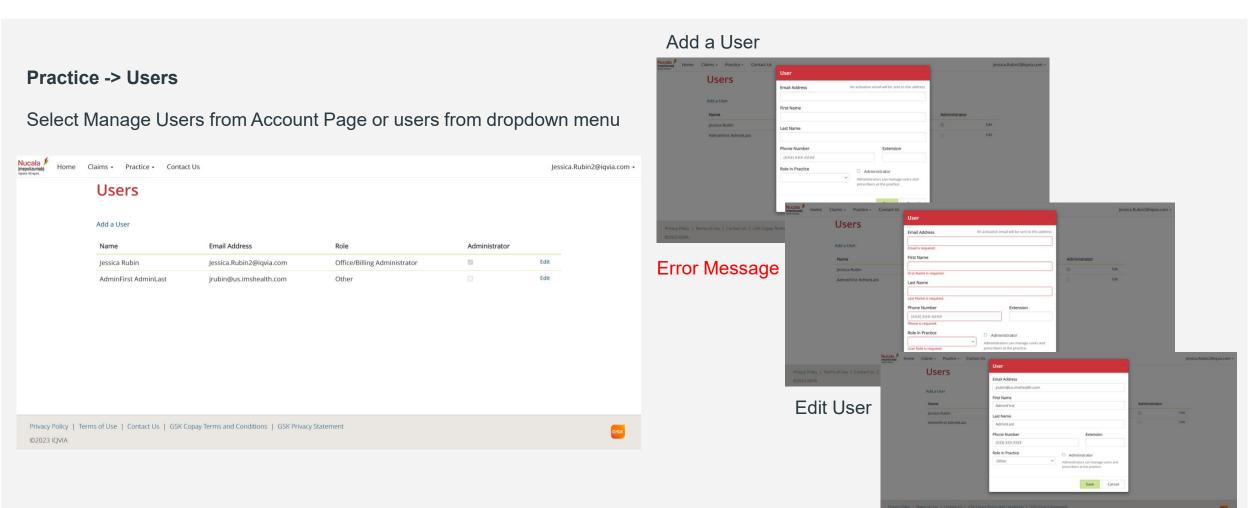




## **Navigation Menu (Practice -> Users)**







## **Navigation Menu (Practice -> Prescribers)**

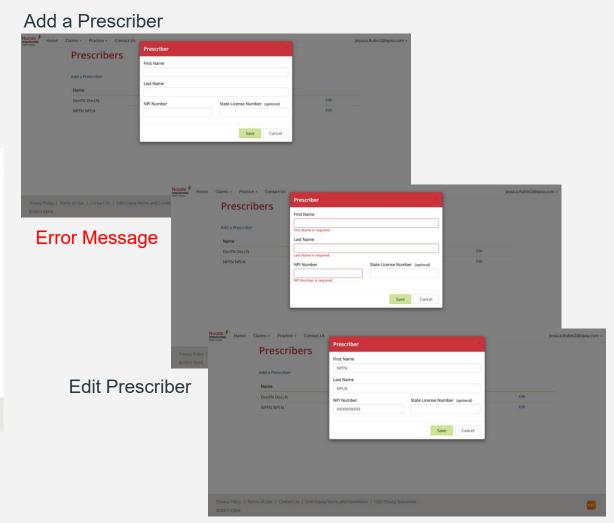
Jessica.Rubin2@iqvia.com •





# Practice -> Prescribers Select Prescribers Users from Account Page or prescribers from dropdown menu Nuclei Home Claims - Practice - Contact Us Prescribers Add a Prescriber



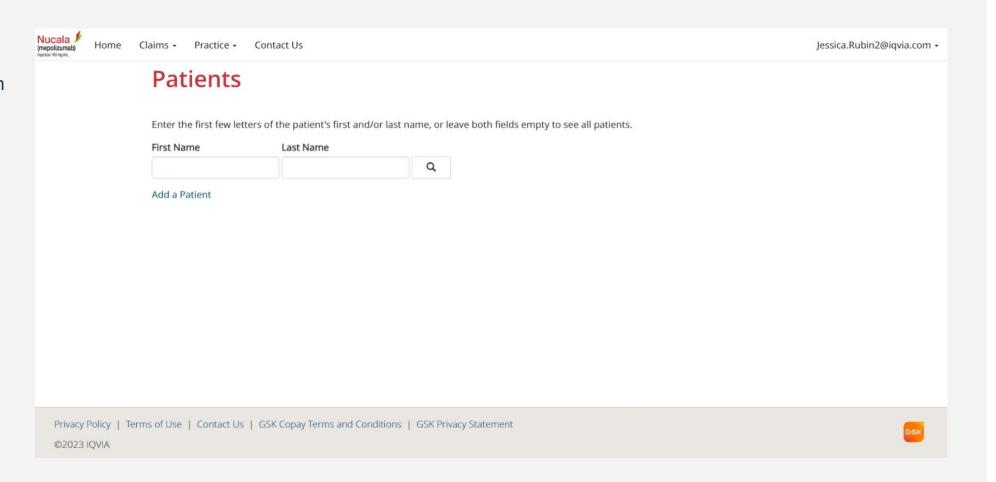






#### **Practice -> Patients**

Select Manage Patients from Account Page Patients from Prescriber drop down menu





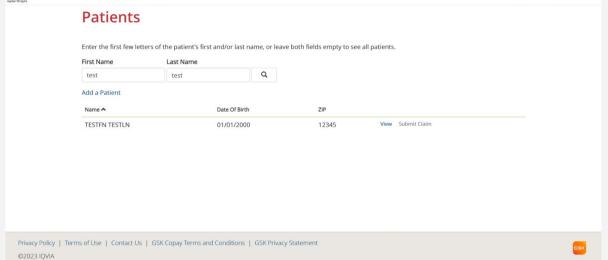


Jessica.Rubin2@iqvia.com •

#### **Patient Search Results**

To add a patient, click Add a Patient or go to Submit a Claim



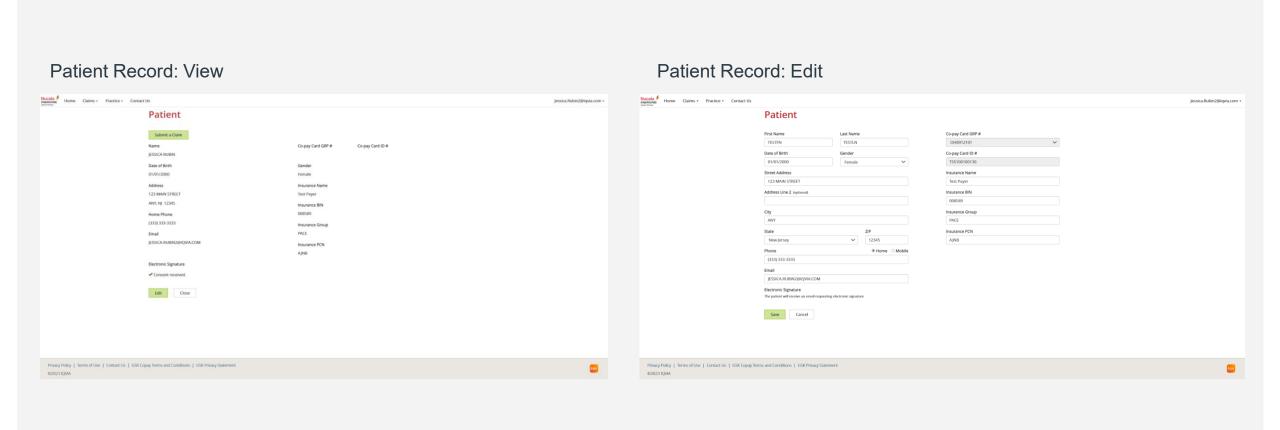


Claims - Practice - Contact Us





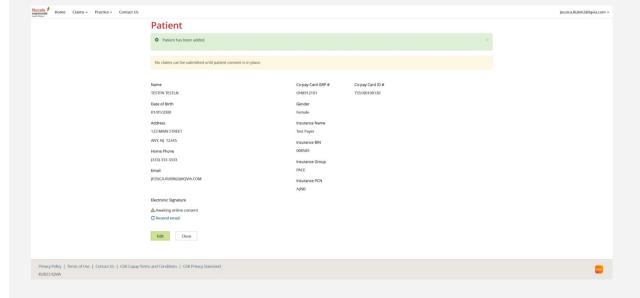






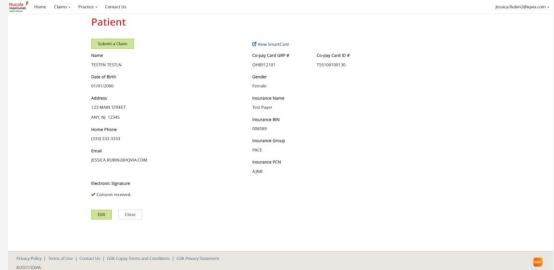


Patient Record: Enrolled by HCP w/o eConsent in place yet



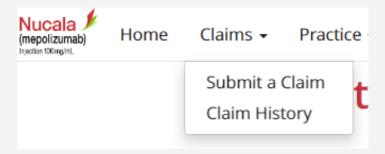
Patient Record: eConsent in place

Clicking View SmartCard brings HCP to Transcard site to access debit details





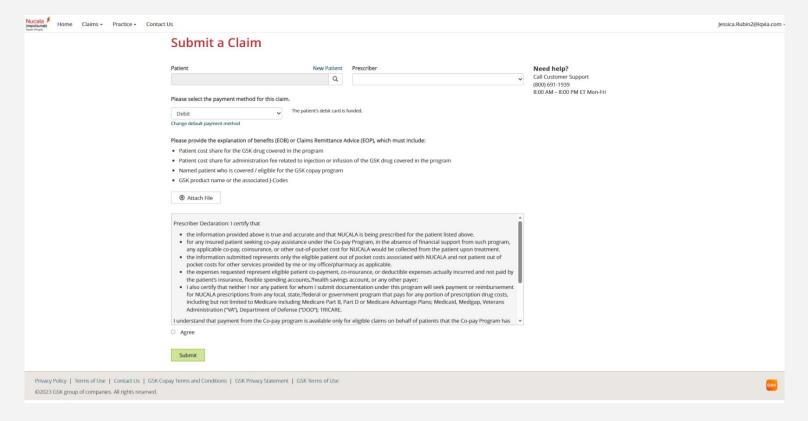




#### Claims -> Submit a Claim

Patient and prescriber are prepopulated if selected from patient screen or patient search results

Clicking Change default payment method brings user to Practice Edit page

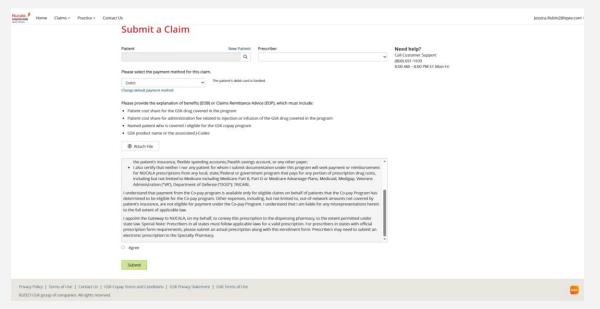




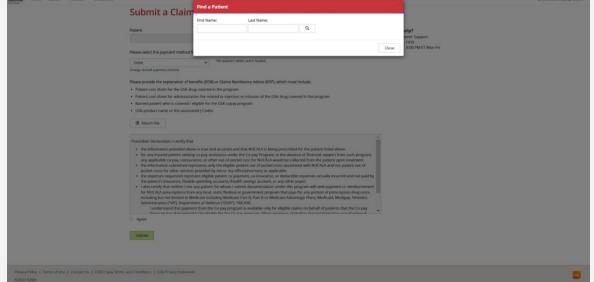
## Navigation Menu (Claims -> Submit a Claim)







#### Click on search icon to find patient

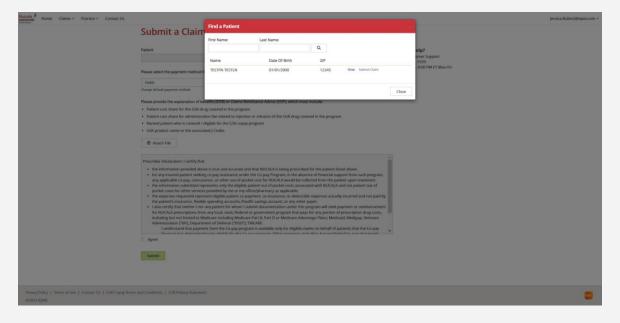


## Navigation Menu (Claims -> Submit a Claim)

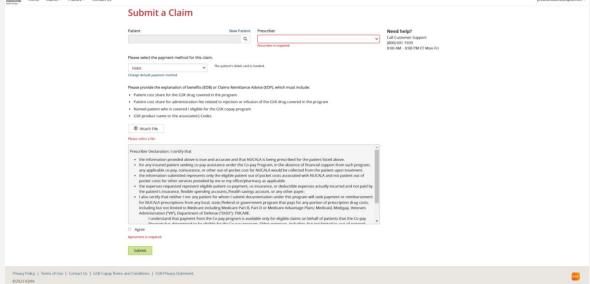




#### Find a Patient: Results



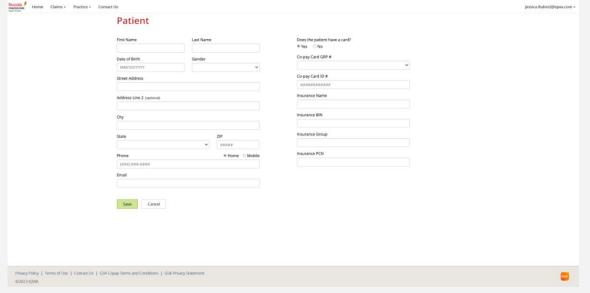
#### **Error Messages**



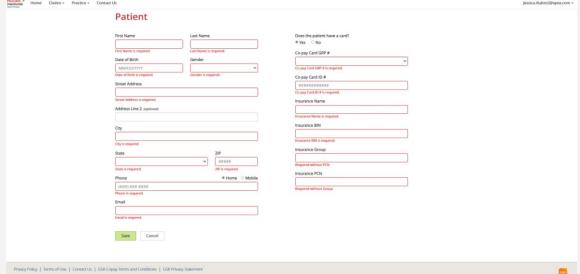




#### Add a Patient (already has a card)



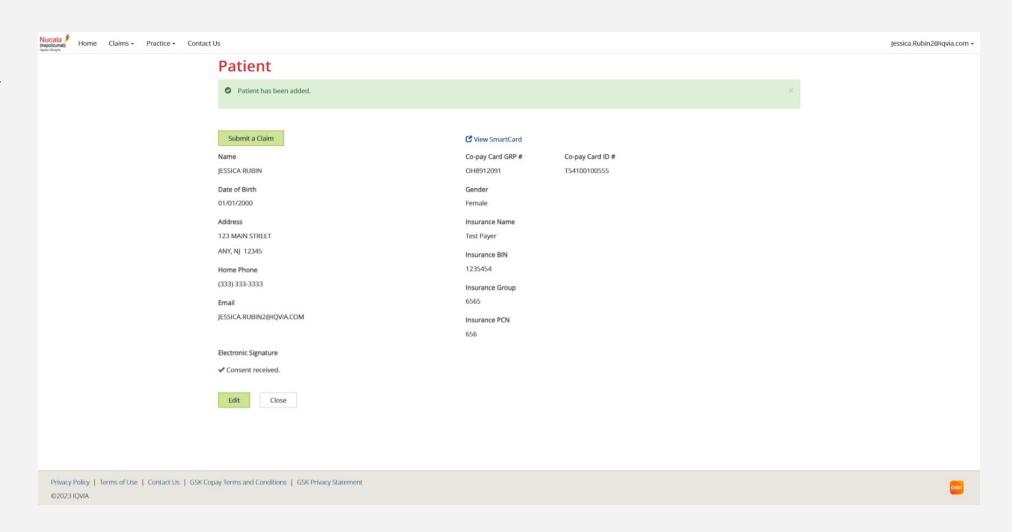
#### **Error Messages**







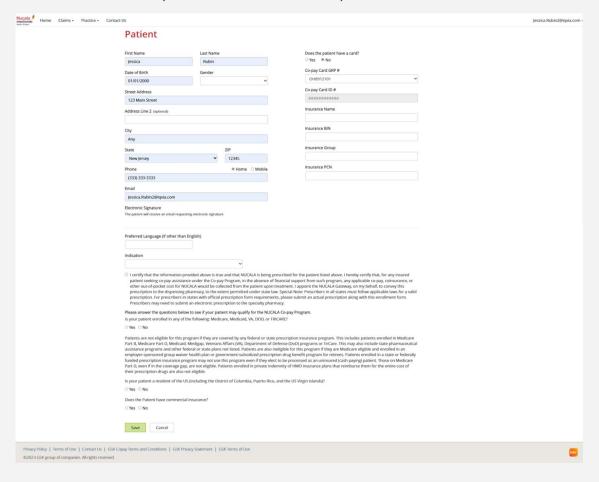
Patient Added to Practice



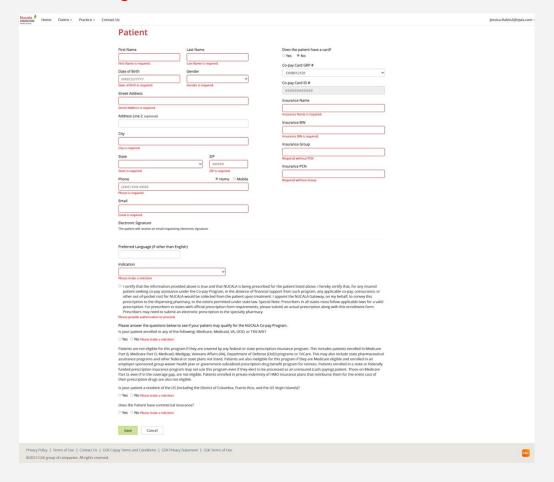




#### **Enroll a Patient** (does not have a card)



#### **Error Messages**









- Practice - Conta			Jessica.Rubin2@iqvia.com	Nucala Home Claims - Practice - Co	Contact Us			Jessica.Rubin2@iqvia.co
	Patient				Patient			
	First Name Last Name	Does the patient have a card?			First Name	Last Name	Does the patient have a card?	
	Gree Name is required. Last Name is required.	○Yes #No			CardinHandFN	CardinHandLN	○ Yes # No	
	Date of Birth Gender	Co-pay Card GRP #			Date of Birth	Gender	Co-pay Card GRP #	
	MM/DD/YYYY	Co-pay Card ID #			01/01/2000	Female	OH8912101 V	
	Date of Birth is required. Gender is required.  Street Address	*************			Street Address		Co-pay Card ID #	
	Street Address	Insurance Name			123 Main Street		**********	
	Street Address is required.				Address Line 2 (optional)		Insurance Name	
	Address Line 2 (optional)	Insurance Name is required.					Test Payer	
		Industrice diff			City		Insurance BIN	
	City	Insurance BIN is required.			Any		1235454	
	City is required.	Insurance Group			State	ZIP	Insurance Group	
	State ZIP	Required without PCN			New Jersey	12345	6565	
	State is required.	Insurance PCN			Phone	# Home O Mobile	Insurance PCN 656	
	Phone # Home O Mobile	Required without Group			(333) 333-3333		030	
	(000) 000-0000				Email			
	Phone is required.  Email				Jessica.Rubin2@iqvia.com			
	Email				Electronic Signature The patient will receive an email requer	esting electronic signature		
	Email is required.							
	Electronic Signature The patient will receive an email requesting electronic signature				Preferred Language (if other than	n English)		
	Preferred Language (if other than English)				Indication			
	Indication				Severe Asthma			
	macation v				□ I agree to the NUCALA Copay I □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □			
	Please make a selection				patient seeking co-pay assistar	ince under the Co-pay Program, in the absence of	rescribed for the patient listed above. I hereby certify that, for any insured financial support from such program, any applicable co-pay, coinsurance, or	
	<ul> <li>I certify that the information provided above is true and that NUCALA is being prescribed patient seeking co-pay assistance under the Co-pay Program, in the absence of financial s</li> </ul>	support from such program, any applicable co-pay, coinsurance, or			prescription to the dispensing	pharmacy, to the extent permitted under state la	treatment. I appoint the NUCALA Gateway, on my behalf, to convey this nv. Special Note: Prescribers in all states must follow applicable laws for a valid	
	other out-of-pocket cost for NUCALA would be collected from the patient upon treatment prescription to the dispensing pharmacy, to the extent permitted under state law. Special	t. I appoint the NUCALA Gateway, on my behalf, to convey this			prescription. For prescribers in	n states with official prescription form requirement nit an electronic prescription to the specialty phar	nts, please submit an actual prescription along with this enrollment form.	
	prescription. For prescribers in states with official prescription form requirements, please Prescribers may need to submit an electronic prescription to the specialty pharmacy.	submit an actual prescription along with this enrollment form.				ow to see if your patient may qualify for the NUC		
	Please provide authorization to proceed.					the following: Medicare, Medicaid, VA, DOD, or Ti		
	Please answer the questions below to see if your patient may qualify for the NUCALA Co-pay is your patient enrolled in any of the following: Medicare, Medicaid, VA, DOD, or TRICABLE?	y Program.			○ Yes # No			
	* Yes ○ No Your patient is not eligible for the NJCALA Co Pay Program at this time. Please contact Gates	way to NUCALA for more information at 1.844.4 NUCALA (1.844.466.2252).			Patients are not eligible for this p	program if they are covered by any federal or state	e prescription insurance program. This includes patients enrolled in Medicare Defense (DoO) programs or TriCare. This may also include state pharmaceutical	
	Patients are not eligible for this program if they are covered by any federal or state prescript				assistance programs and other fe	lederal or state plans not listed. Patients are also i	neligible for this program if they are Medicare eligible and enrolled in an	
	Part B, Medicare Part D, Medicaid, Medigap, Veterans Affairs (VA), Department of Defense (D assistance programs and other federal or state plans not listed. Patients are also ineligible for	or this program if they are Medicare eligible and enrolled in an			funded prescription insurance pri	rogram may not use this program even if they ele-	tion drug benefit program for retirees. Patients enrolled in a state or federally ct to be processed as an uninsured (cash paying) patient. Those on Medicare	
	employer-sponsored group waiver health plan or government-subsidized prescription drug funded prescription insurance program may not use this program even if they elect to be pro-	benefit program for retirees. Patients enrolled in a state or federally			Part D, even if in the coverage gap their prescription drugs are also		lemnity of HMO insurance plans that reimburse them for the entire cost of	
	Part D, even if in the coverage gap, are not eligible. Patients enrolled in private indemnity of their prescription drugs are also not eligible.	HMO insurance plans that reimburse them for the entire cost of				US (including the District of Columbia, Puerto Rico	a, and the US Virgin Islands)?	
	Is your patient a resident of the US (including the District of Columbia, Puerto Rico, and the I	US Virgin Islands)?			# Yes ○ No		The second of the second secon	
	○ Yes ■ No Your patient is not eligible for the NUCALA Co Pay Program at this time. Please contact Gates				Does the Patient have commercia	ial insurance?		
	Does the Patient have commercial insurance?				# Yes ○ No			
	○ Yes ■ No Your partient is not eligible for the NACALA Co Pay Program at this time. Please contact Gatew	way to NUCALA for more information at 1-844-4-NUCALA (1-844-NIS-2252).						
	Save Cancel				Save Cancel This patient is already registered at you	nur practice.		
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Image updated 8/10/23 showing invalid response for eligibility.





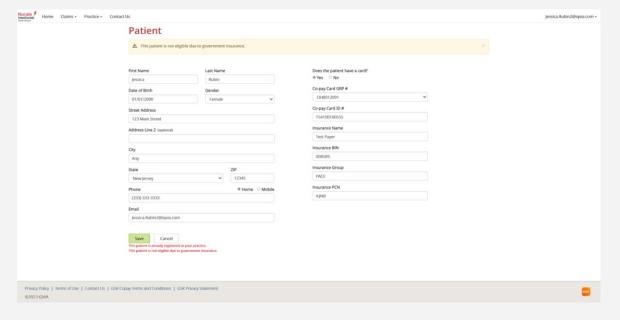
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Marcher Summer S									
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The state of the control of the four ingles									
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Please remote the quosition's below to set if your patient may qualify for the NOCKALA Copy hypogram.  In your patient extended in my of the following below. Moderal Moderal Please is the following below. Moderal Moderal Please is the following below to the program of the following the following to the program of the following the followi		prescription to the dispensing pharmacy, to the extent permitted under state law prescription. For prescribers in states with official prescription form requirement	<ul> <li>Special Note: Prescribers in all states must follow applicable laws for a valid.</li> <li>please submit an actual prescription along with this enrollment form.</li> </ul>		Privacy Policy   Terms of Use   Contact Us   GSK	K Copay Terms and Conditions   GSK Prix	wacy Statement		
In your patient enrolled in may not the following Medical May DOUG or SECURE?    Patients are not edigible for this programs of they are sovered by any behalf of a state patient on includes patients enrolled on Medicane   Patient Medical					62023 IQVIA				
Places are not eligible to this buy required if they are not exercised by any felerated or an outar processing to the second or the bedding the processing of the processing o		Is your patient enrolled in any of the following: Medicare, Medicaid, VA, DOD, or TRU	CARE?						
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their precuption dangs are all the US (including the District of Columbia, Puerto Rico, and the US Vegen Islands)?    Yes   No   Dies the Putters have commercial insurance?   Yes   No   Carvel     Facts all sally ealso. Proce counted to appear at 800 681 1979 to educe the putters and district.		Part B, Medicare Part D, Medicaid, Medigap, Veterans Affairs (VA), Department of Di assistance programs and other federal or state plans not listed. Patients are also employer-sponsored group waiter health olden or covernment-subsidized prescript	elense (DuO) programs or TriCare. This may also include state pharmaceutical eligible for this program if they are Medicare eligible and enrolled in an ion drus benefit program for retiress. Patients enrolled in a state or federally						
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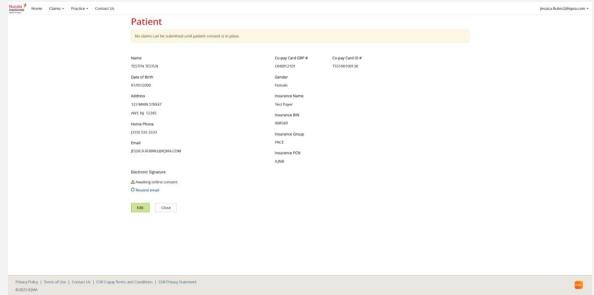
#### **Government Insurance Detected**

Same message displays whether patient does or does not already have a card



**Enrollment Complete:** eConsent Email Triggered to Patient using approved template

Patient Profile: Awaiting eConsent

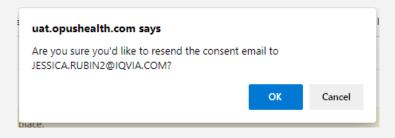




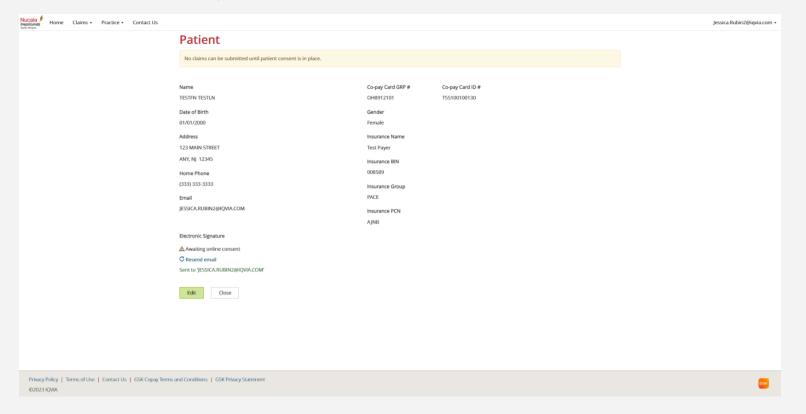




#### Click Resend email



#### Patient Profile: Awaiting Online Consent -> Resend email

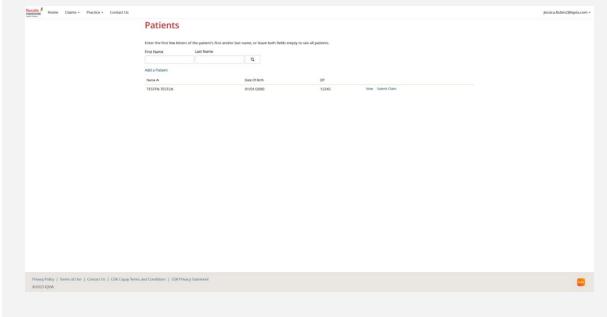




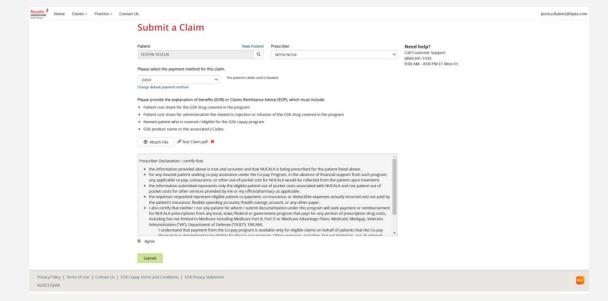




#### Submit Claim enabled once eConsent in place



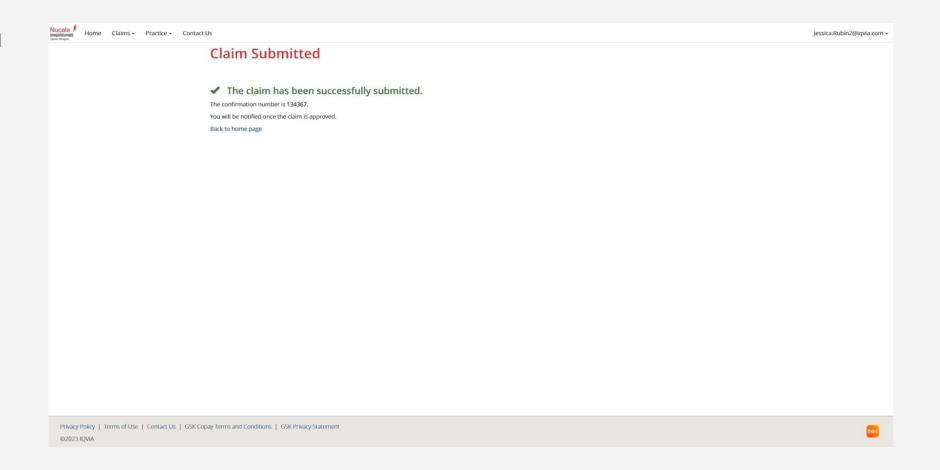
#### Submit a Claim (file attached and agree)







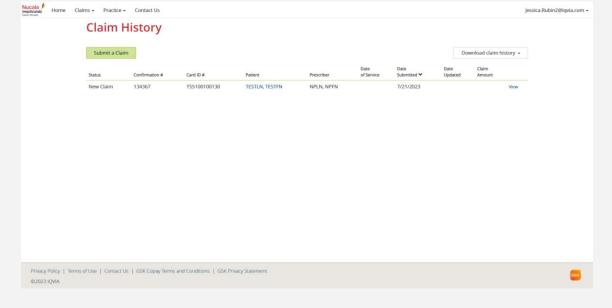
#### **Claim Submitted**



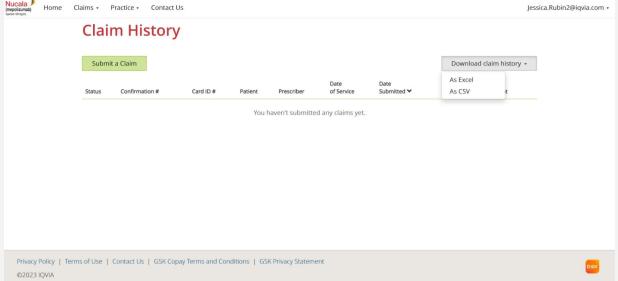




#### **Claims -> Claims History**



#### Download claim history drop down



Claim Approved: Email Triggered using approved template

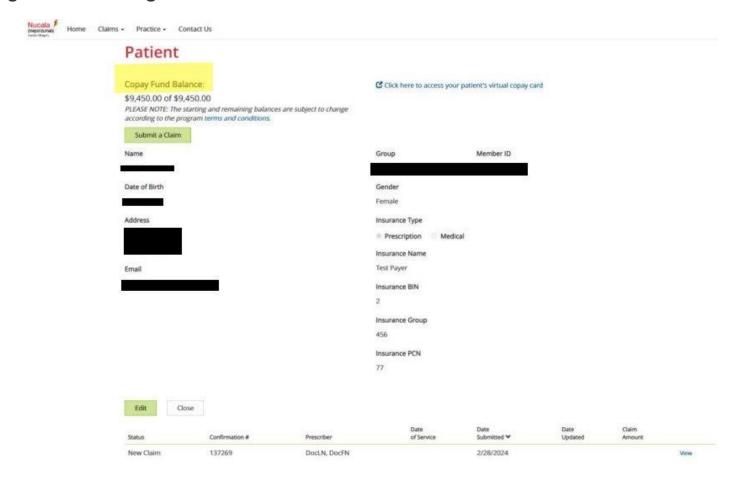
Claim Rejected: Email Triggered using approved template

## Navigation Menu (Starting and Remaining Balances)





#### Patient → Starting and Remaining Balance



### Navigating to the Paynuver Microsite from the HCP Buy and Bill **Portal**









Contact Us

#### Welcome, Jessica



#### Need help?

Call Customer Support Phone: (800) 691-1939 Fax: (866) 728-8222 8:00 AM - 8:00 PM ET Mon-Fri

Recent Claims See all claims

Status	Confirmation #	Member ID	Patient	Prescriber	Date of Service	Date Submitted <b>▼</b>	Date Updated	Claim Amount	
New Claim	137269	T54100100415	RUBIN, JESSICA	DocLN, DocFN		2/28/2024			View
New Claim	134378	T48100100696	RUBIN, JESSICA	DocLN, DocFN		7/24/2023			View
Rejected	134367	T55100100130	TESTLN, TESTFN	NPLN, NPFN	7/21/2023	7/21/2023	7/24/2023		View

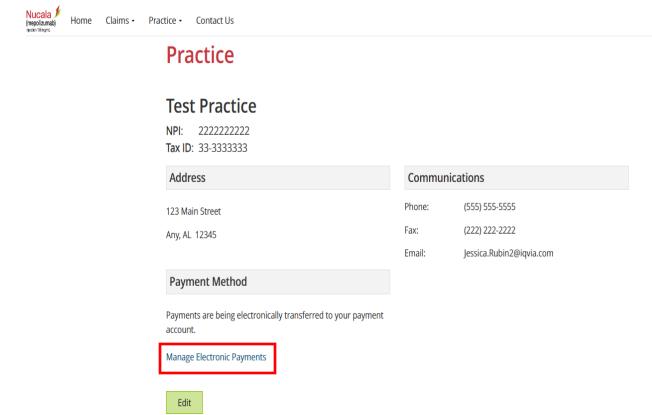
After logging in to your account, select the Practice Drop down from the top menu bar.

# Navigating to the Paynuver Microsite from the HCP Buy and Bill Portal



 Next, select the "Account" option from the drop down menu

## Navigating to the Paynuver Microsite from the HCP Buy and Bill Portal



Manage Patients

Manage Users

Manage Prescribers

From this screen, please select the Manage Electronic Payments option located near the bottom left of the screen just above Edit

# Paynuver Enhancement -Process Update: Inclusion of Member ID for Transaction Details

TO THE ORDER OF:

Dave Test Practice 1



DATE:

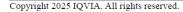
January 15, 2025

Transaction Details: 1/1/2025 - 1/13/2025

Name Registered	Member ID	Prescription Number (RX#)	IQVIA Claim ID	Date Created	Prescription Fill Date	Claim Amount	Disbursement Type	
		1						

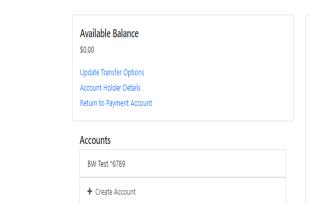
For questions, call Customer Support (800) 555-4820

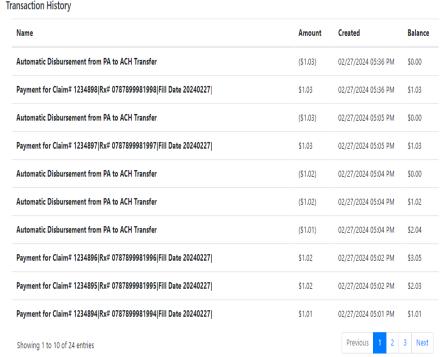
- Updated Process: First & Last Name |
   Member ID | RX# | Claim ID | Date
   Created | Prescription Fill Date | Claim
   Amount | Disbursement Type
- Previous Process: Claim# | Rx# | Fill
   Date | Patient First & Last Name





### **Paynuver Microsite Functionality**





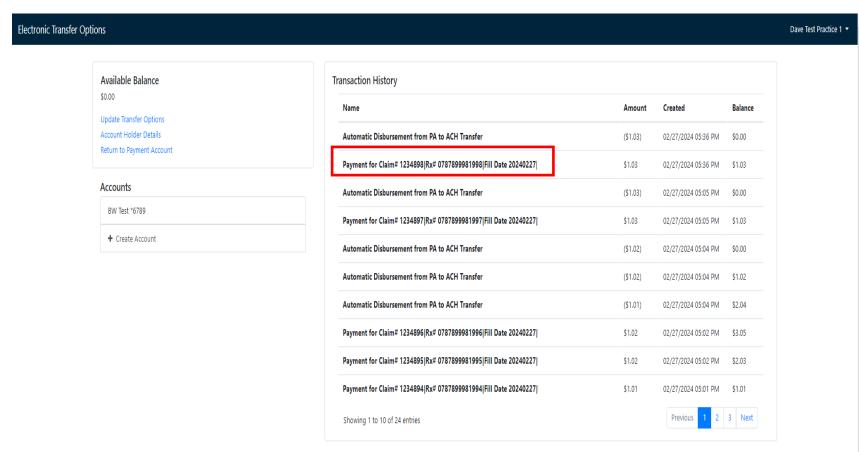
Once you have selected Manage Electronic Payments, the user will be automatically taken right into the Paynuver Microsite where they can view their EFT payment transaction history, update their transfer options, view the account holder details, create new accounts (banks account for deposits), and return to the payment account

Dave Test Practice 1 ▼



**Electronic Transfer Options** 

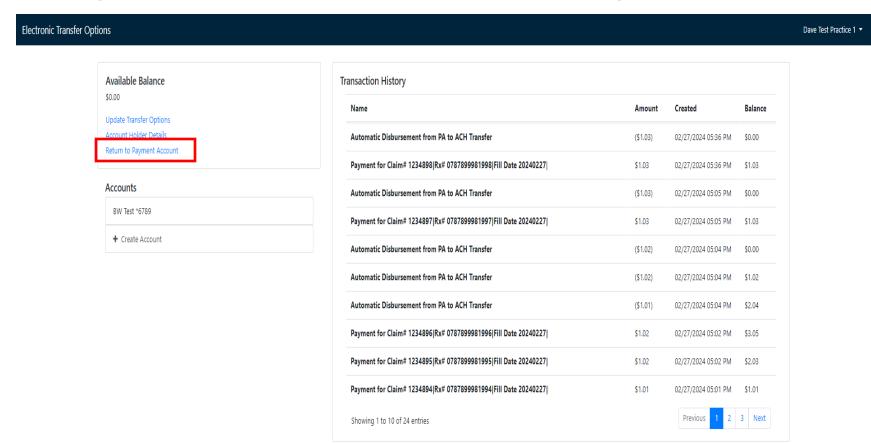
## **Paynuver Microsite Functionality**



- Current Transaction History displays as follows:
- Pending enhancements to this page include:
  - Patient Name added to each transaction record.(will be displayed after the Fill Date)
  - The ability to export the Transaction History from the Paynuver Microsite



## **Paynuver Microsite Functionality**



 Once finished in the Paynuver Microsite, click on Return to Payment Account and the user will be brought back to the HCP Buy and Bill Portal Home Page



## **Thank You**