GSK HCP PORTAL USER GUIDE

Specialty (Nucala)

July 2025

Contents

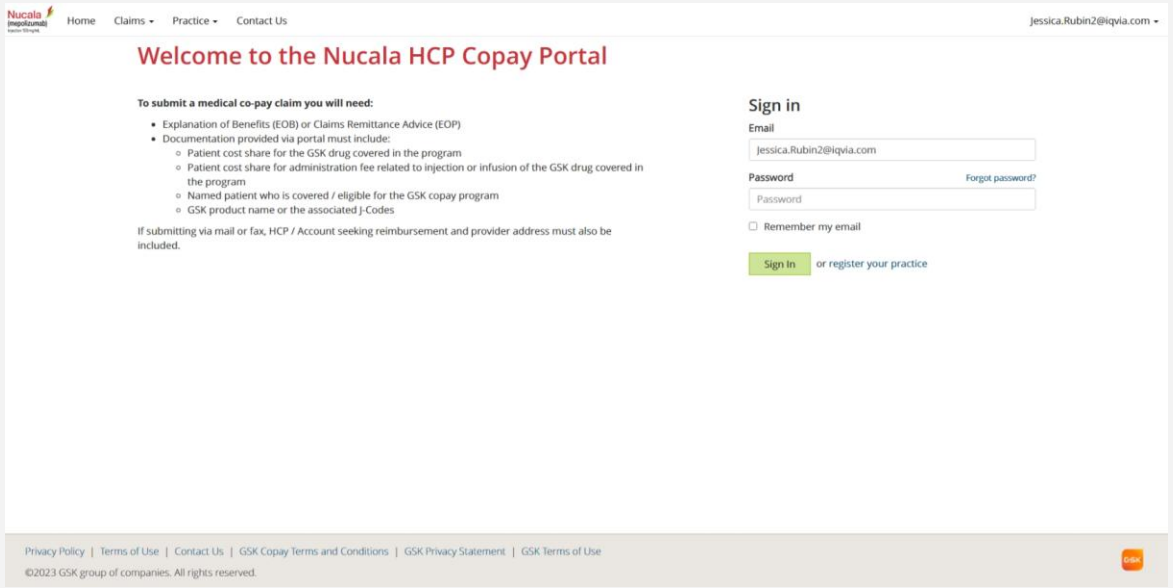
Header/Footer Links

HEADER LINKS

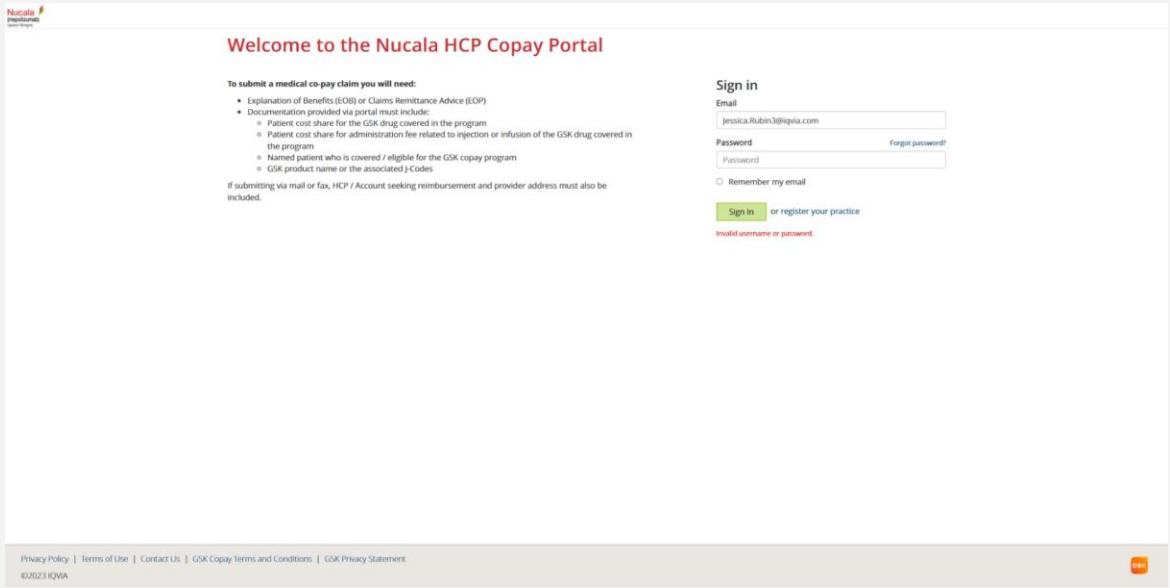
Name	URL
Nucala Logo	https://hcp.nucalacopayprogram.com/Account

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/

Login Page

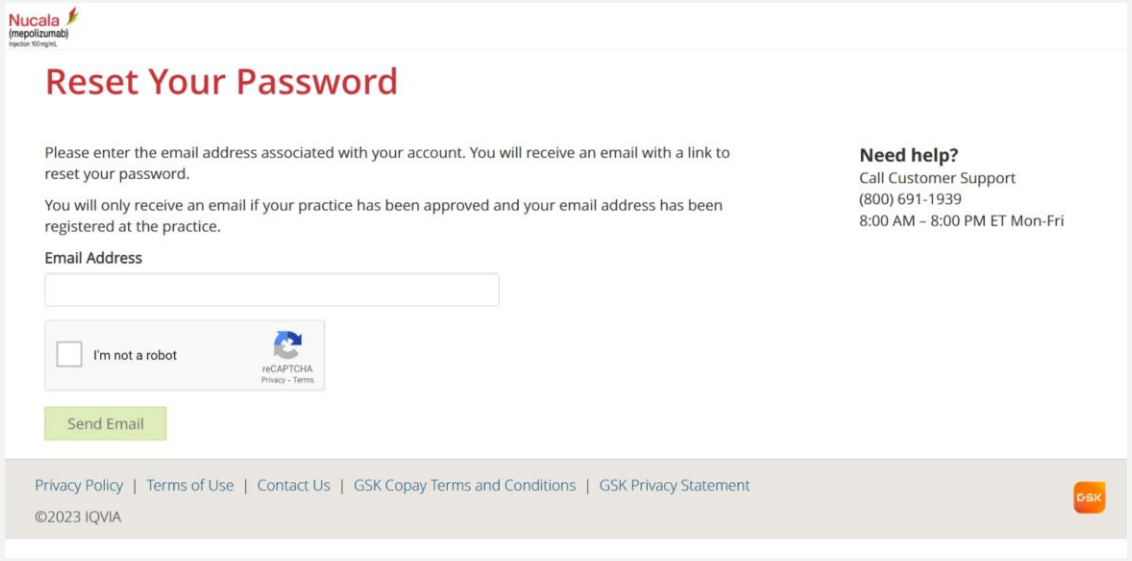


Error Message

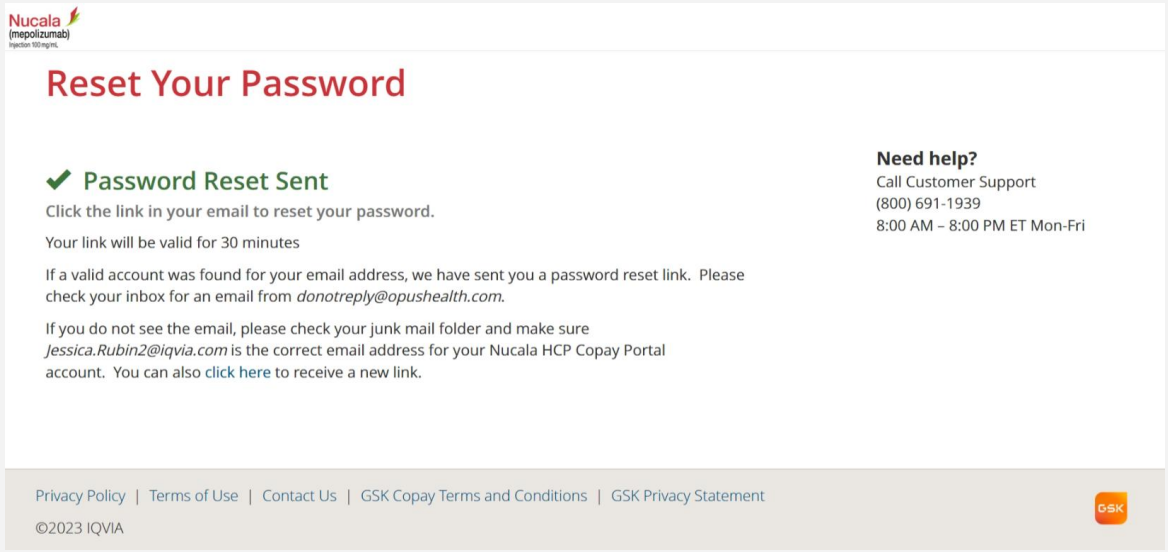


Login Page

Forgot Password? -> Reset Your Password



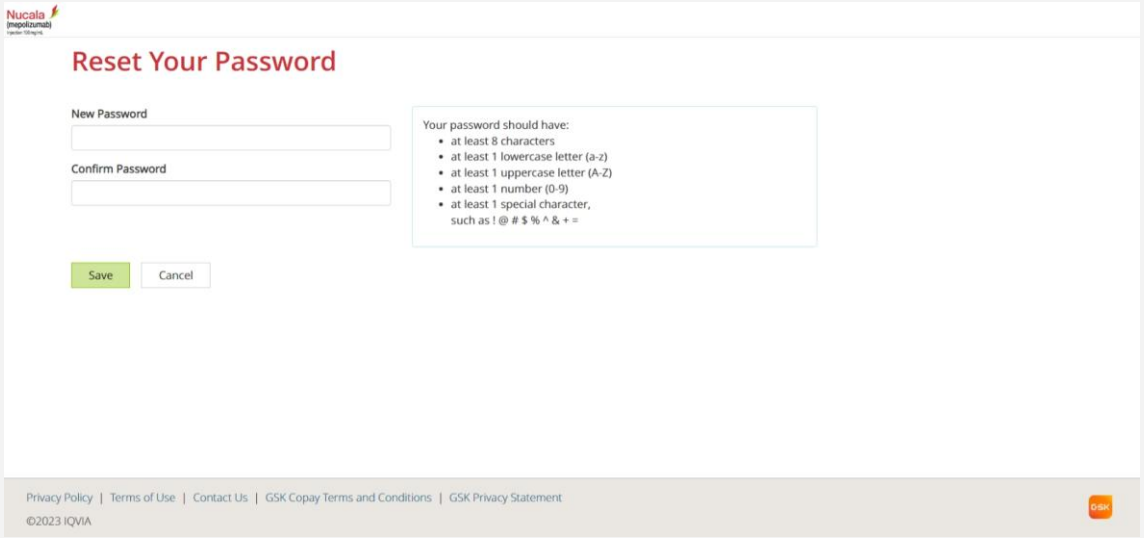
Reset Your Password: Password Reset Sent



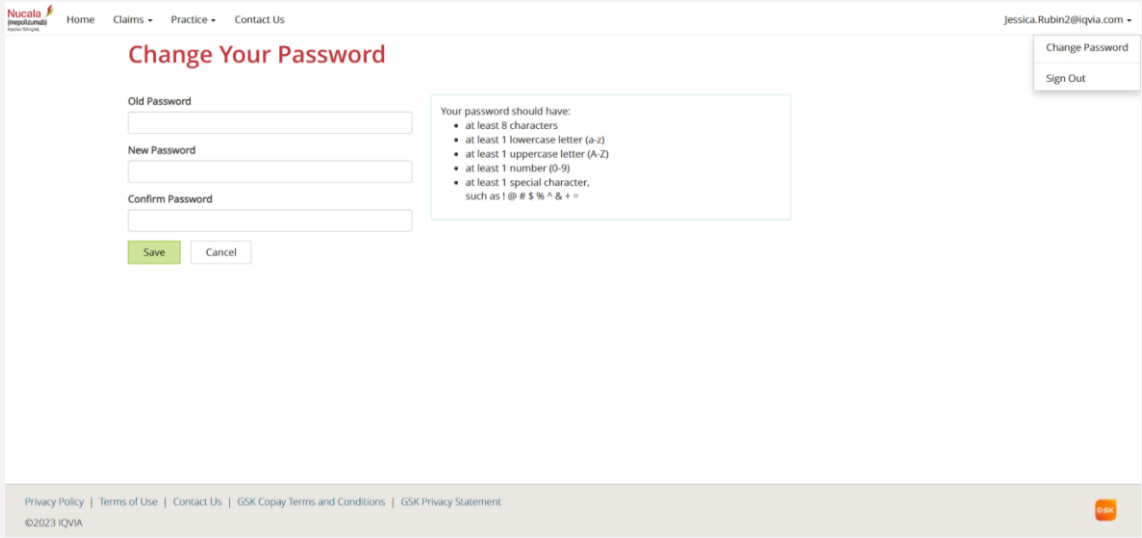
Login Page

Reset Password: Email triggered using approved template

- Link brings user to this page

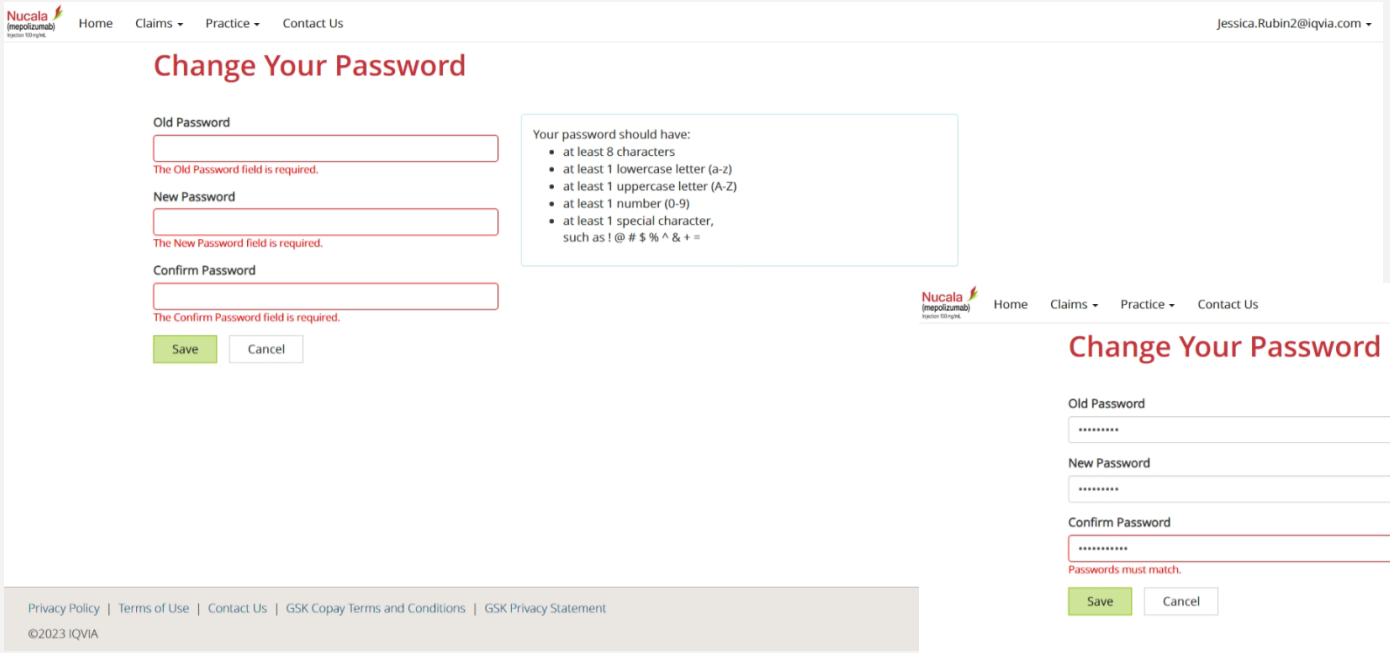


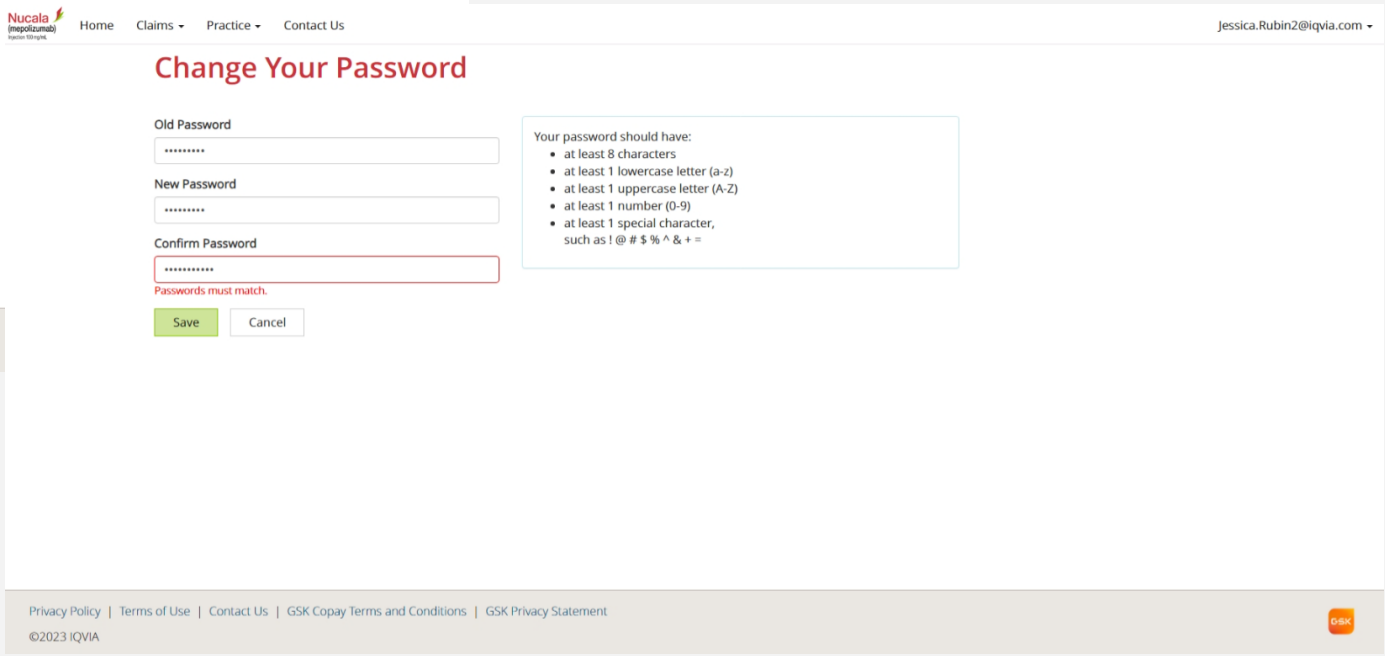
Change Your Password



Login Page

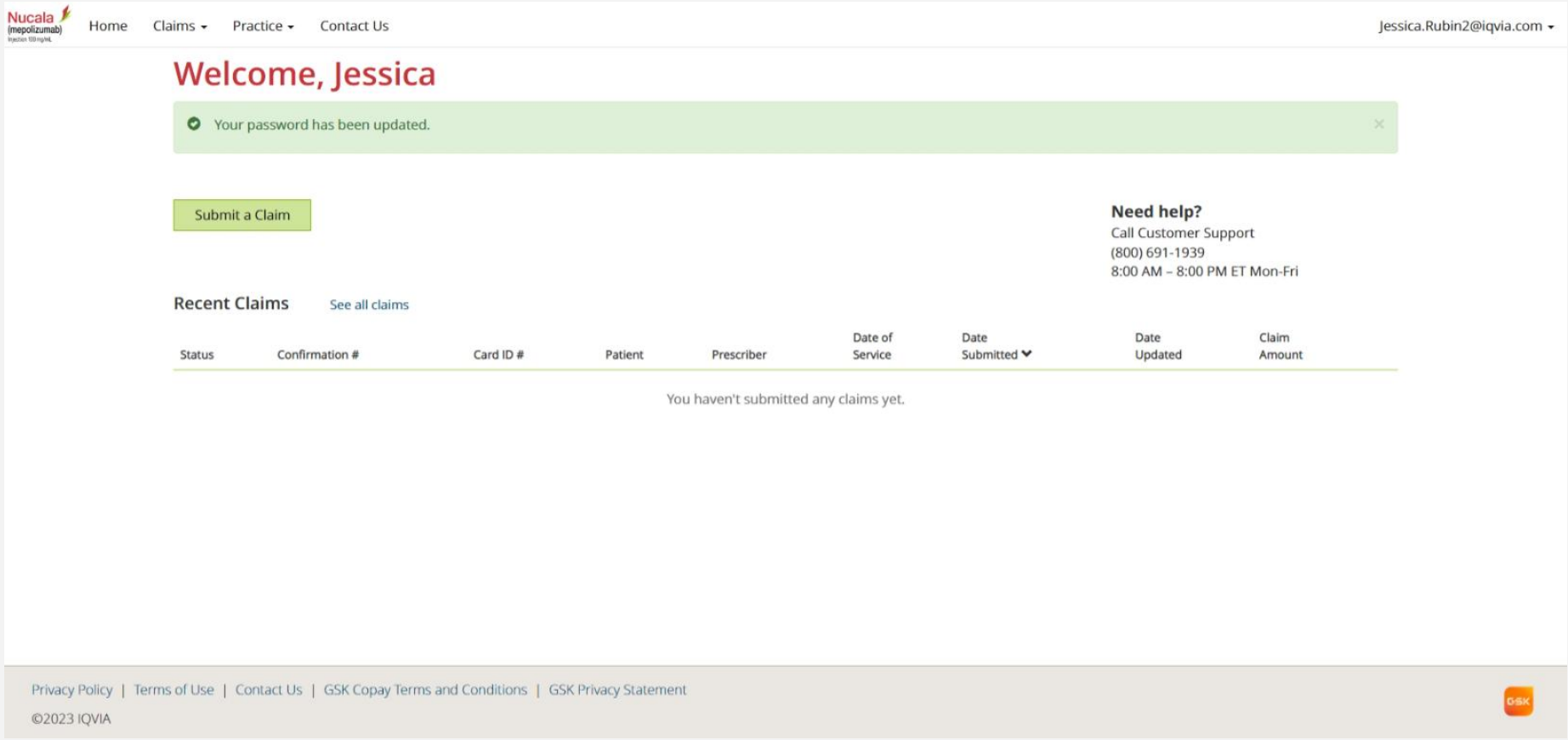
Error Message



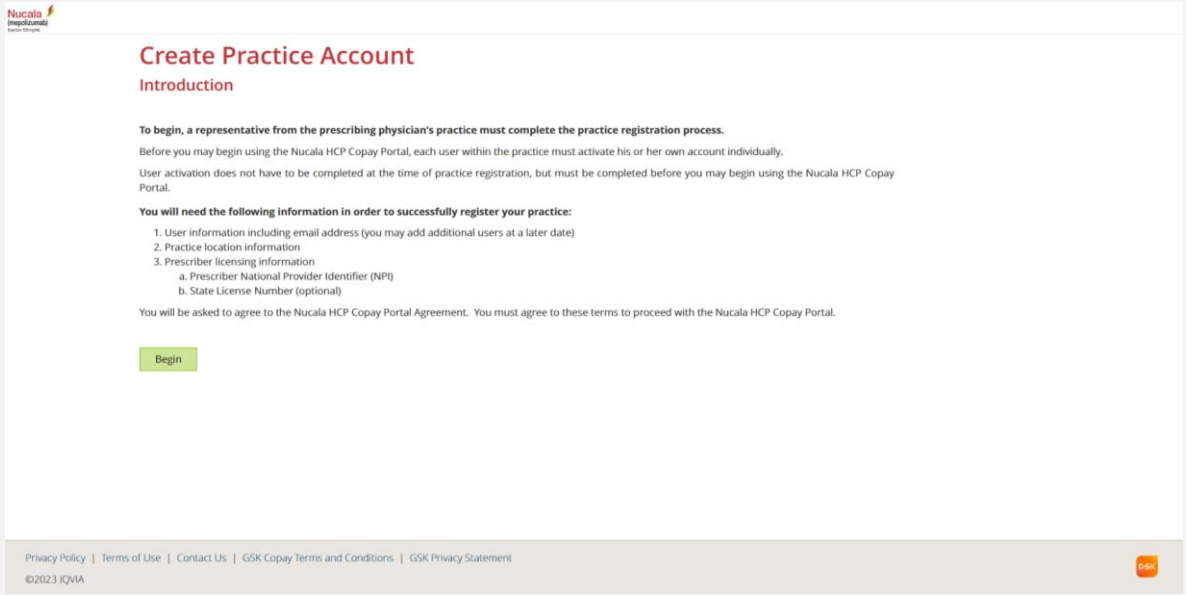


Login Page

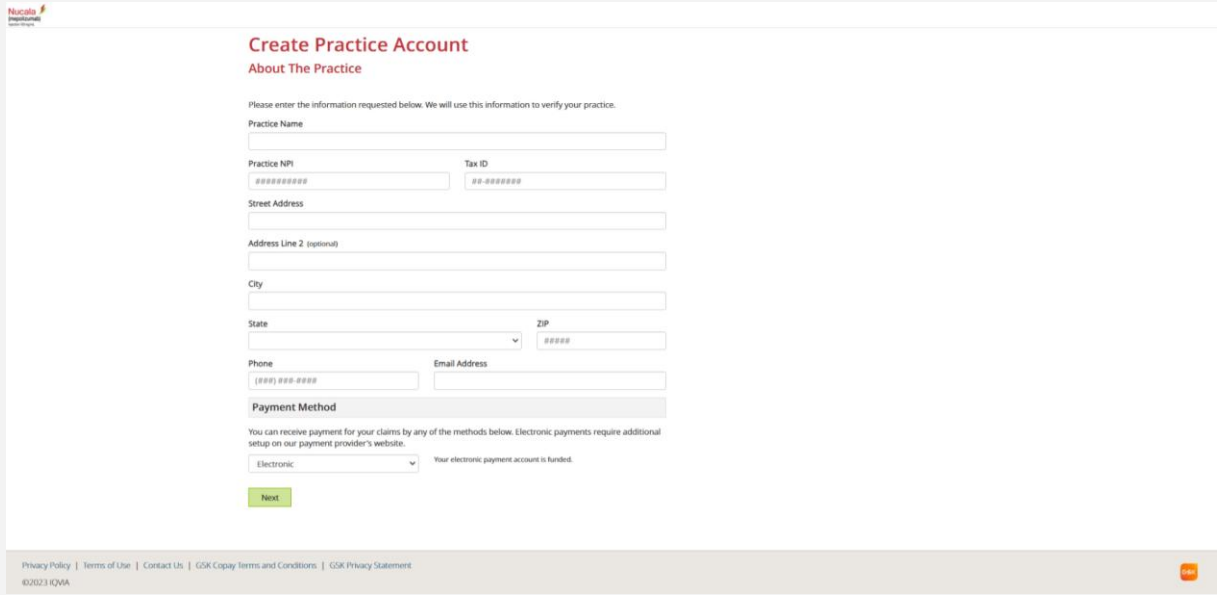
Password updated



Register Your Practice

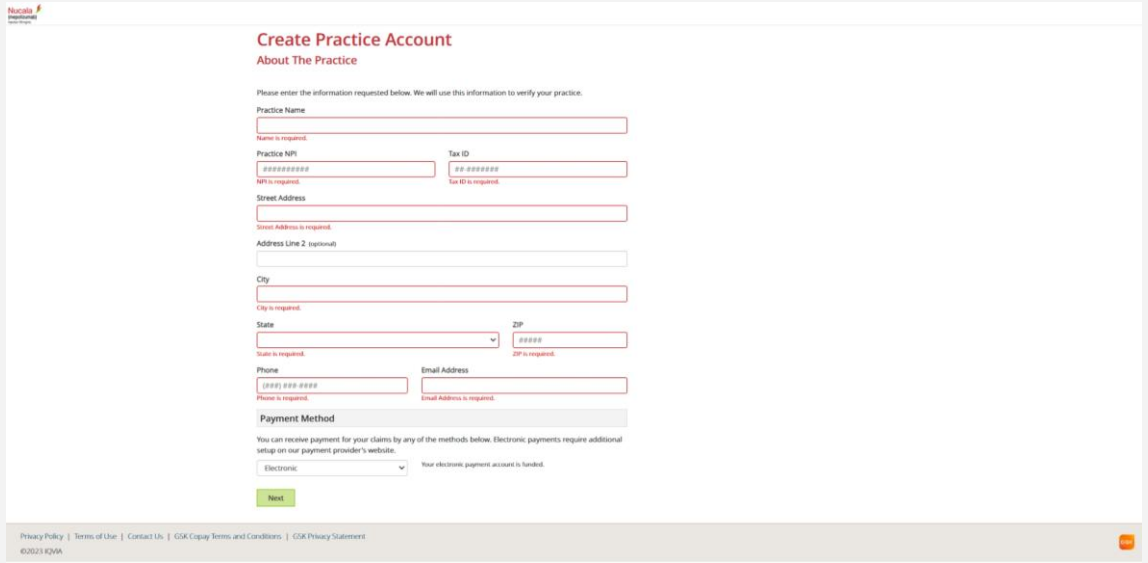


About The Practice

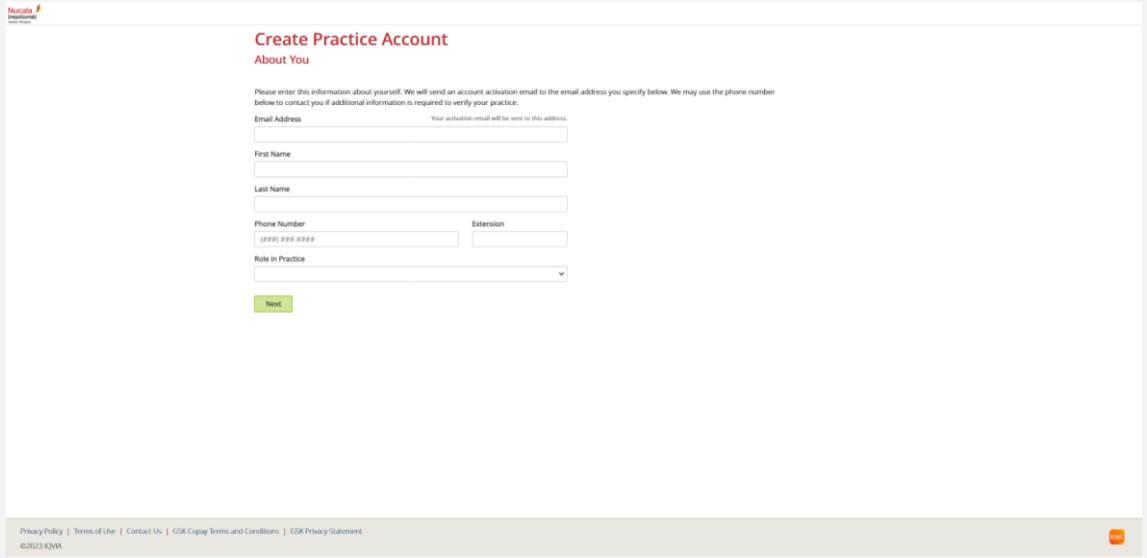


Register Your Practice

Error Message

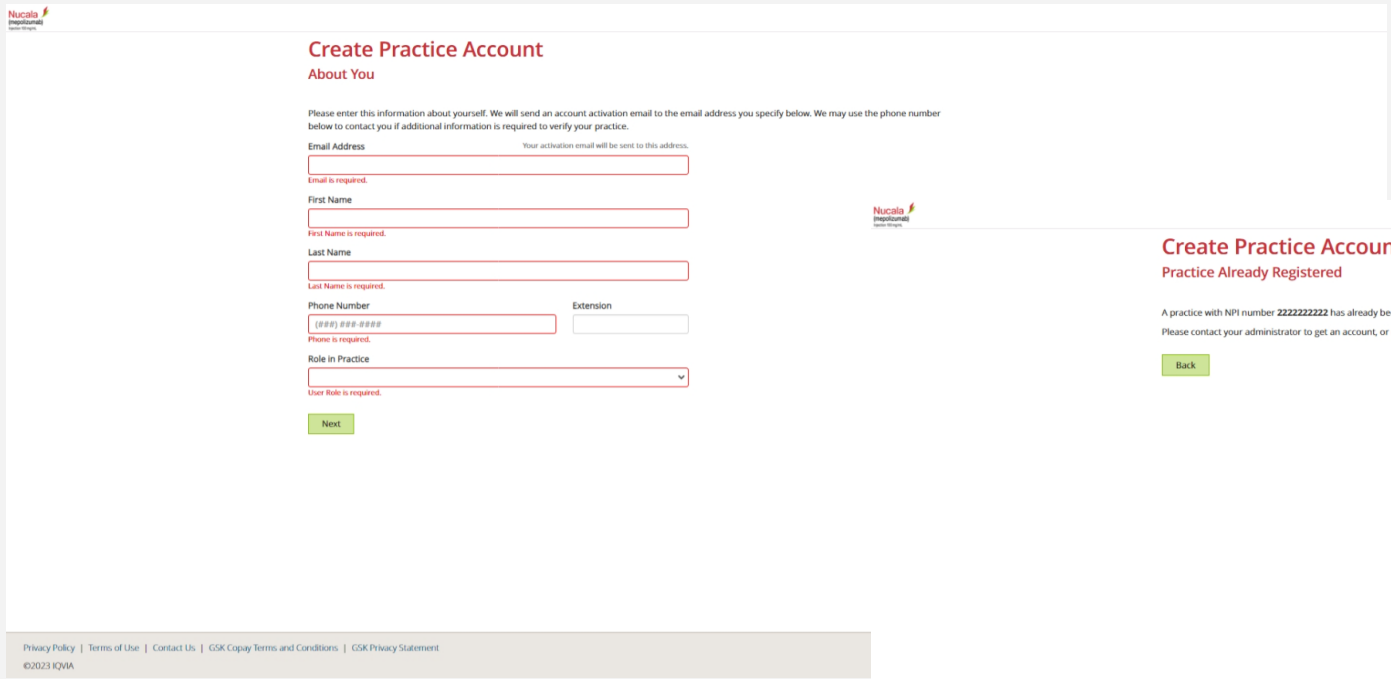


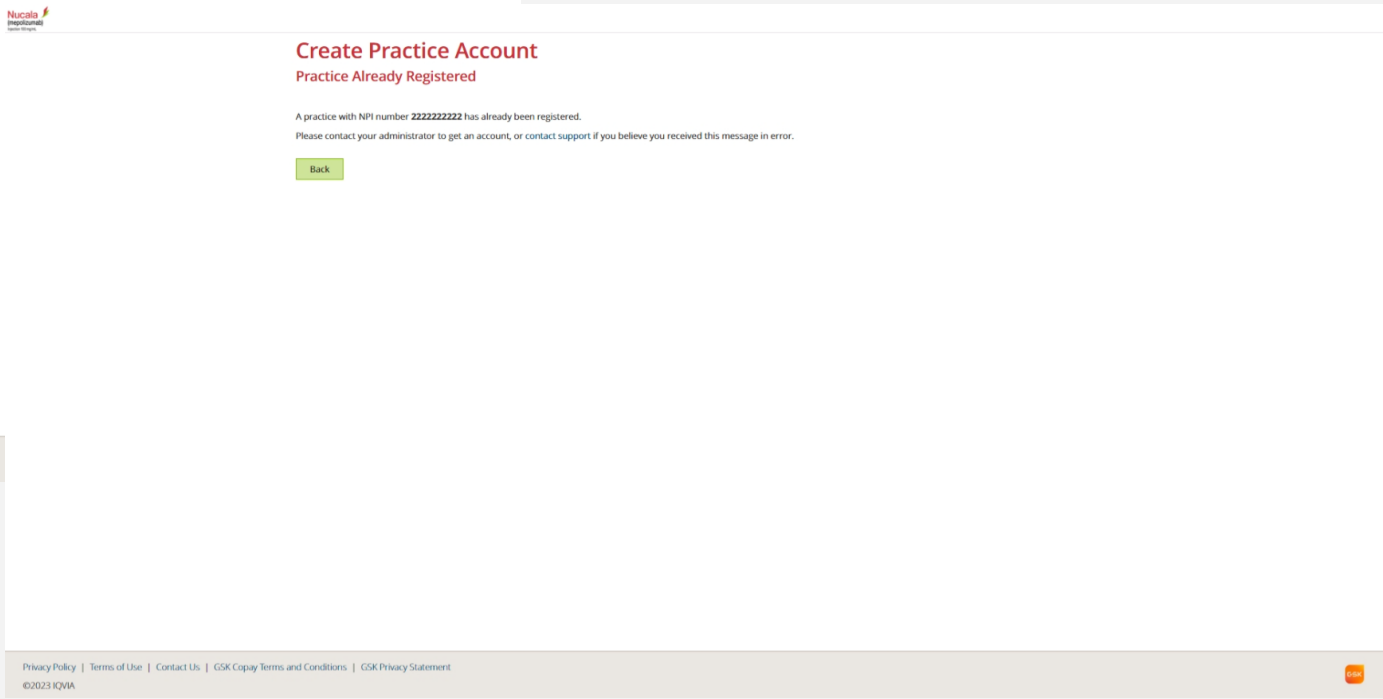
About You



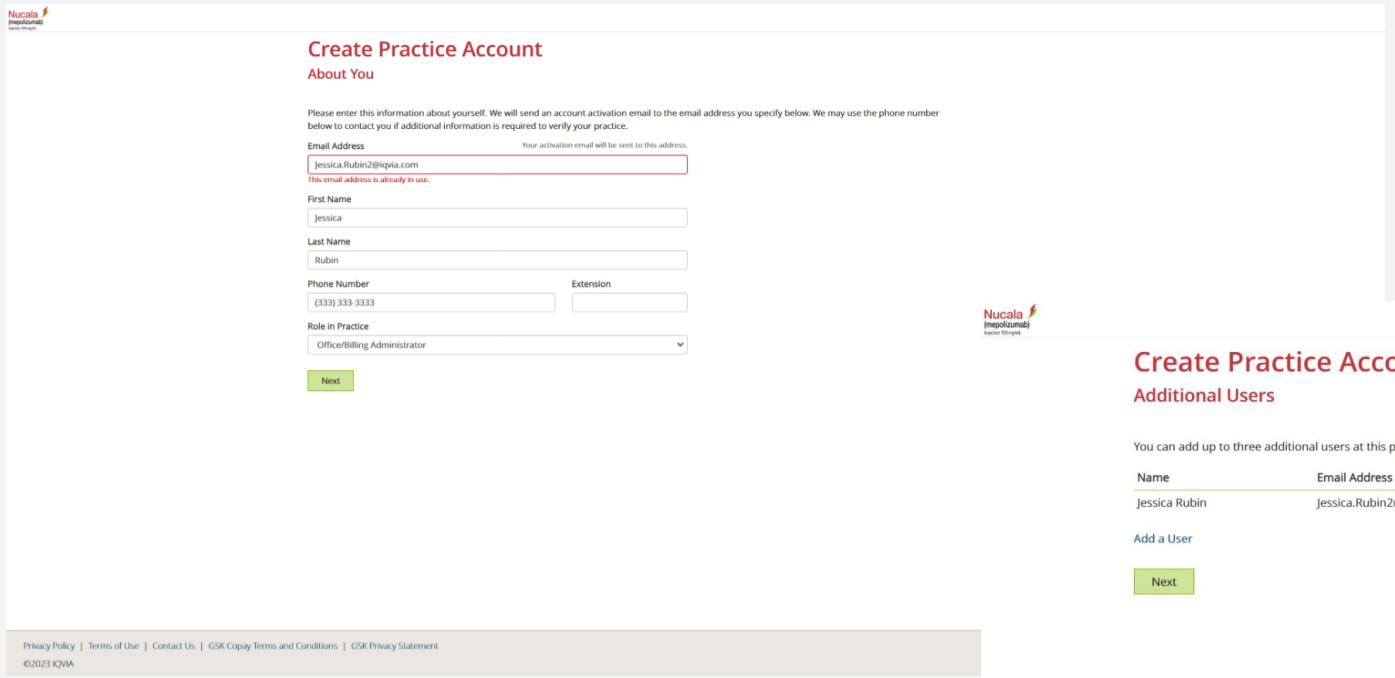
Register Your Practice

Error Message

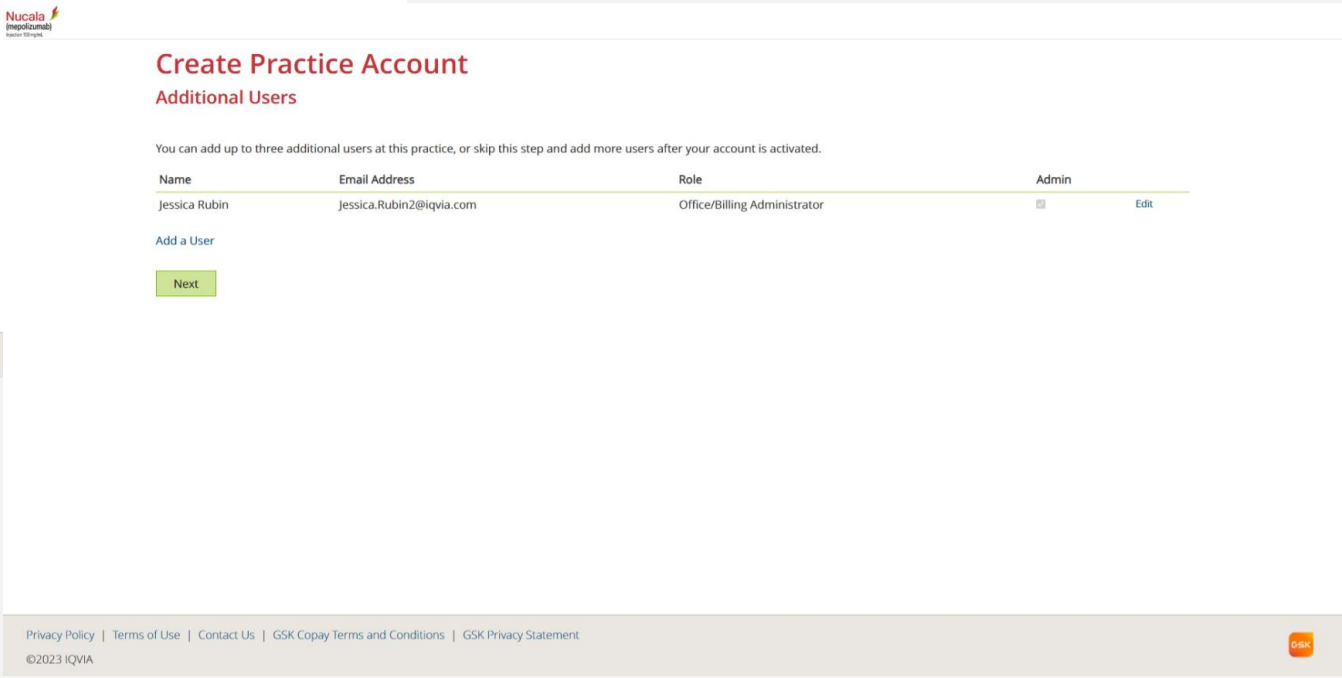




Register Your Practice

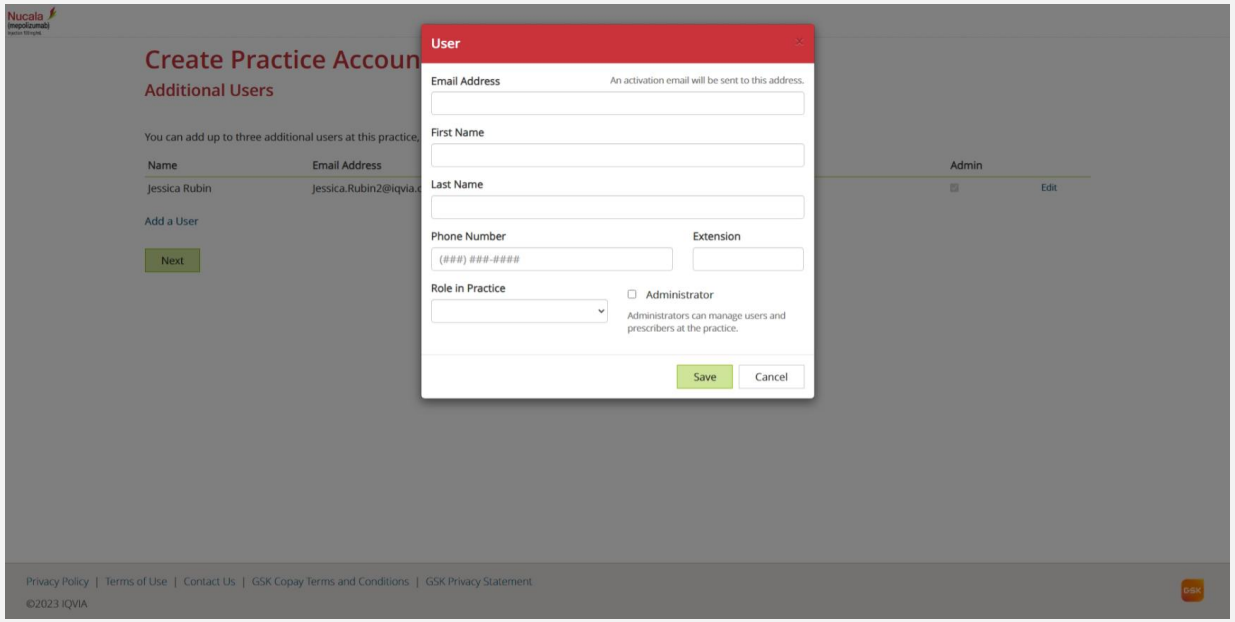


Additional Users

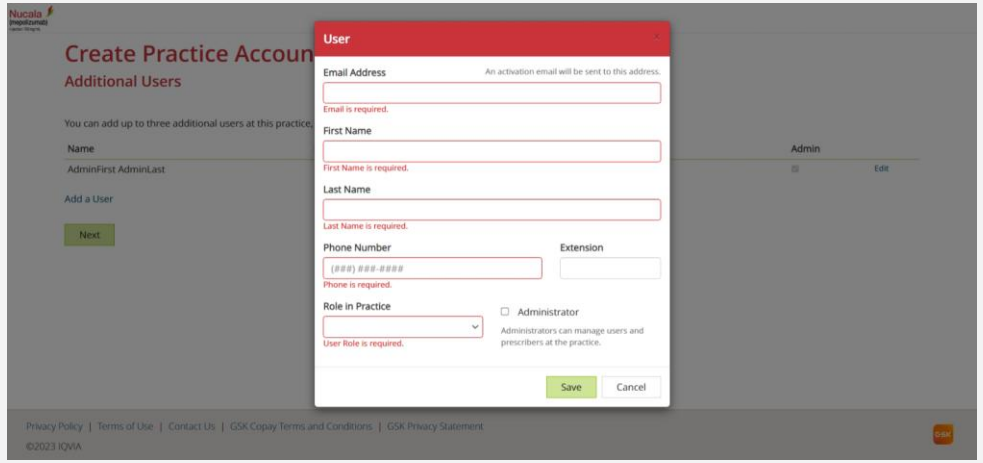


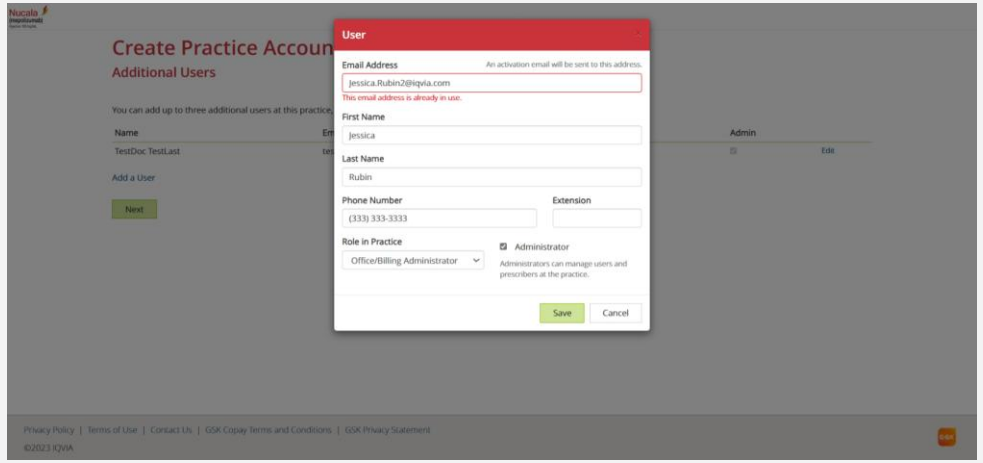
Register Your Practice

Clicking Add a User brings up this window



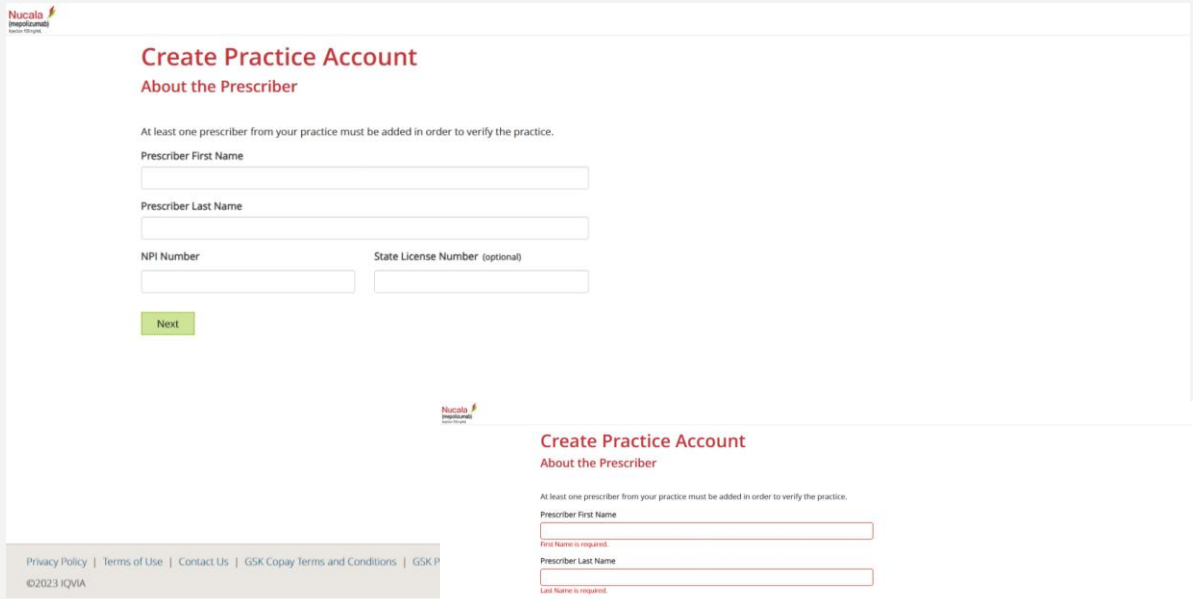
Error Messages



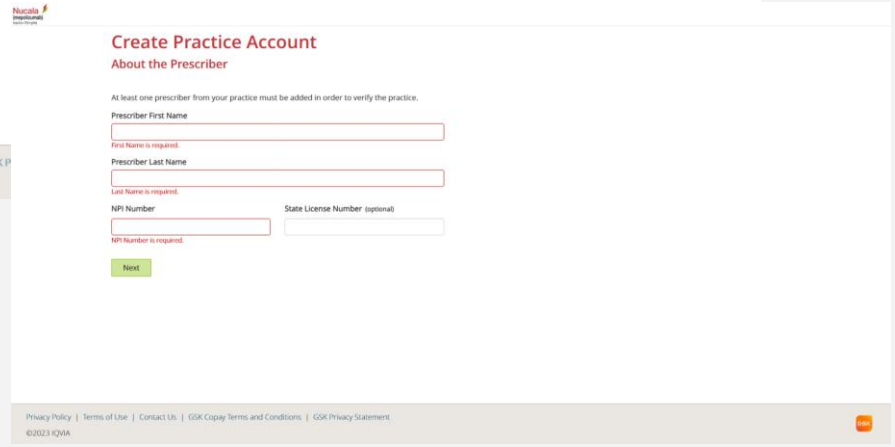


Register Your Practice

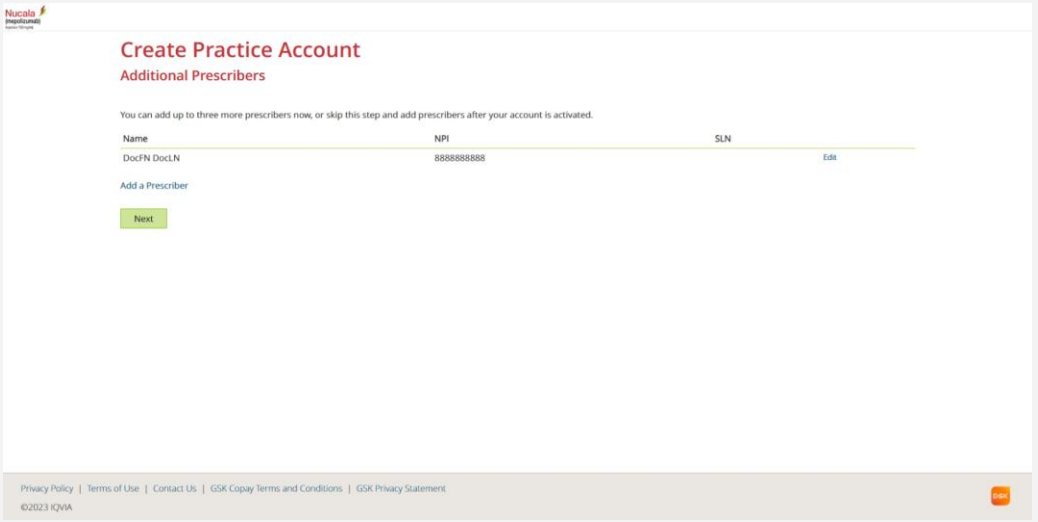
About the Prescriber



Error Messages

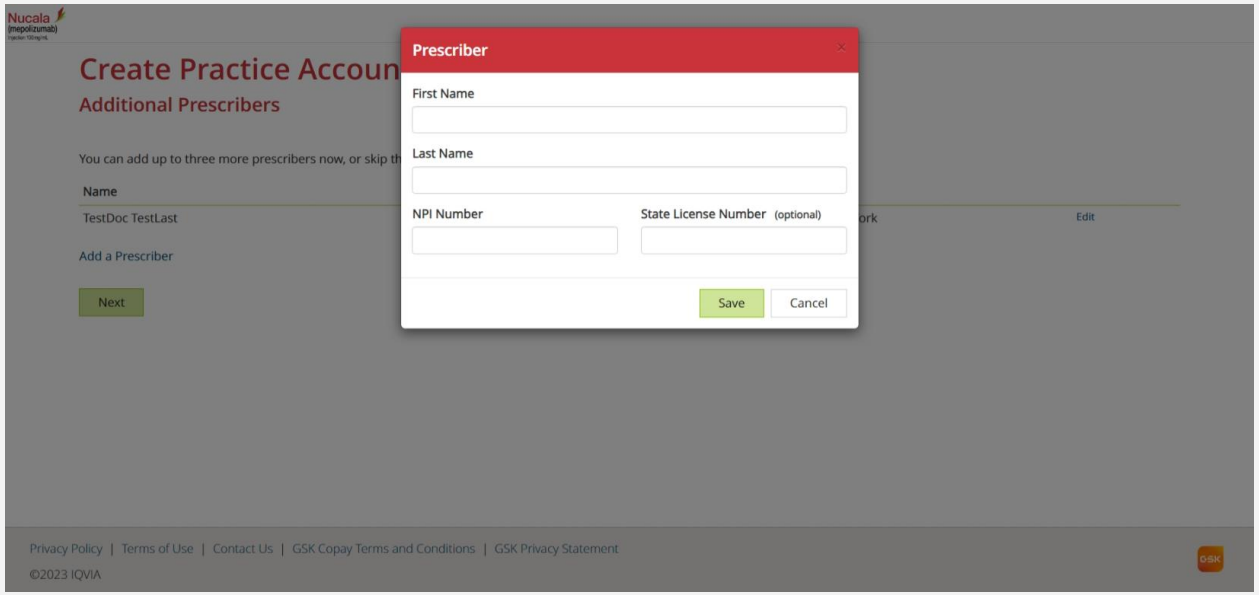


Additional Prescribers

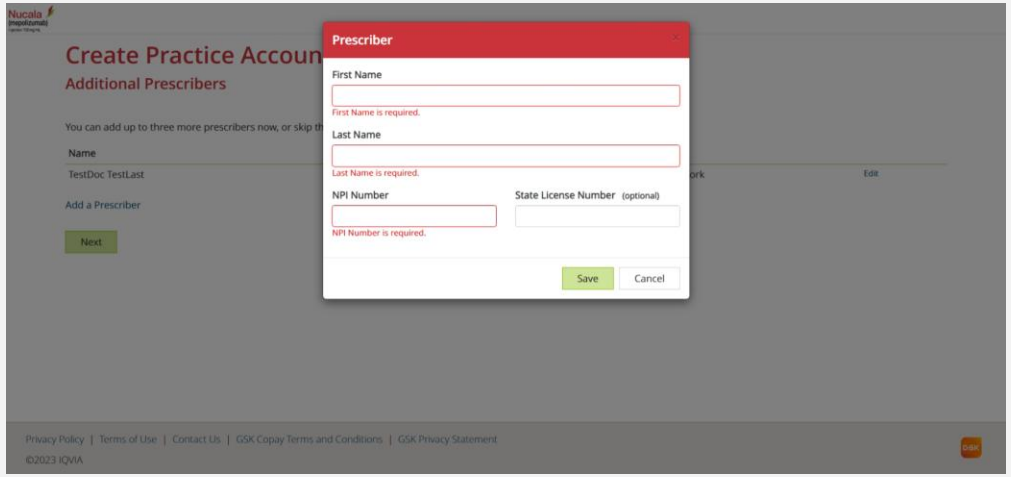


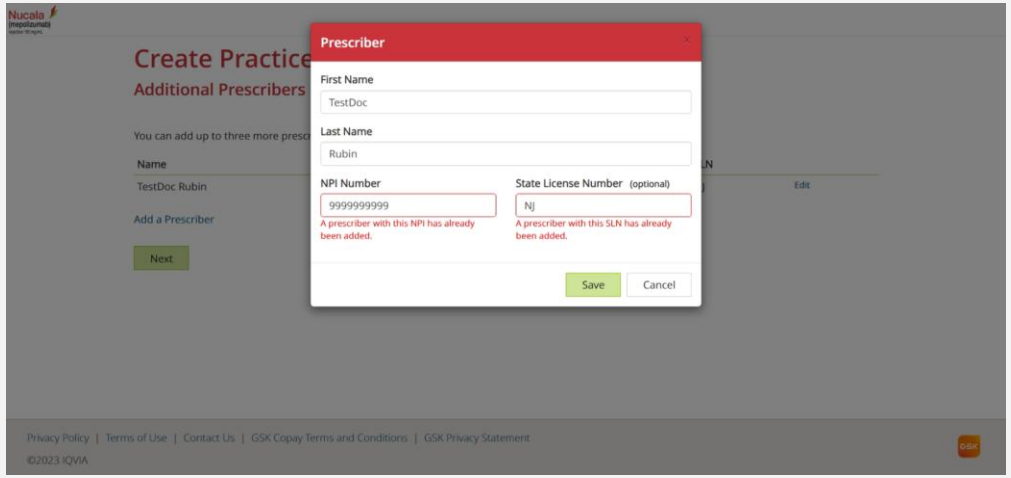
Register Your Practice

Clicking Add a Prescriber brings up this window



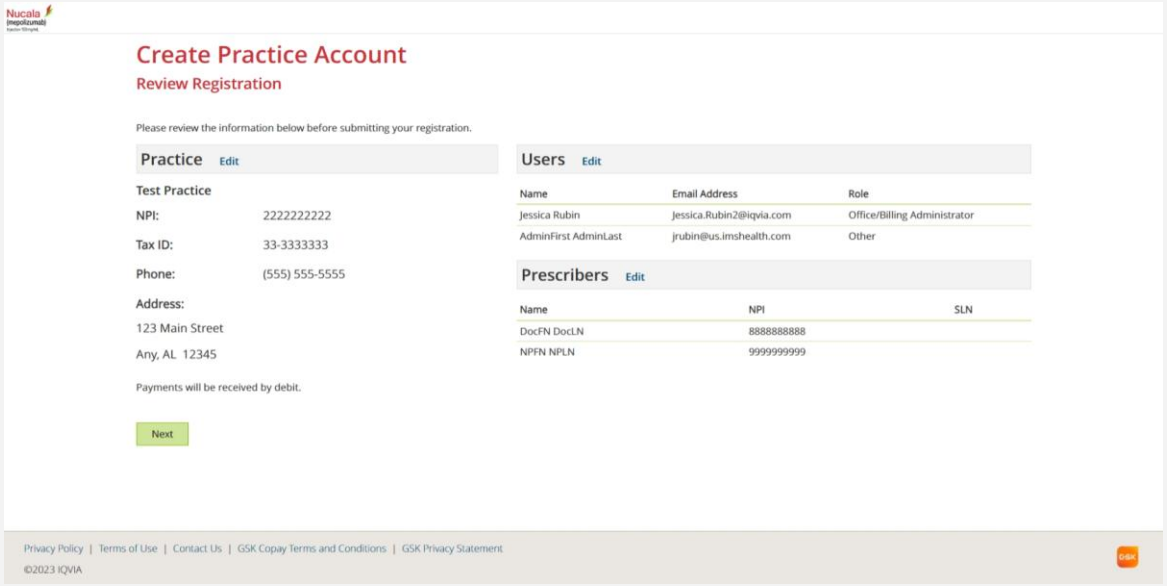
Error Messages



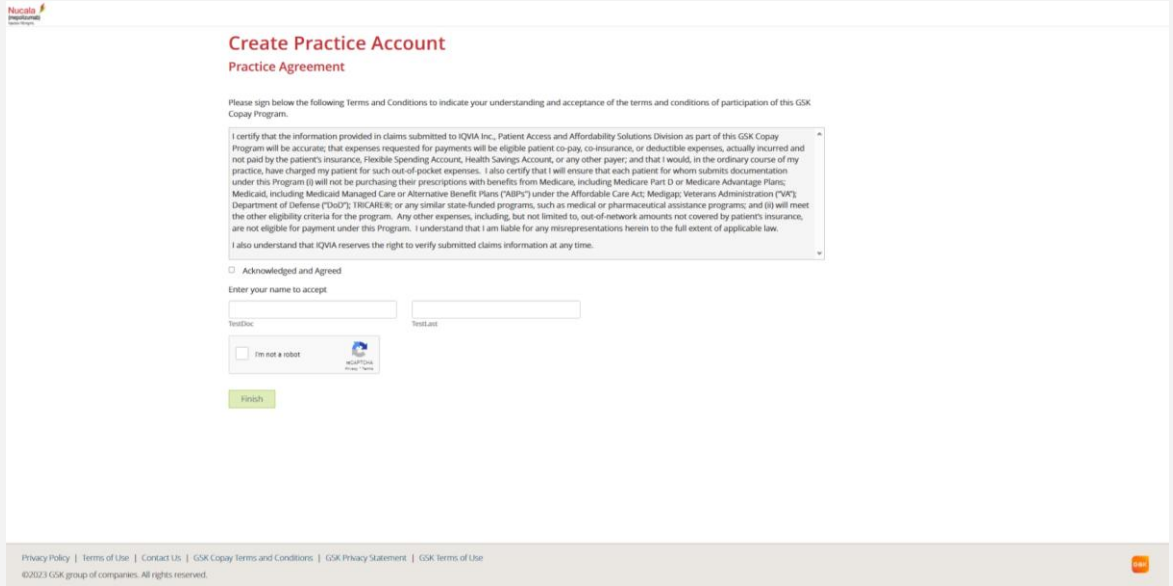


Register Your Practice

Review Registration

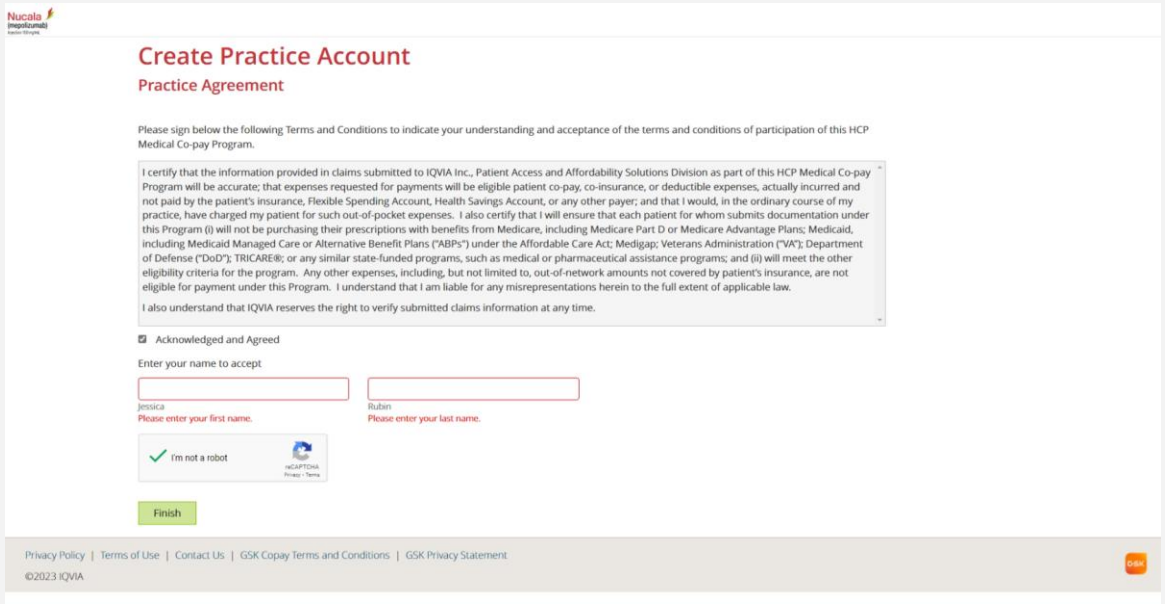


Practice Agreement



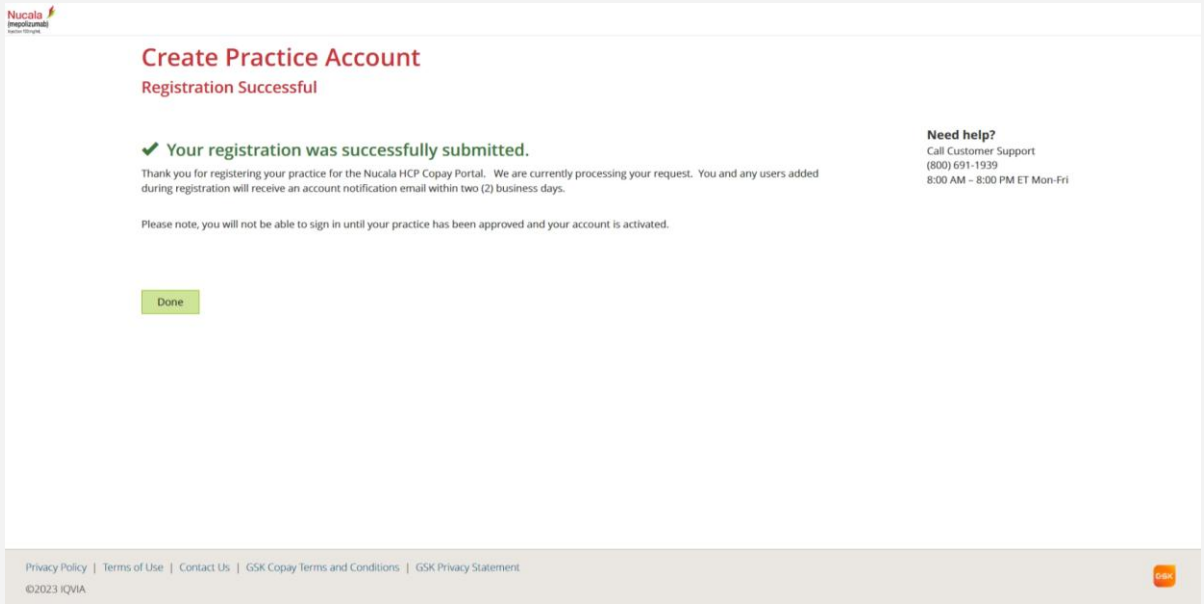
Register Your Practice

Error Message



Registration Successful

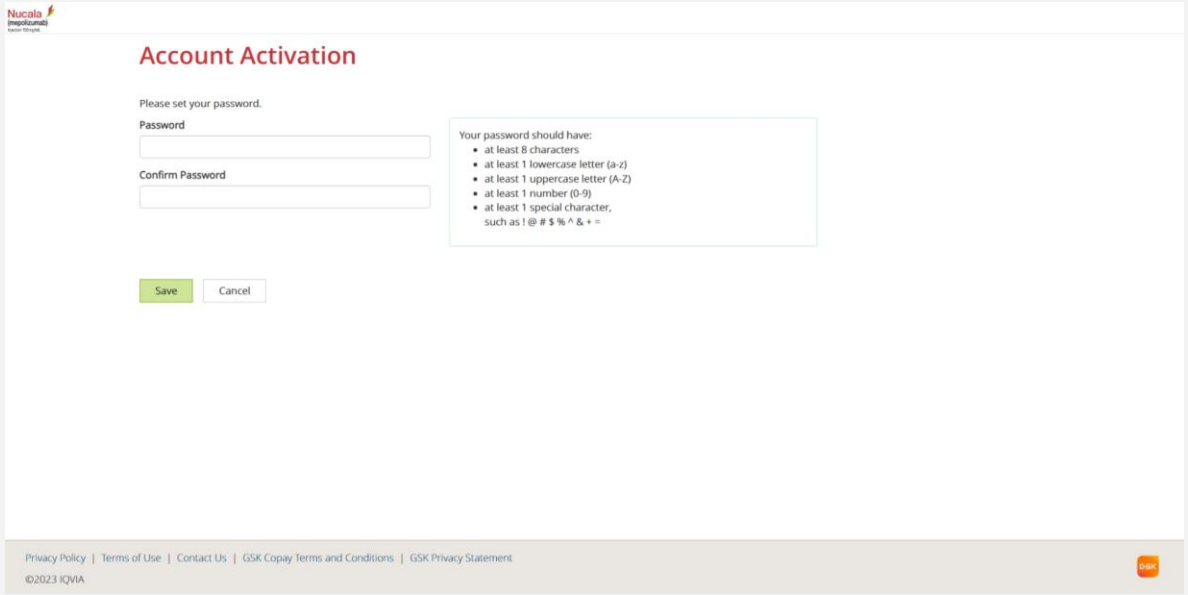
Practice Registration Submitted: Email triggered using approved template



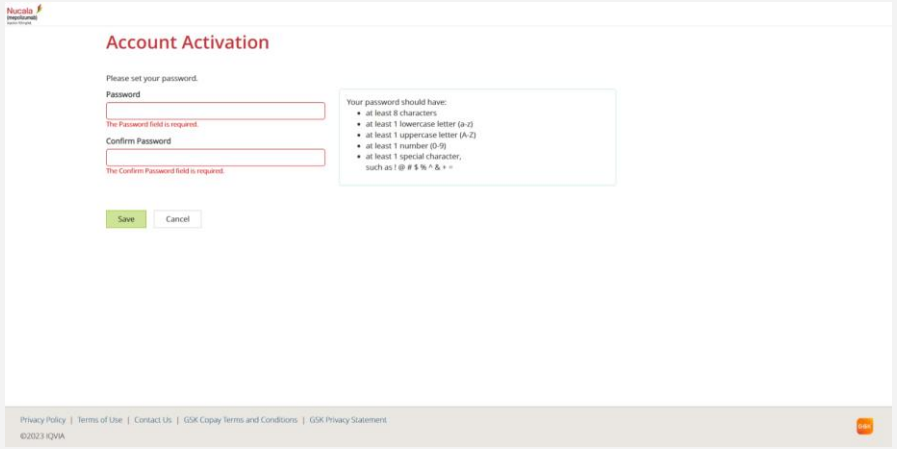
Account Activation

Activate Account:
Email triggered using approved template

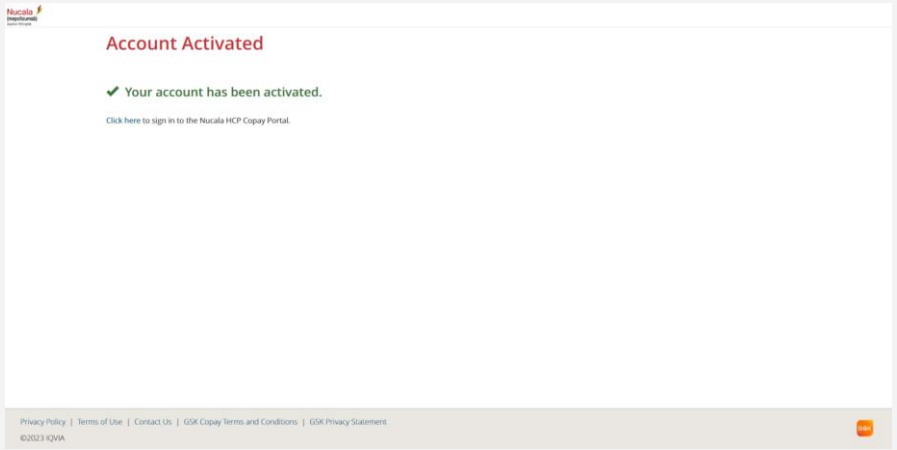
Account Activation: Set Password



Error Message

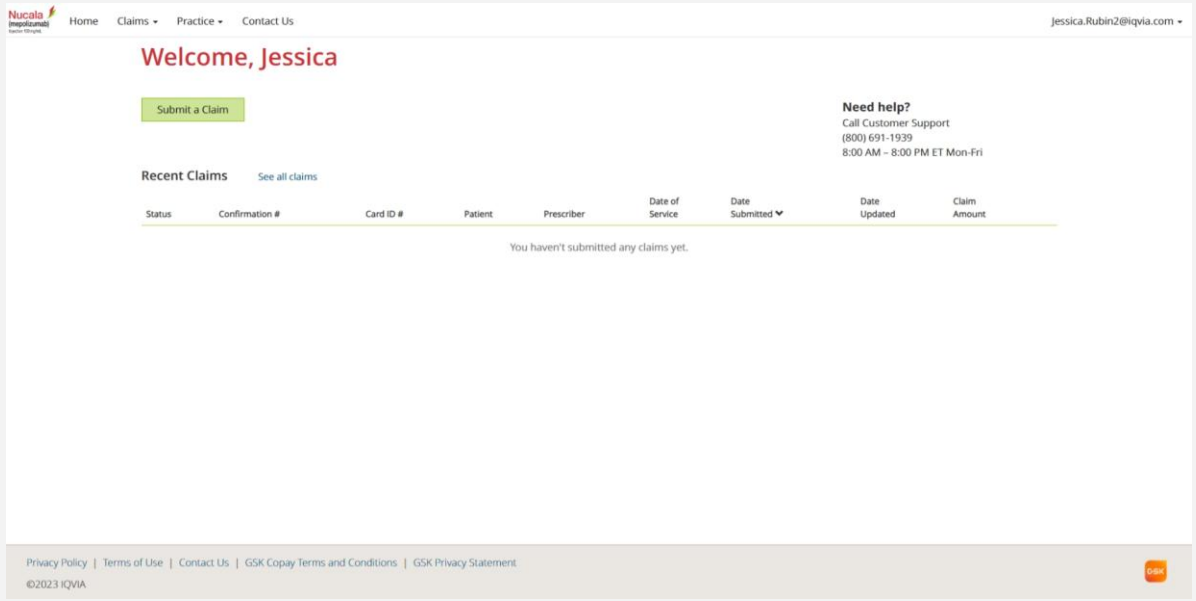


Account Activated

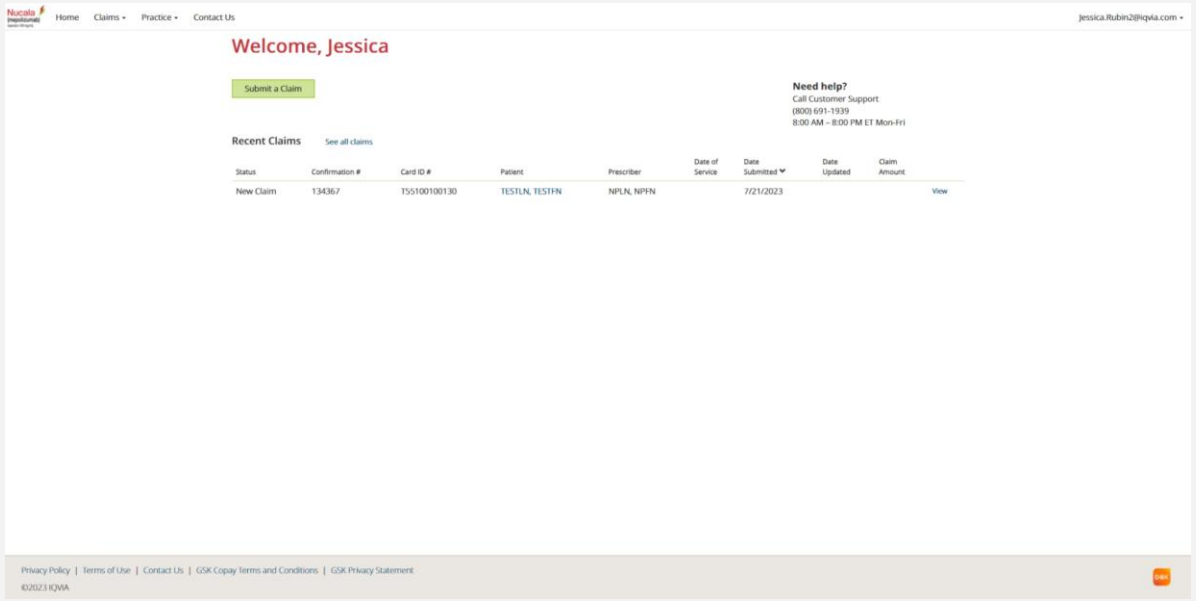


Navigation Menu (Home)

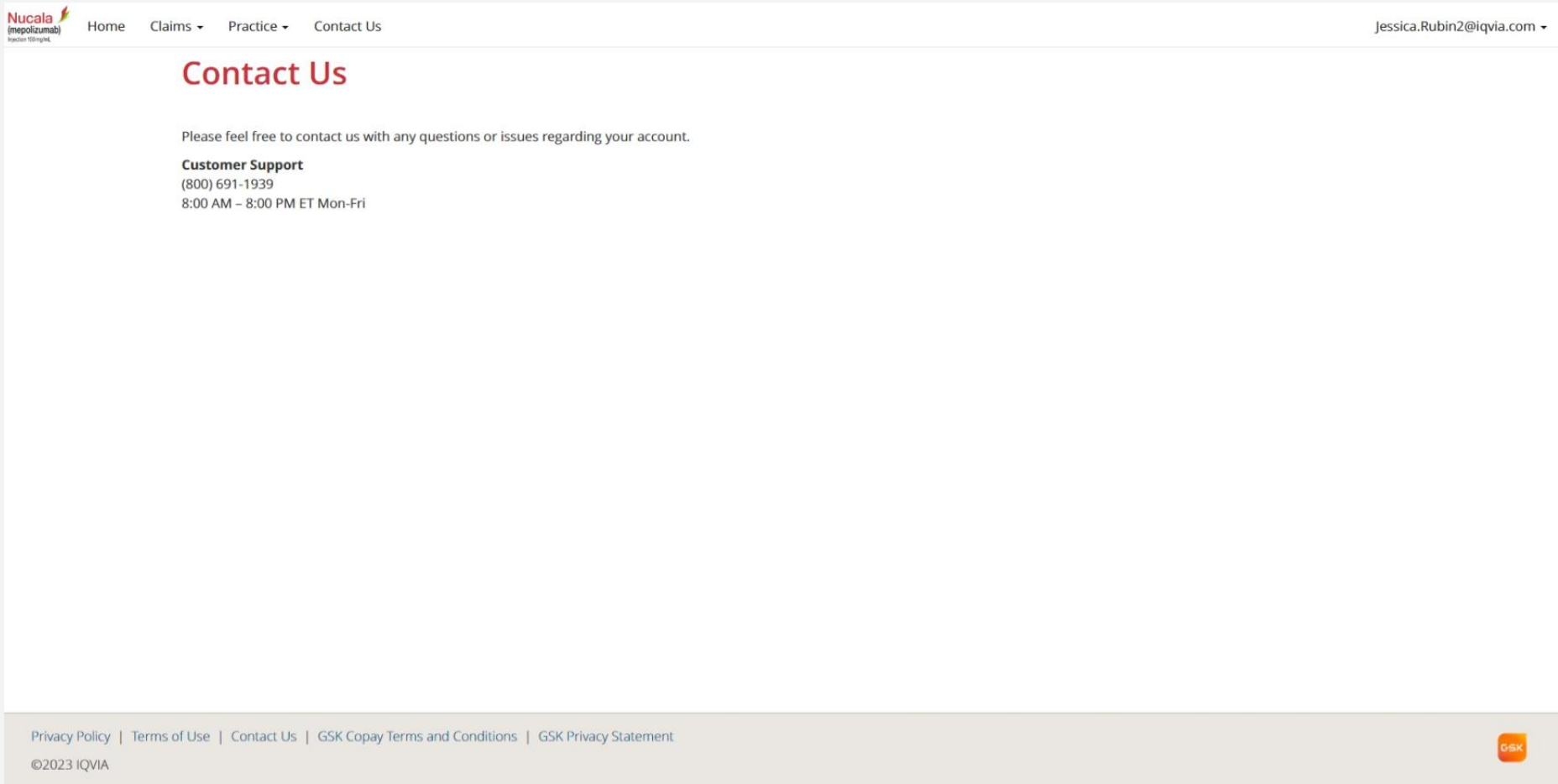
Portal Home Page (no recent claims)



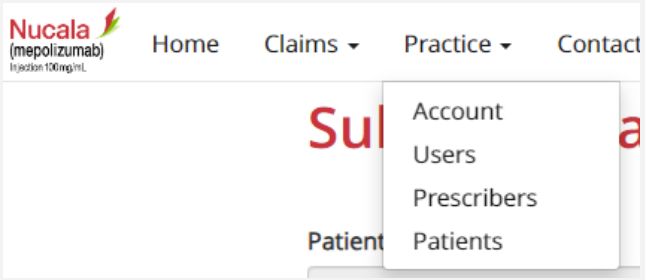
Portal Home Page (with recent claims)



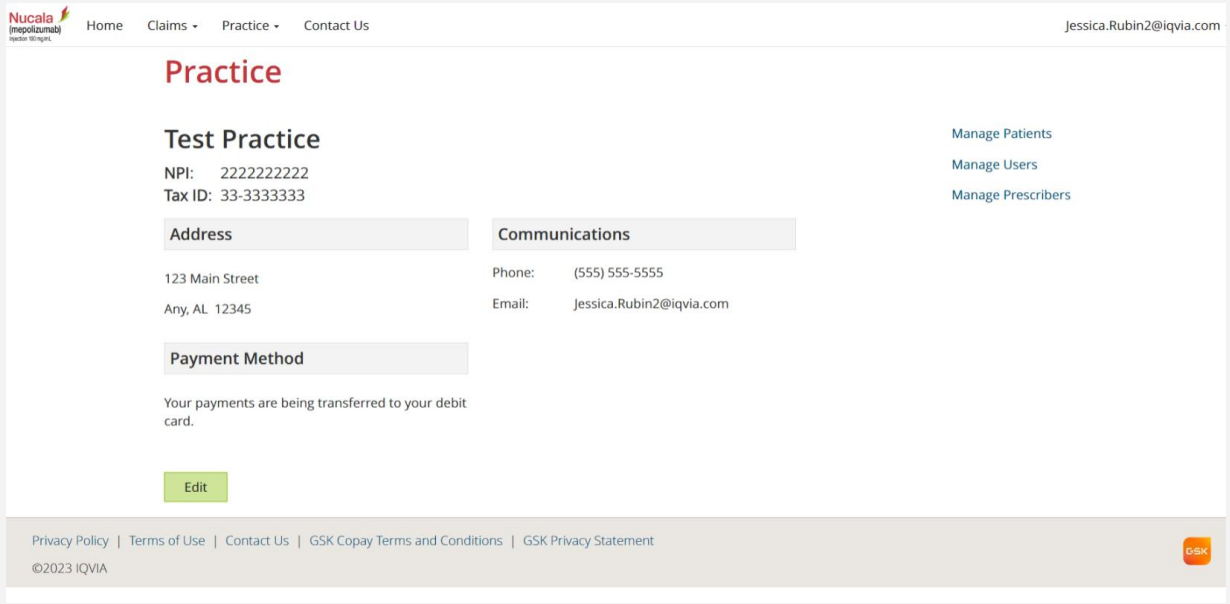
Navigation Menu (Contact Us)



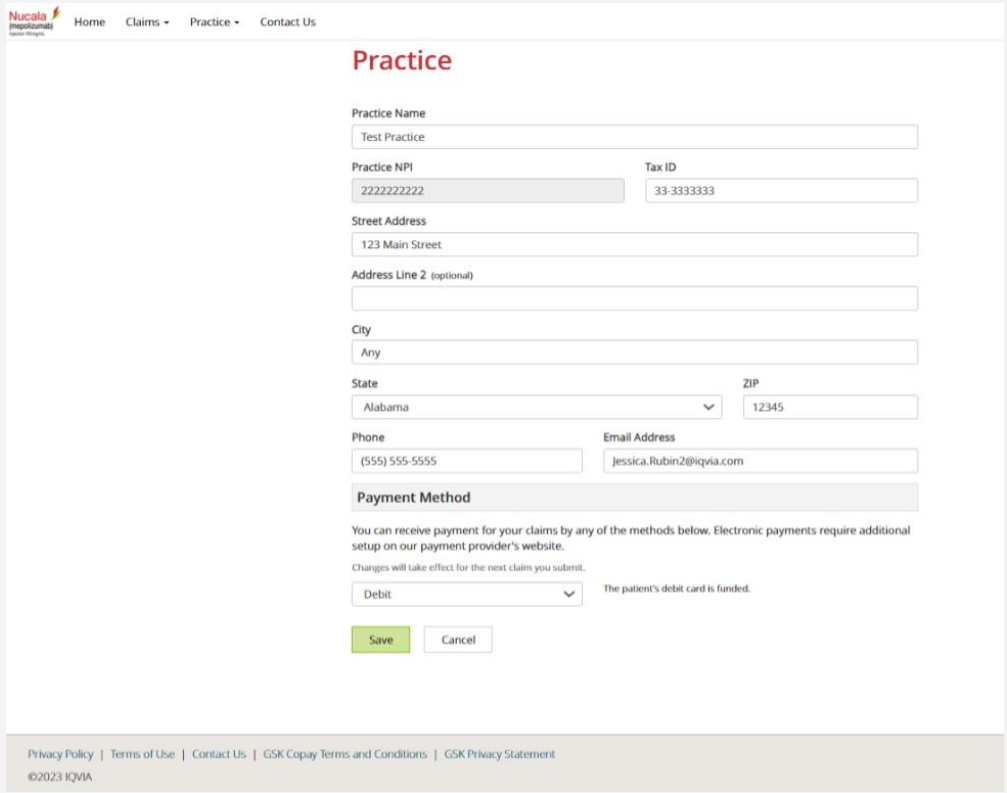
Navigation Menu (Practice -> Account)



Practice -> Account



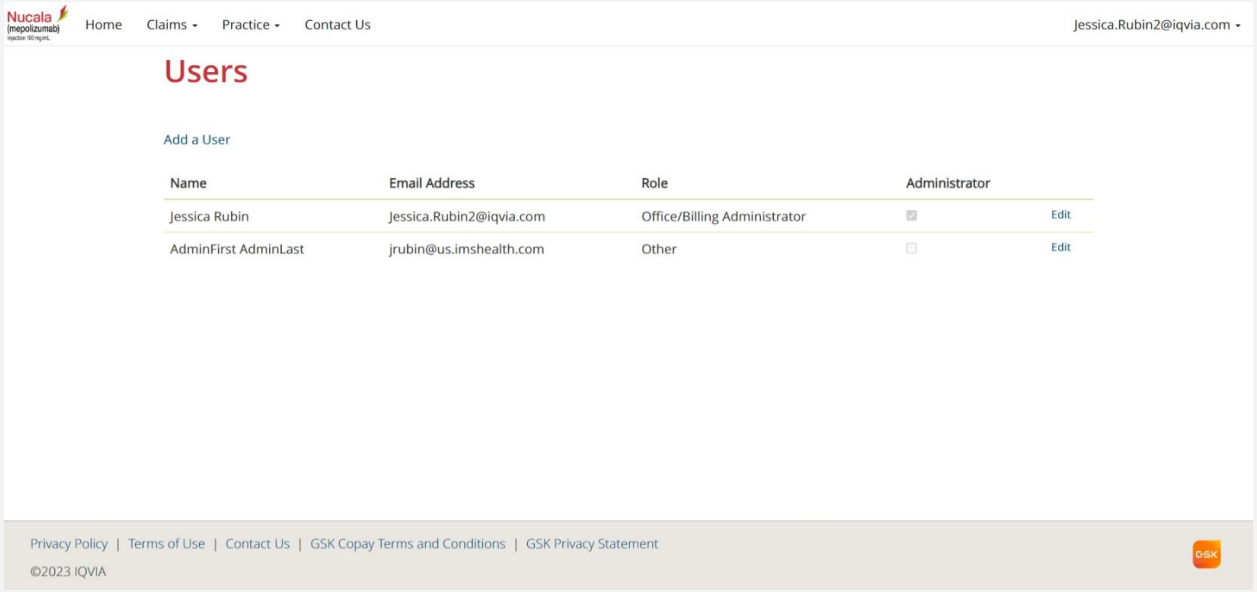
Edit Practice



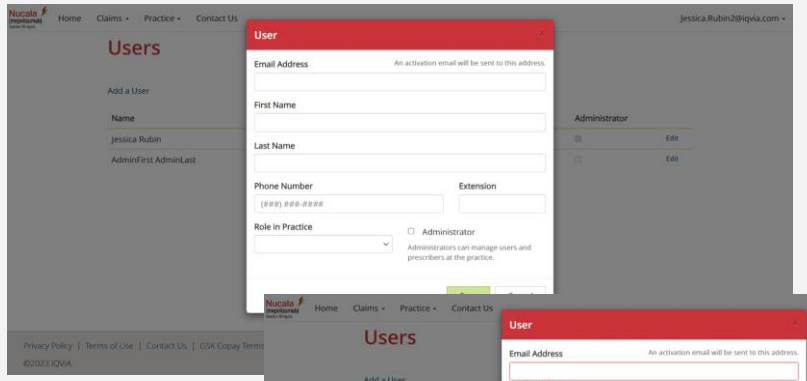
Navigation Menu (Practice -> Users)

Practice -> Users

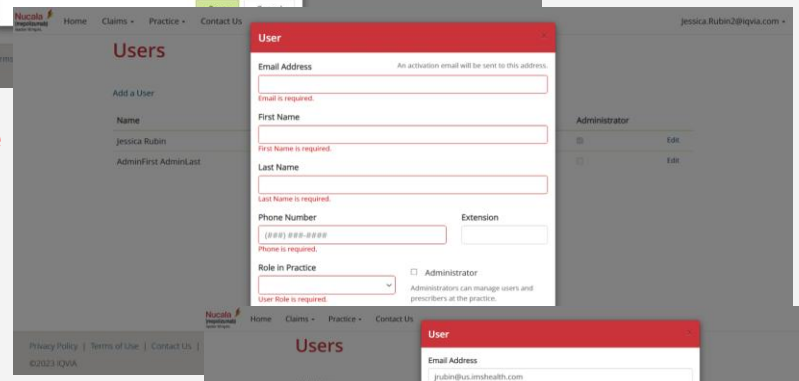
Select Manage Users from Account Page or users from dropdown menu



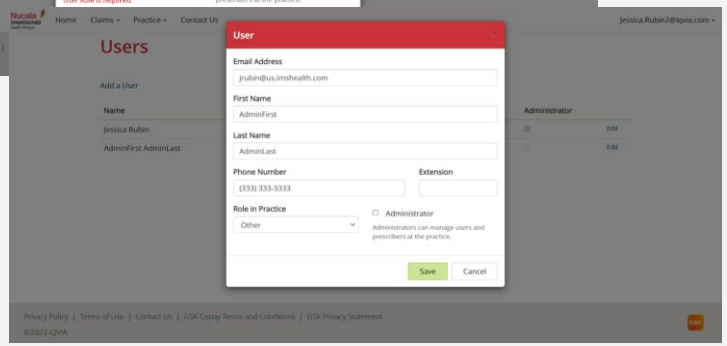
Add a User



Error Message



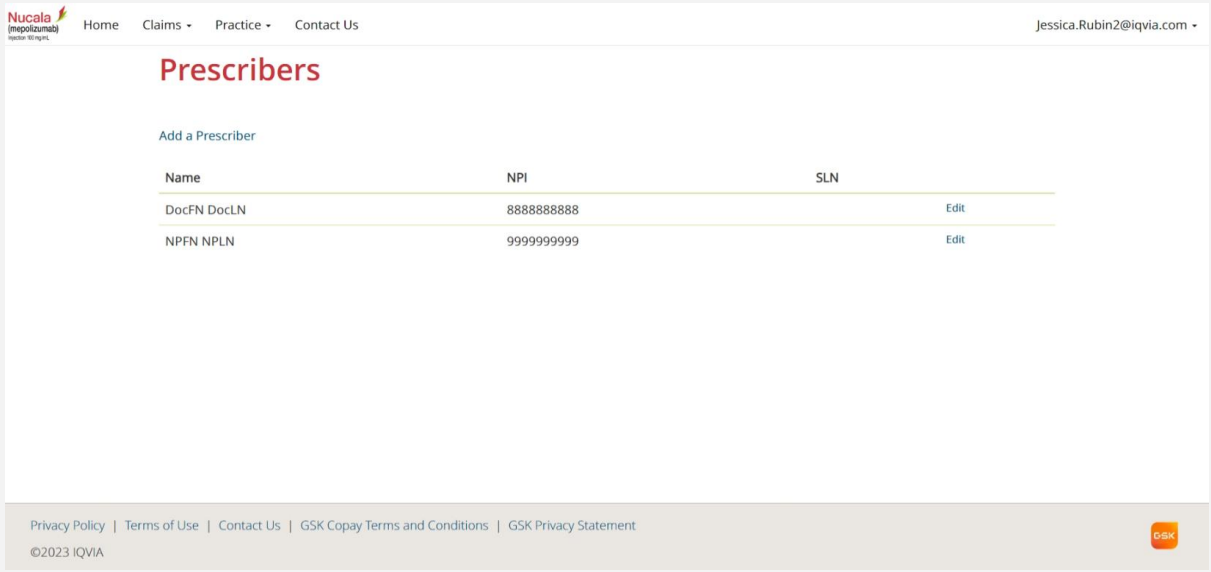
Edit User



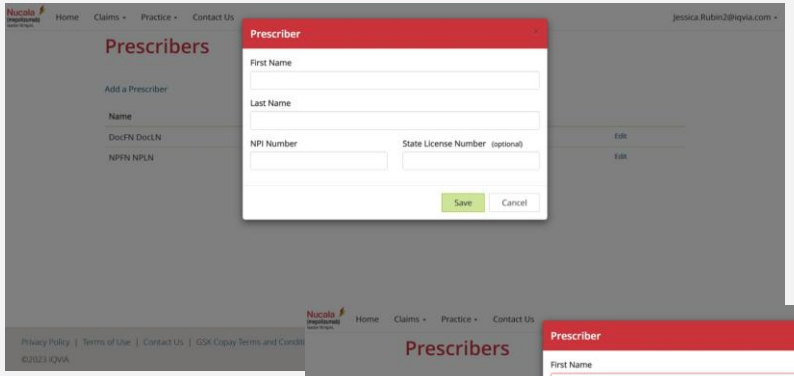
Navigation Menu (Practice -> Prescribers)

Practice -> Prescribers

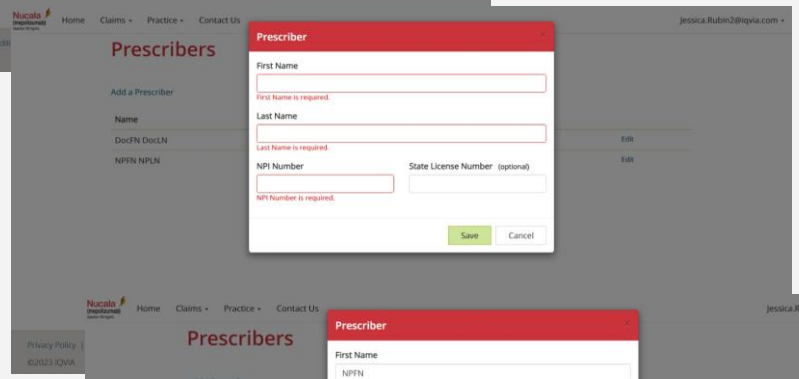
Select Prescribers Users from Account Page or prescribers from dropdown menu



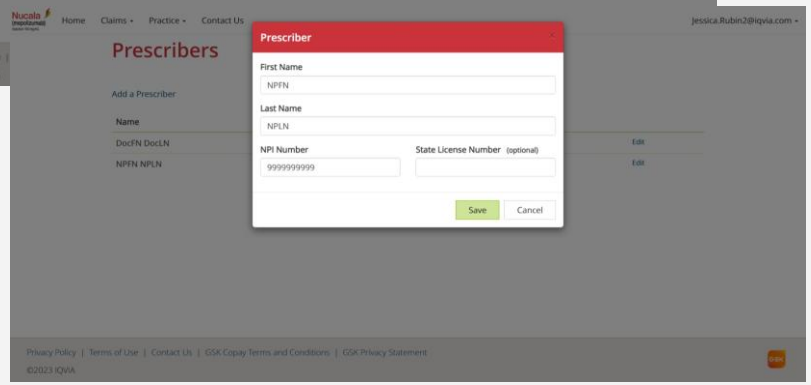
Add a Prescriber



Error Message



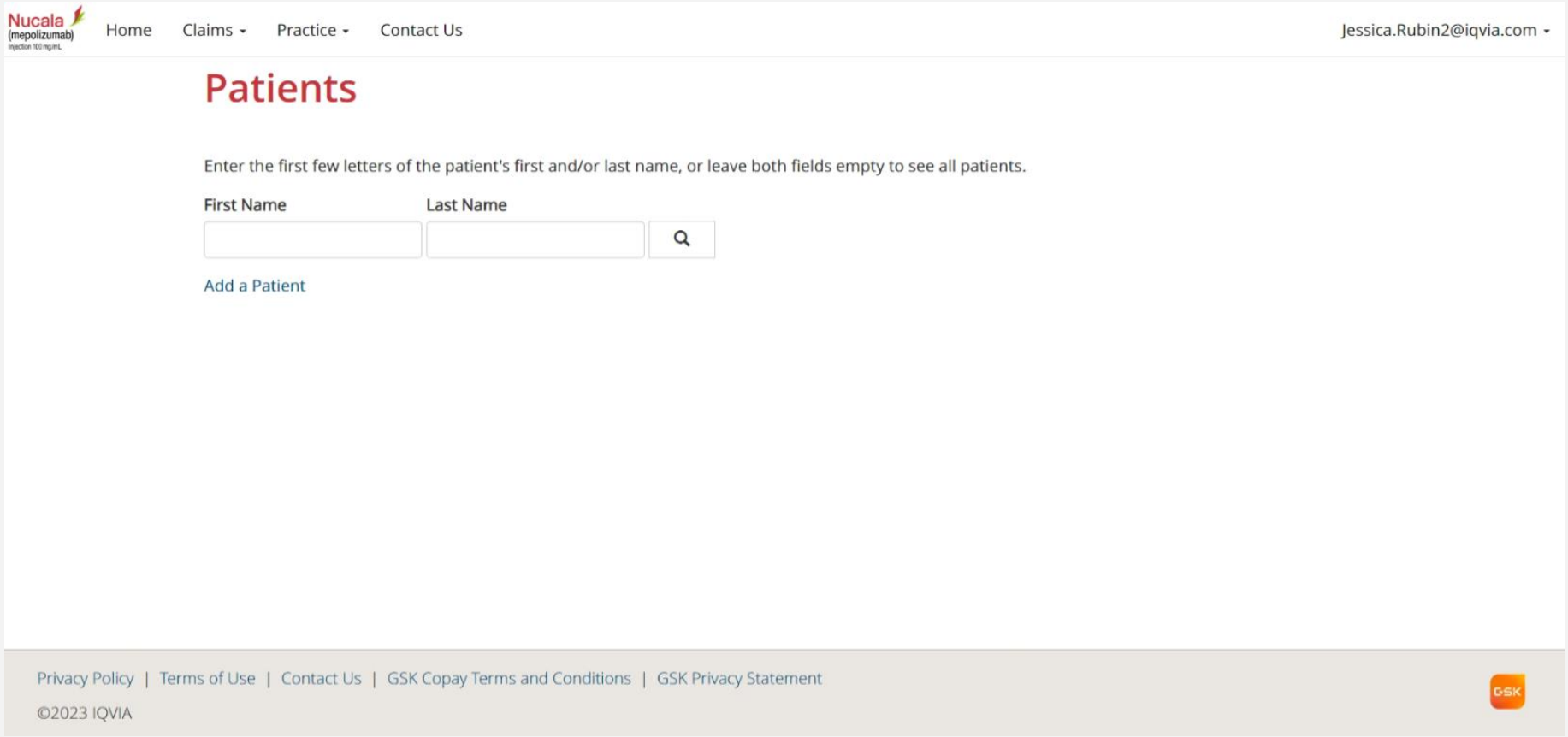
Edit Prescriber



Navigation Menu (Practice -> Patients)

Practice -> Patients

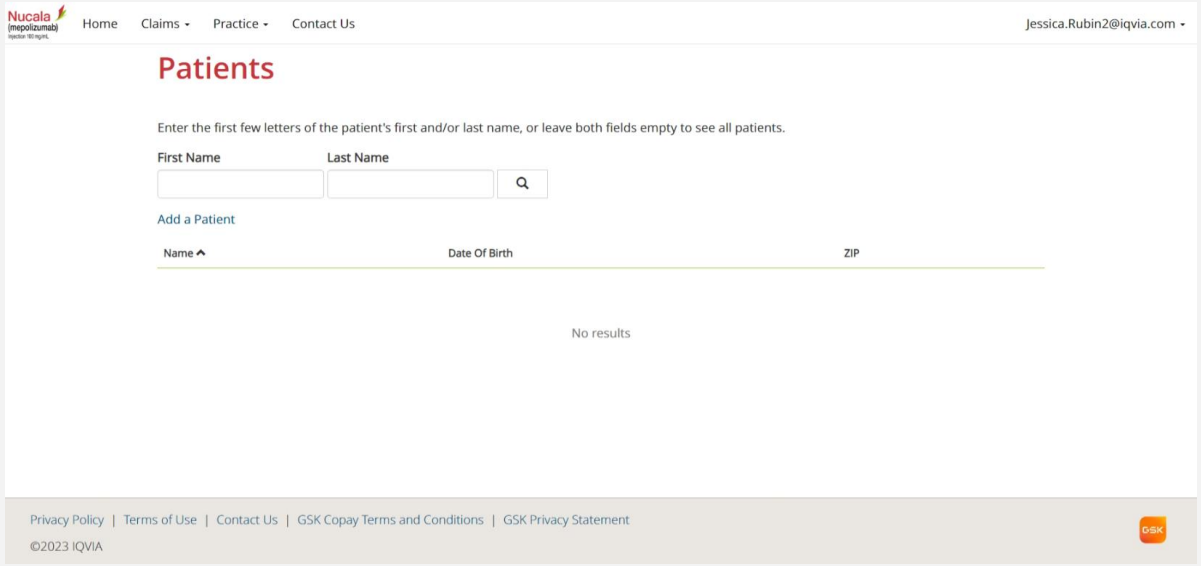
Select Manage Patients from Account Page Patients from Prescriber drop down menu

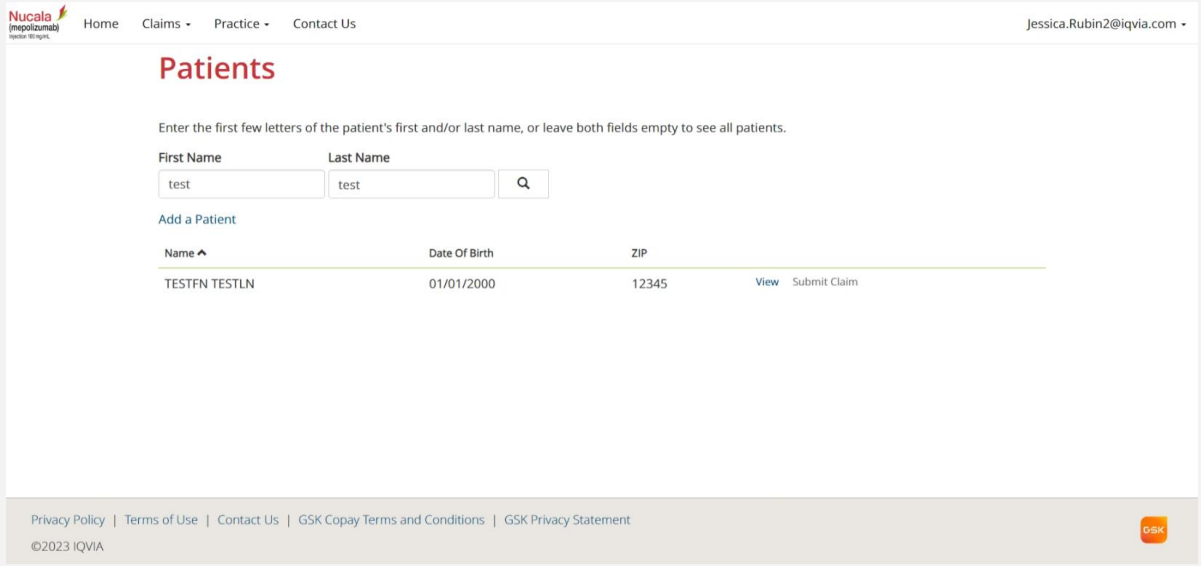


Navigation Menu (Practice -> Patients)

Patient Search Results

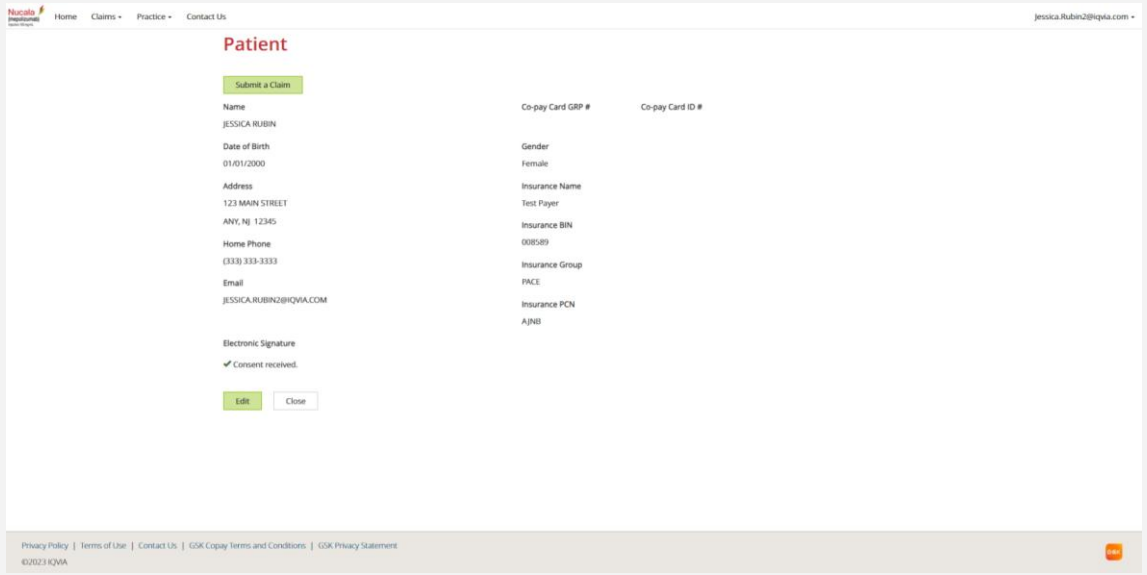
- To add a patient, click Add a Patient or go to Submit a Claim



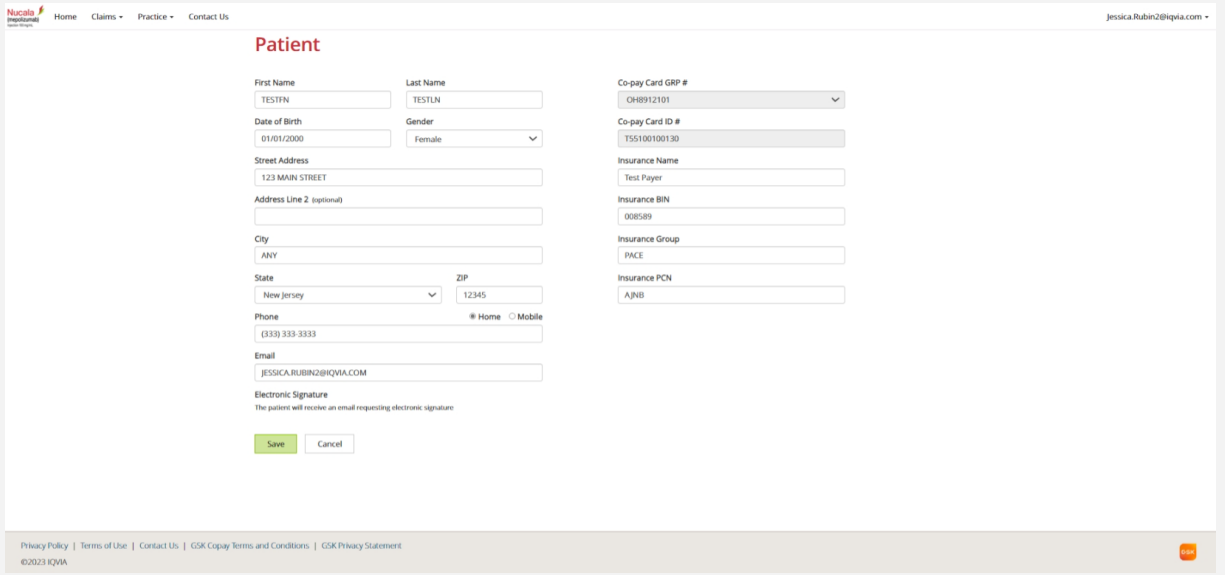


Navigation Menu (Practice -> Patients)

Patient Record: View

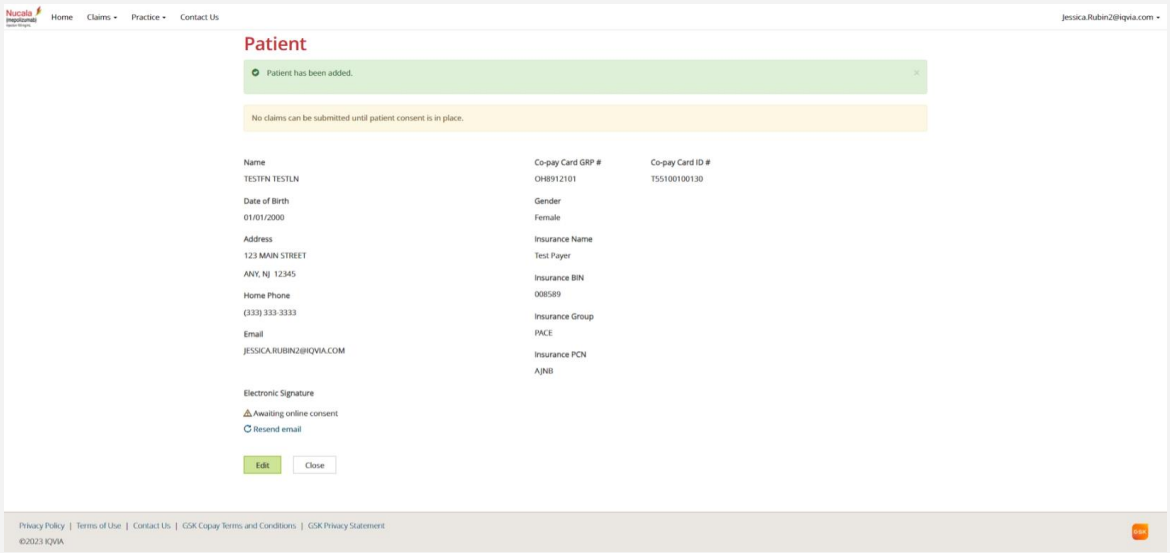


Patient Record: Edit



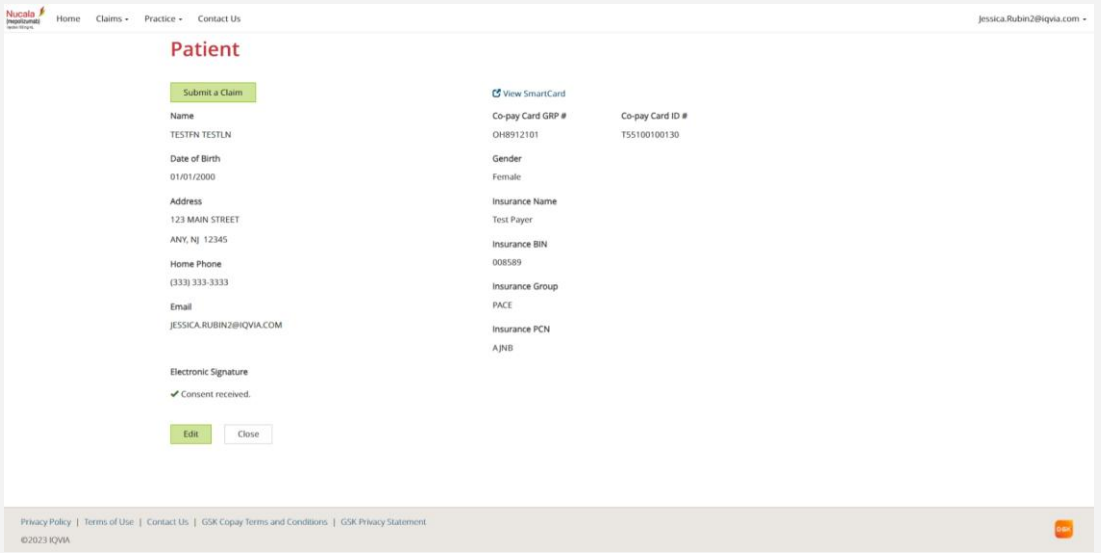
Navigation Menu (Practice -> Patients)

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

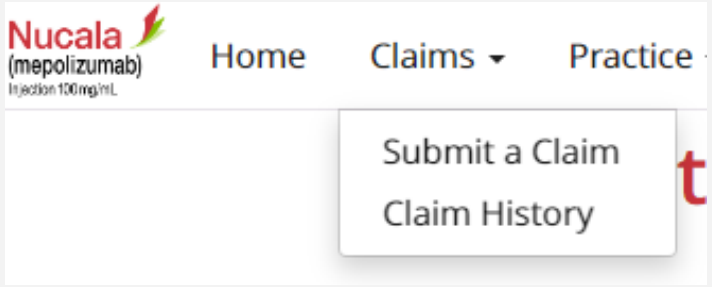


Patient Record: eConsent in place

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



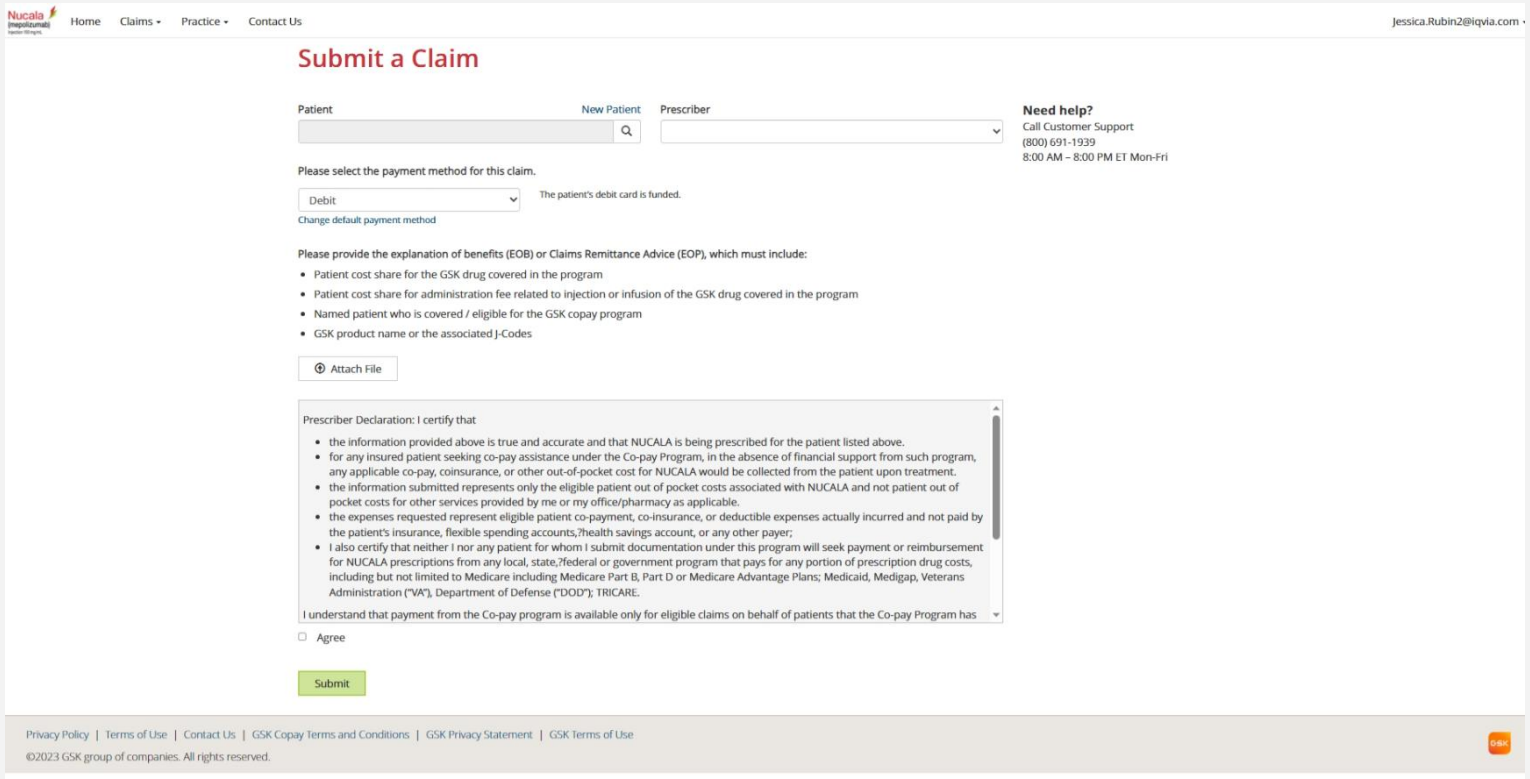
Navigation Menu (Claims)



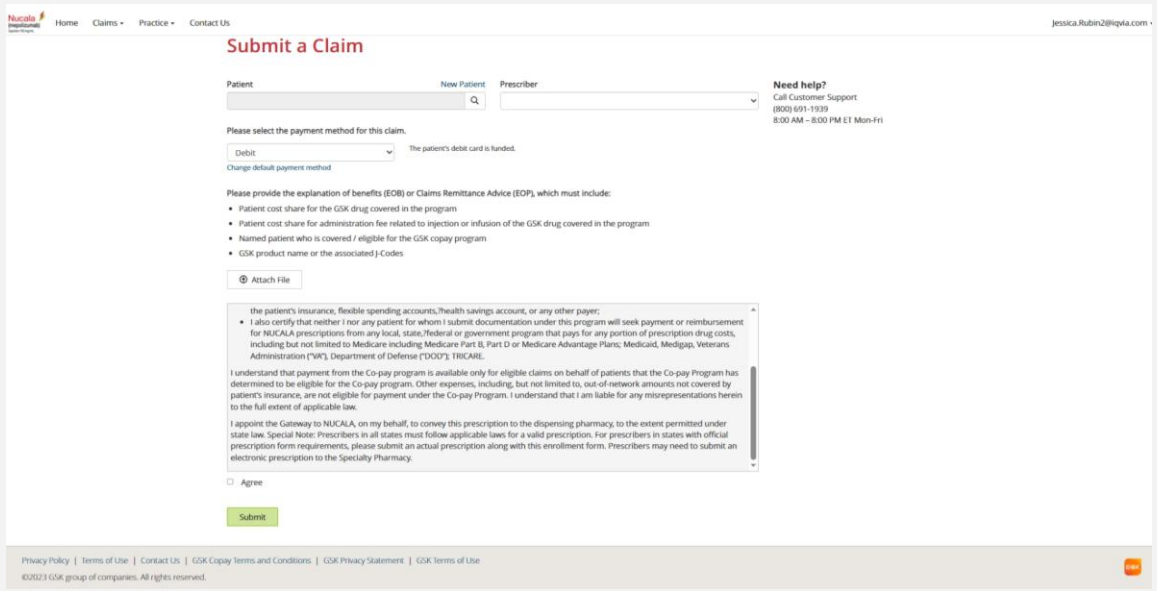
Claims -> Submit a Claim

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

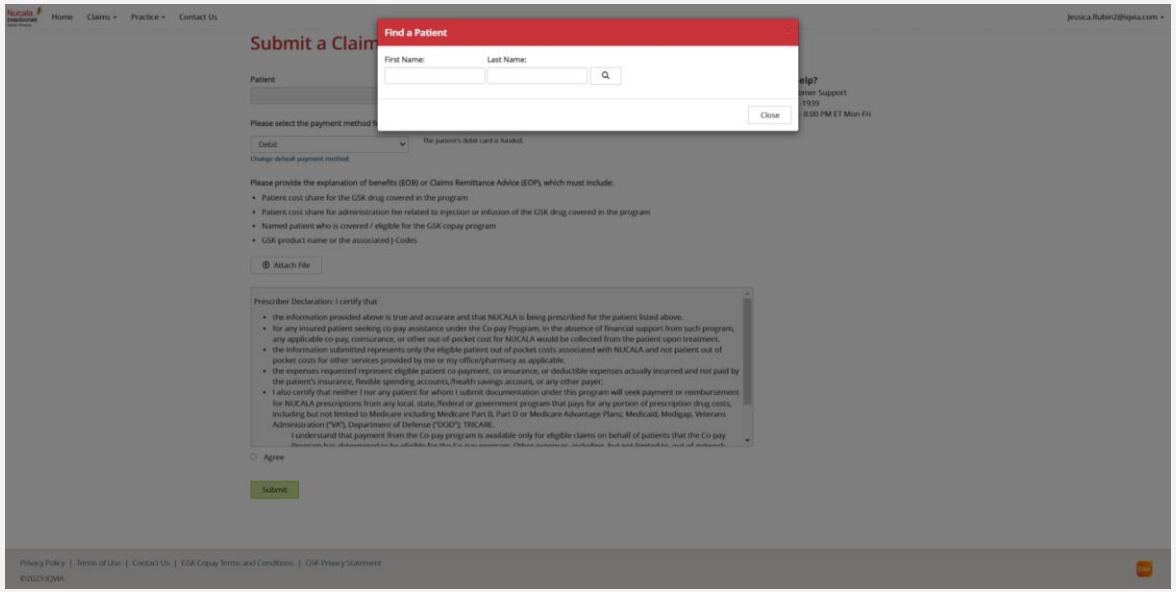
Clicking Change default payment method brings user to Practice Edit page



Navigation Menu (Claims -> Submit a Claim)

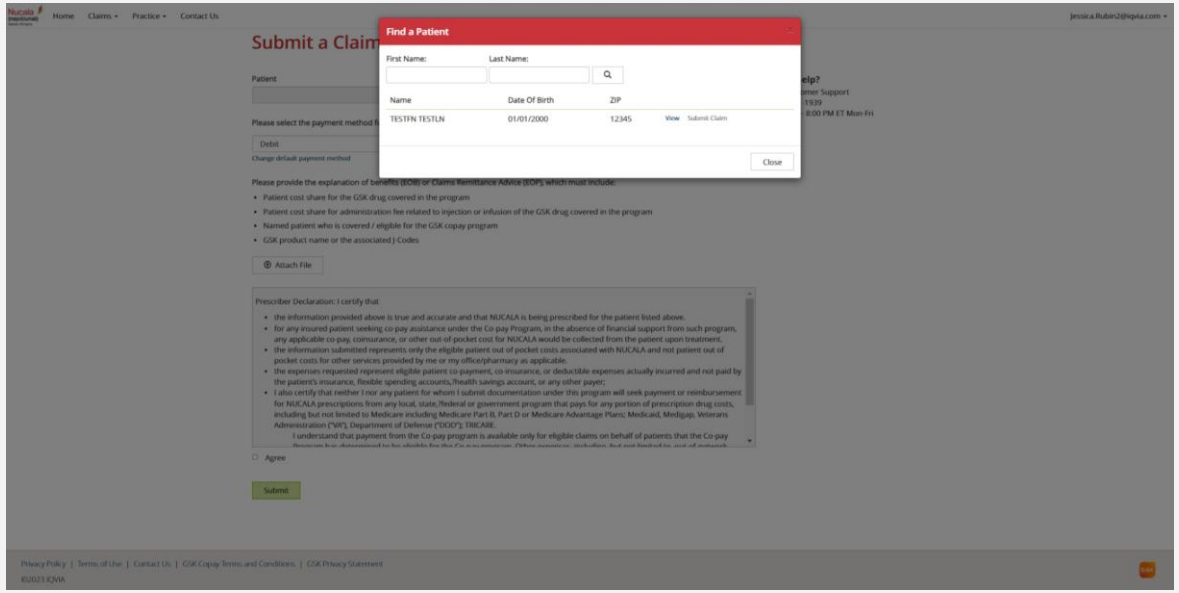


Click on search icon to find patient

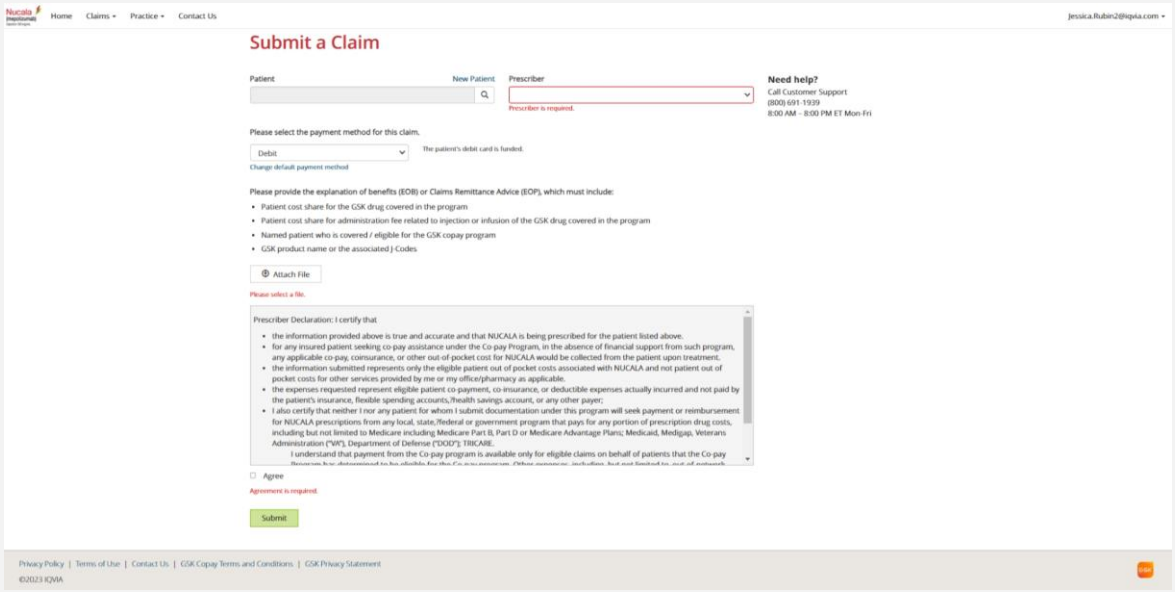


Navigation Menu (Claims -> Submit a Claim)

Find a Patient: Results

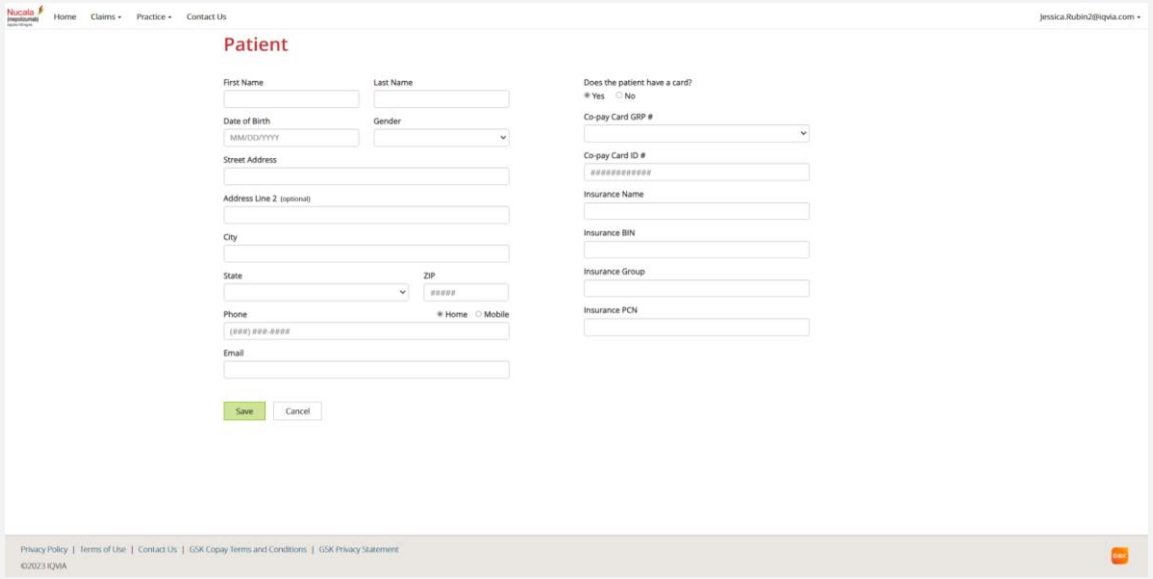


Error Messages

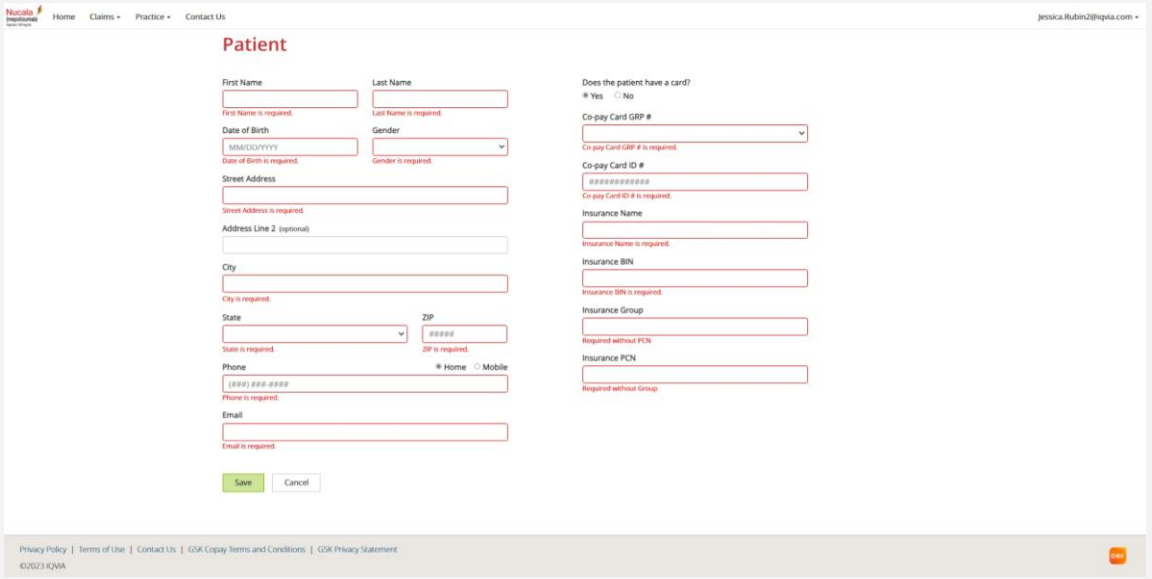


Navigation Menu (Claims)

Add a Patient (already has a card)

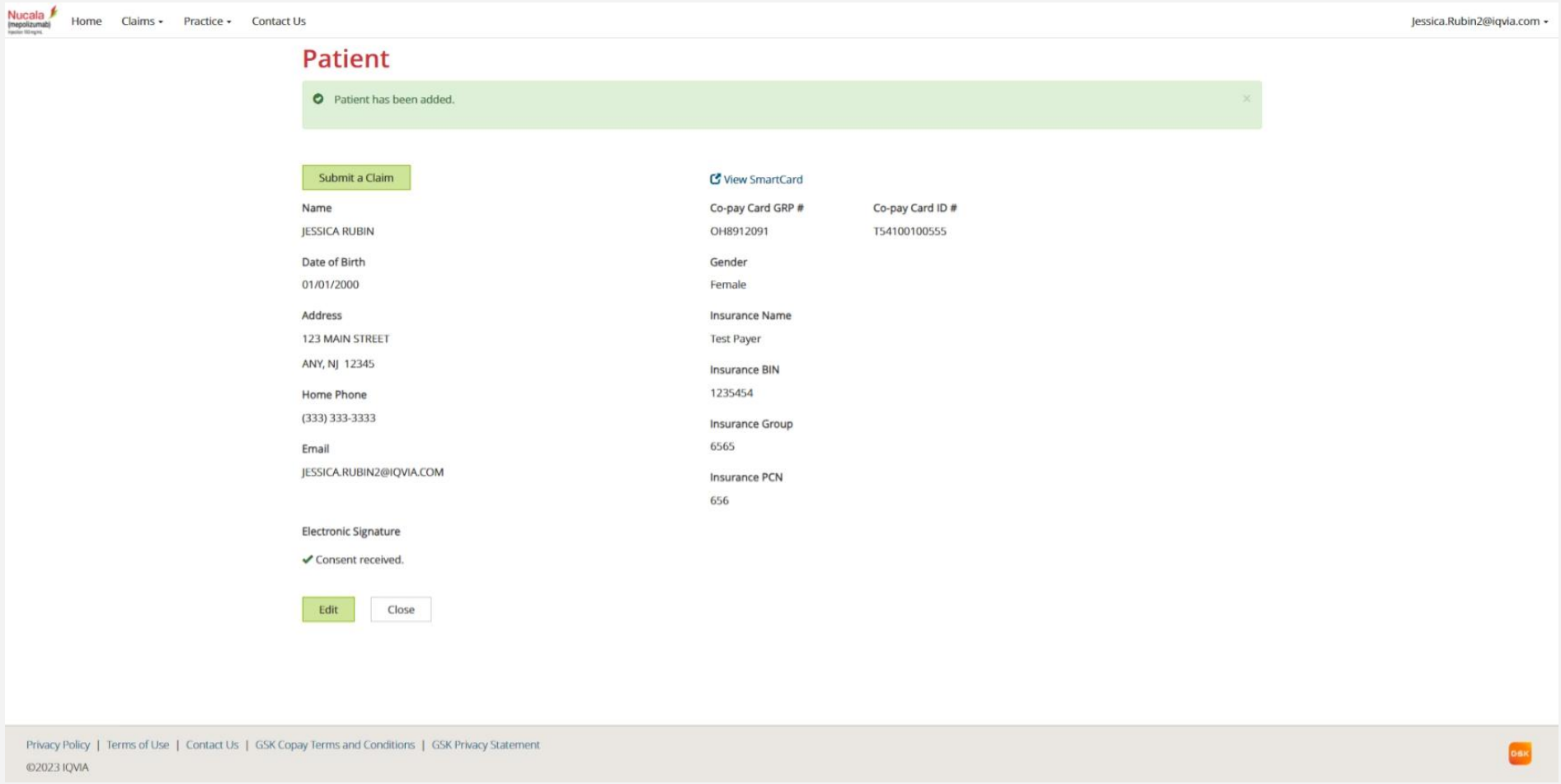


Error Messages



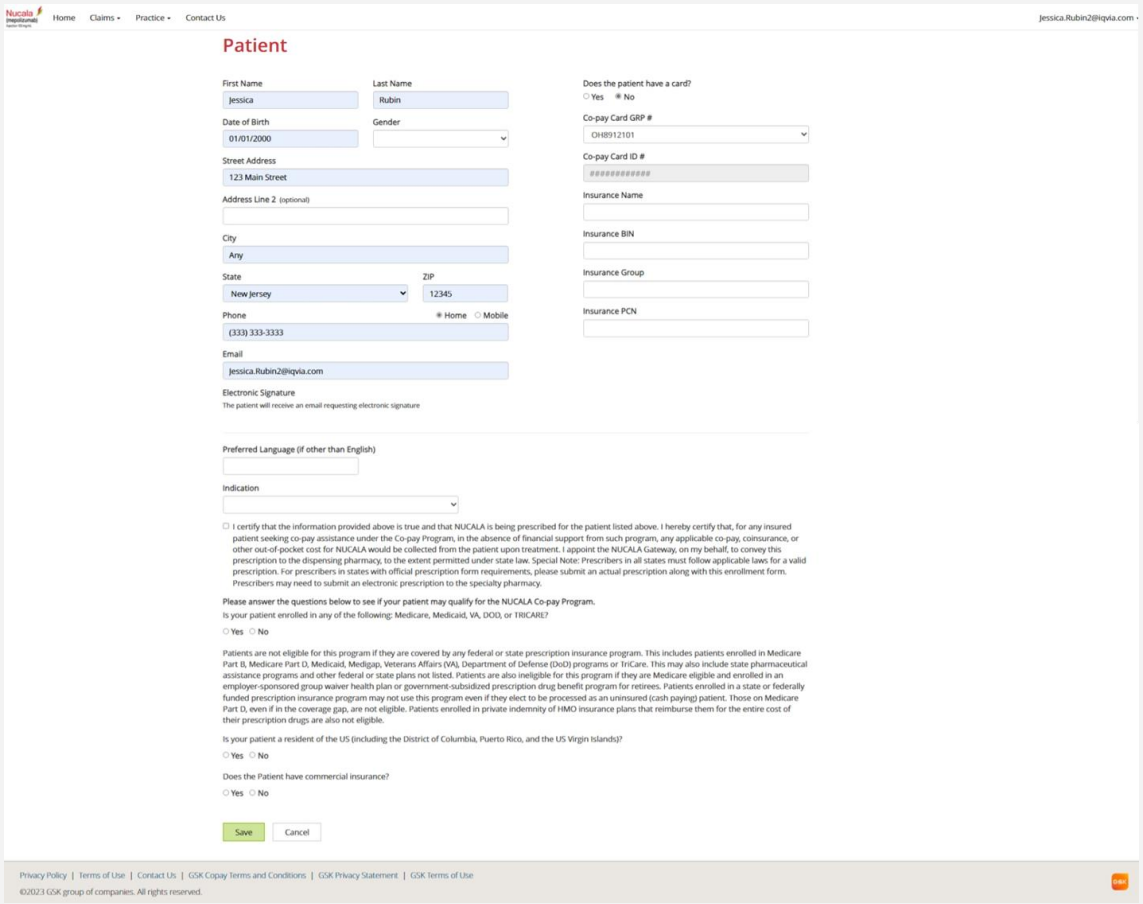
Navigation Menu (Claims)

Patient Added to Practice

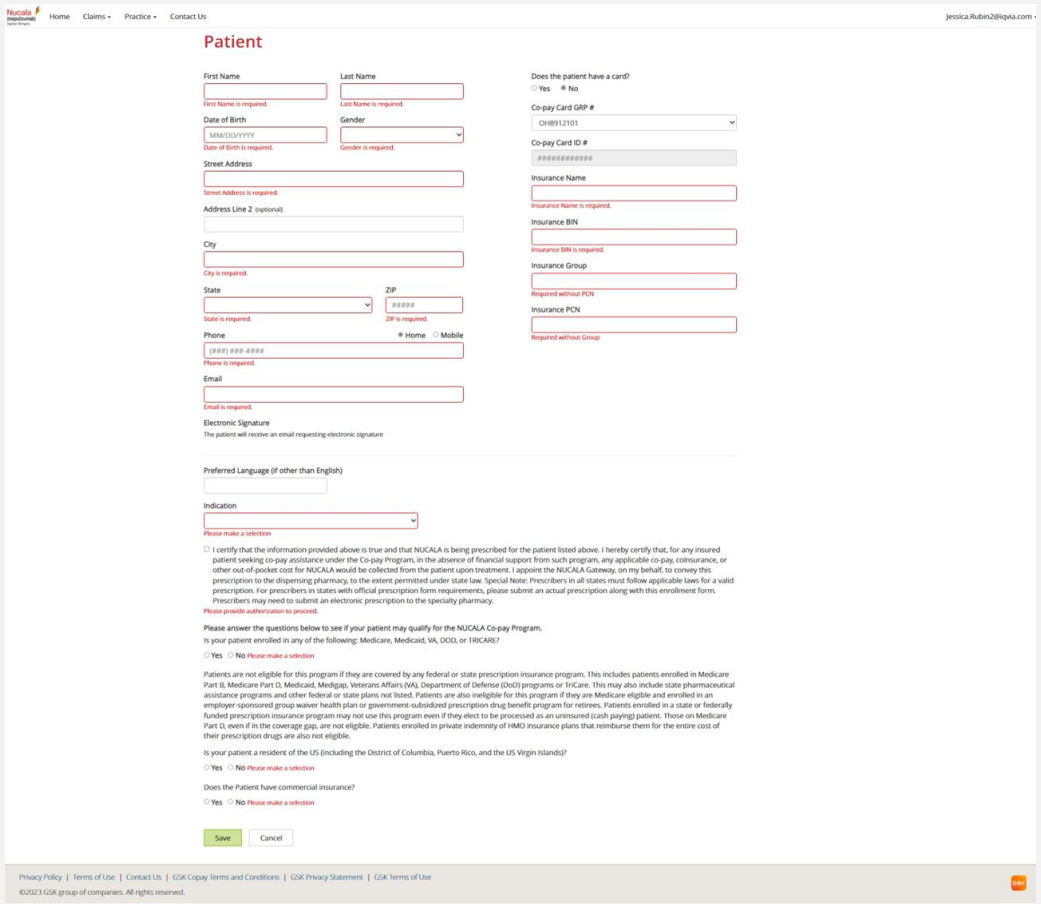


Navigation Menu (Claims)

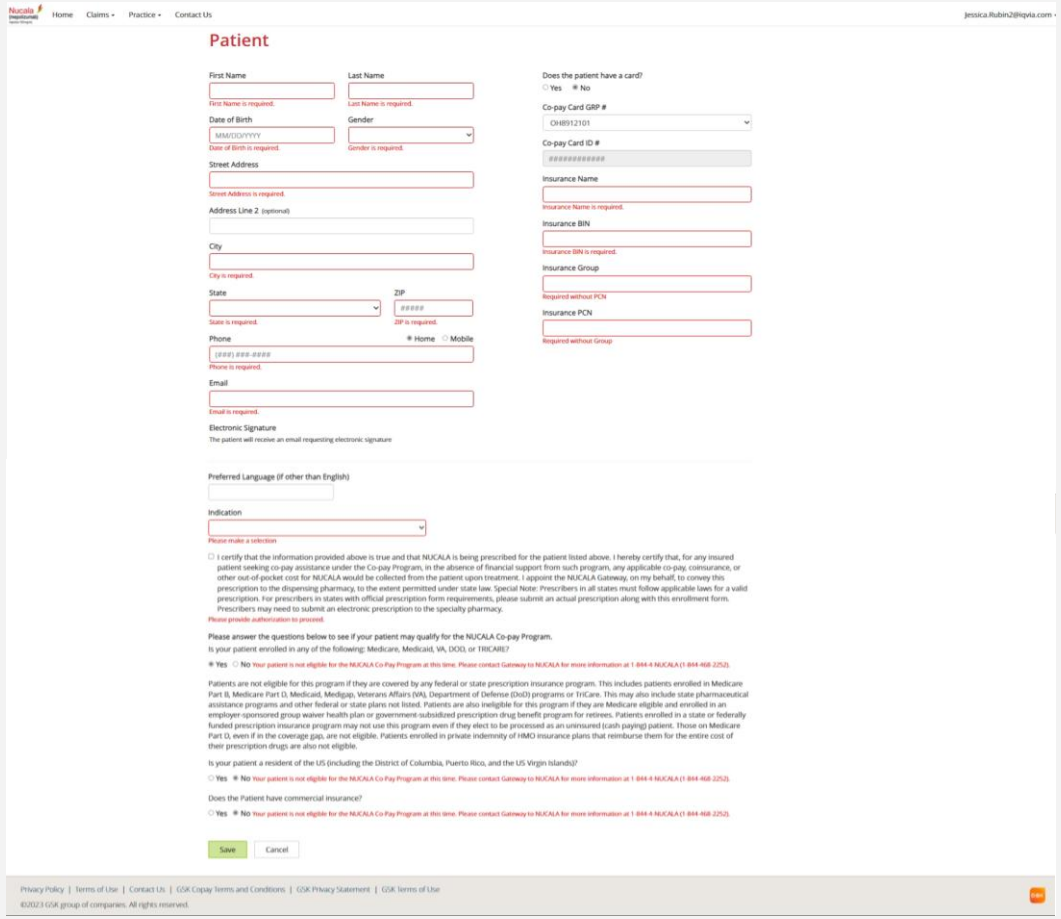
Enroll a Patient (does not have a card)



Error Messages



Navigation Menu (Claims)



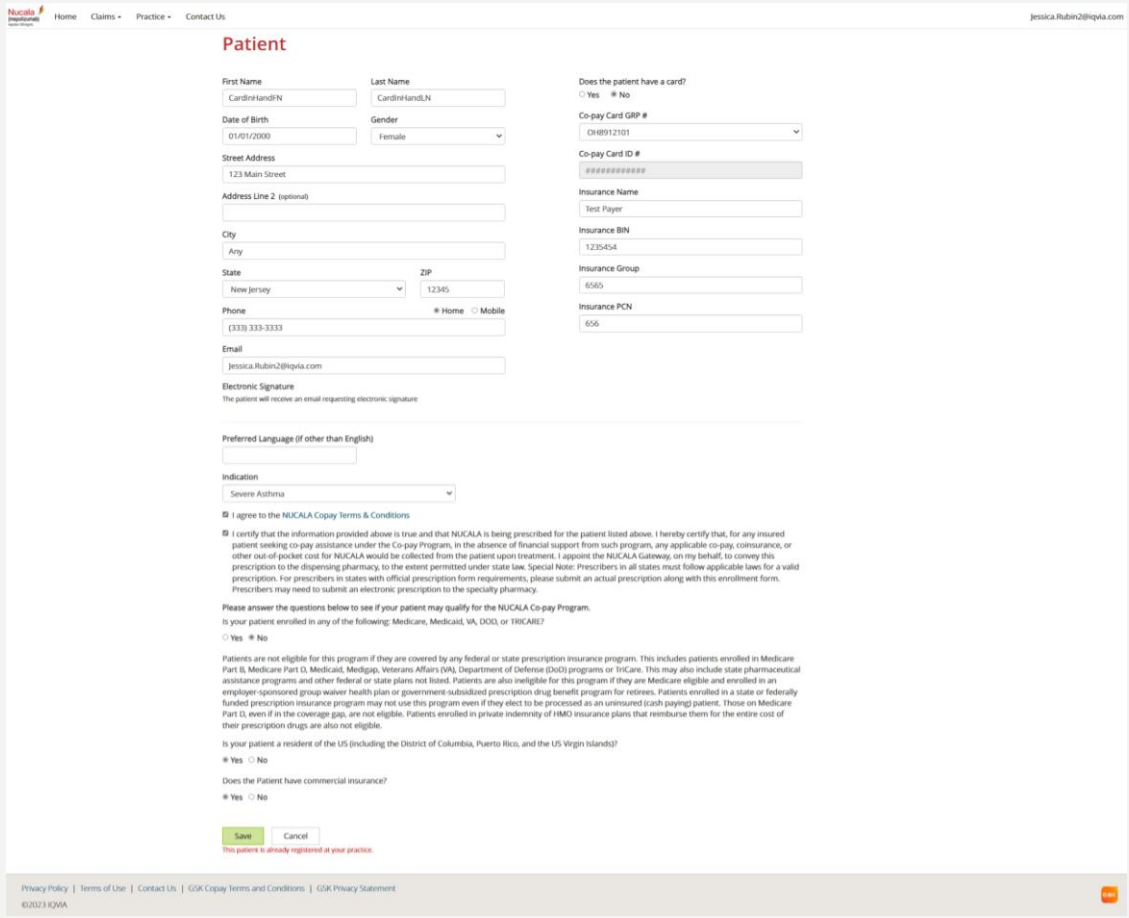
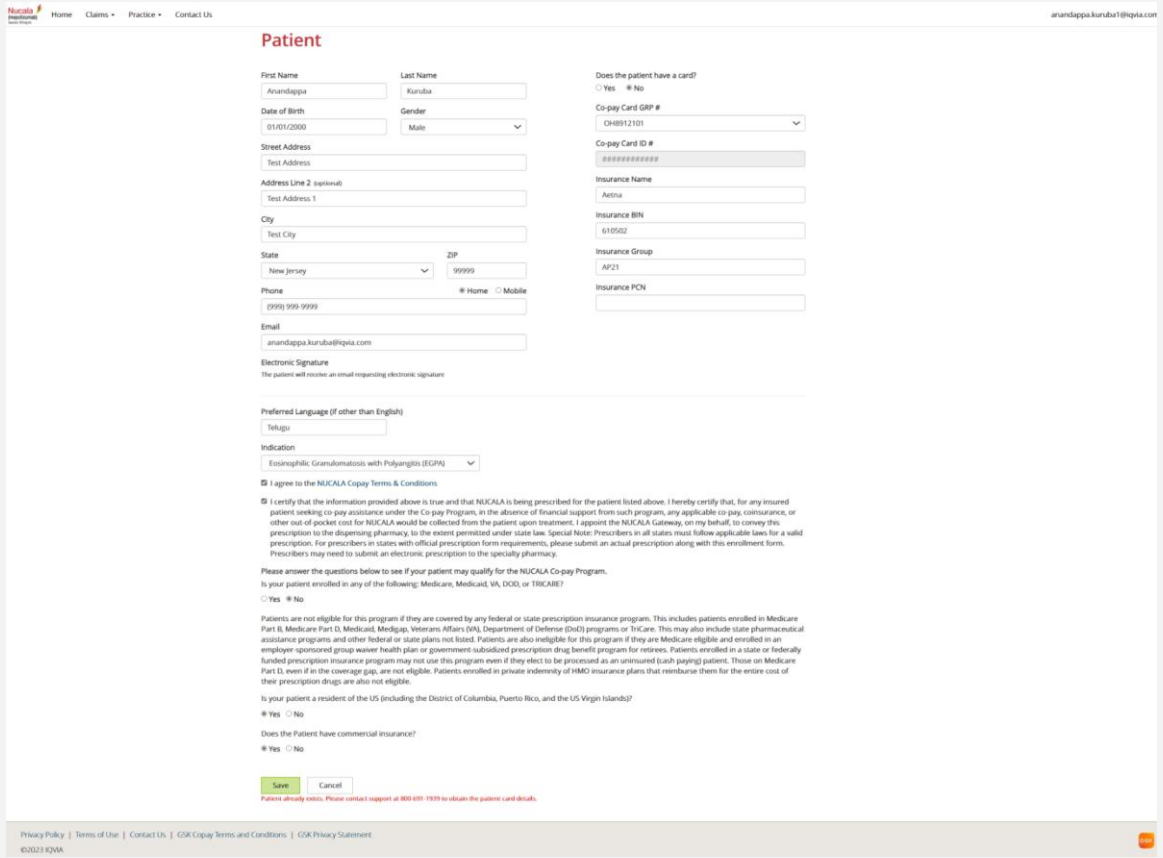
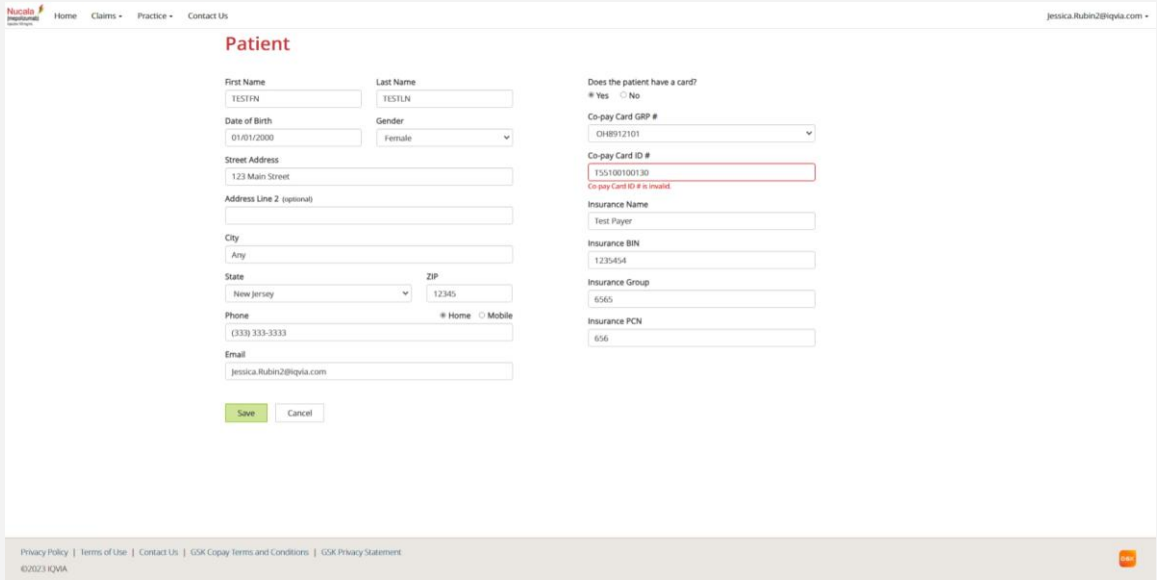


Image updated 8/10/23 showing invalid response for eligibility.

Navigation Menu (Claims)

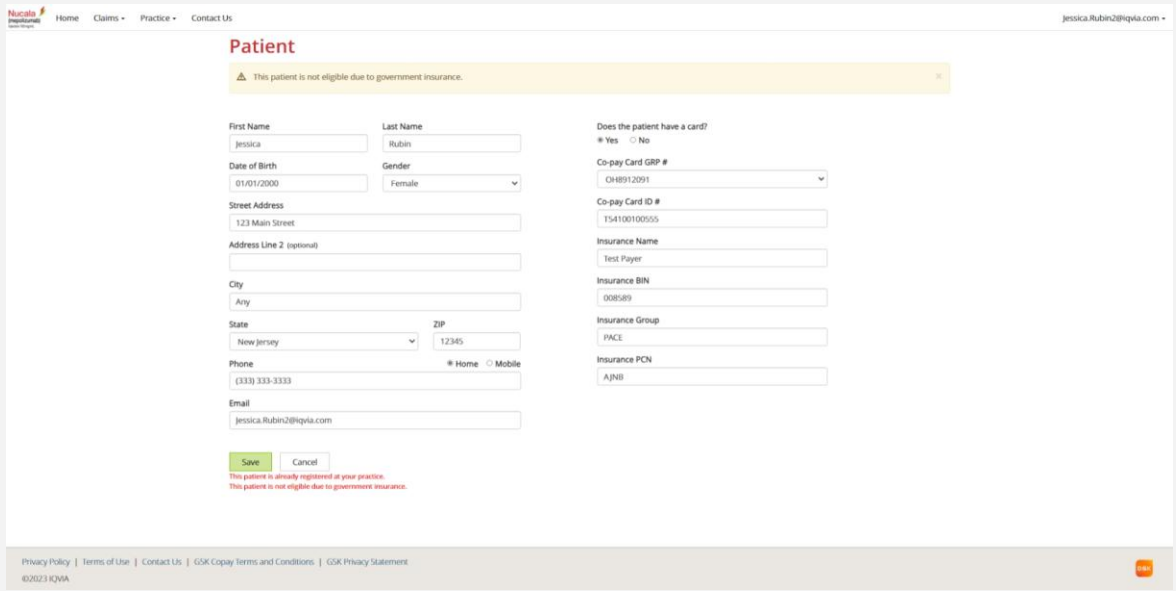




Navigation Menu (Claims)

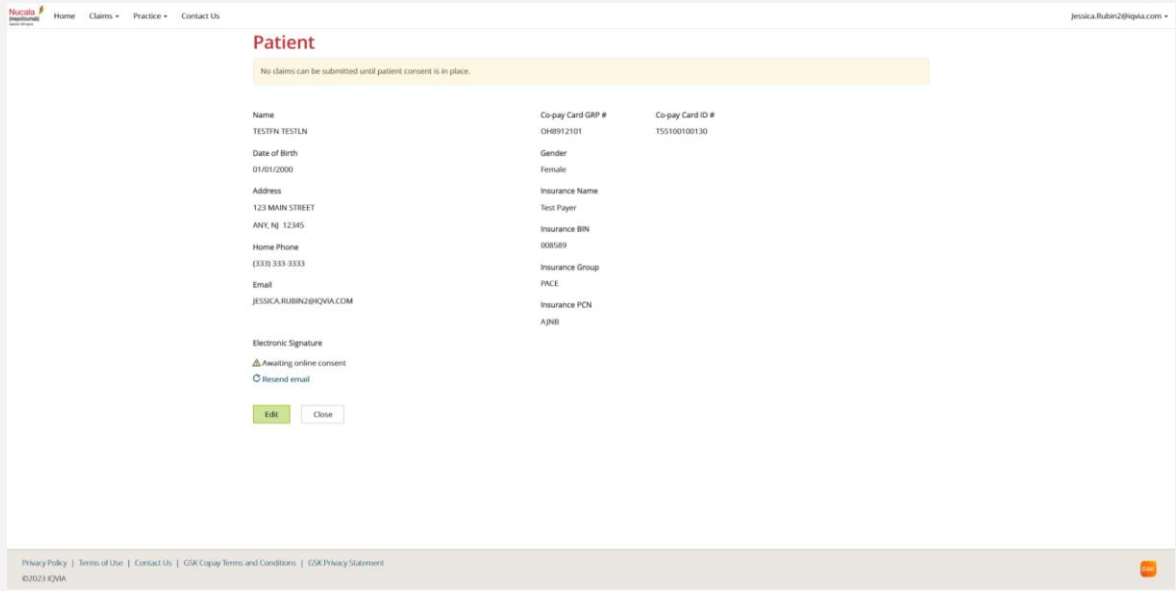
Government Insurance Detected

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



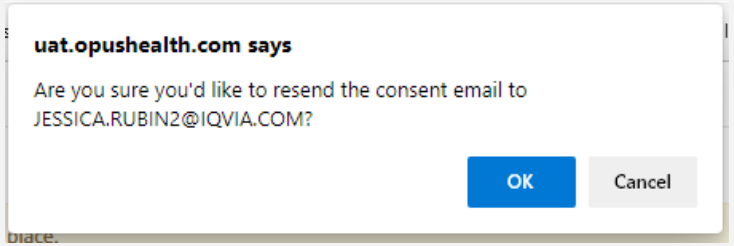
Enrollment Complete: eConsent Email Triggered to Patient using approved template

Patient Profile: Awaiting eConsent

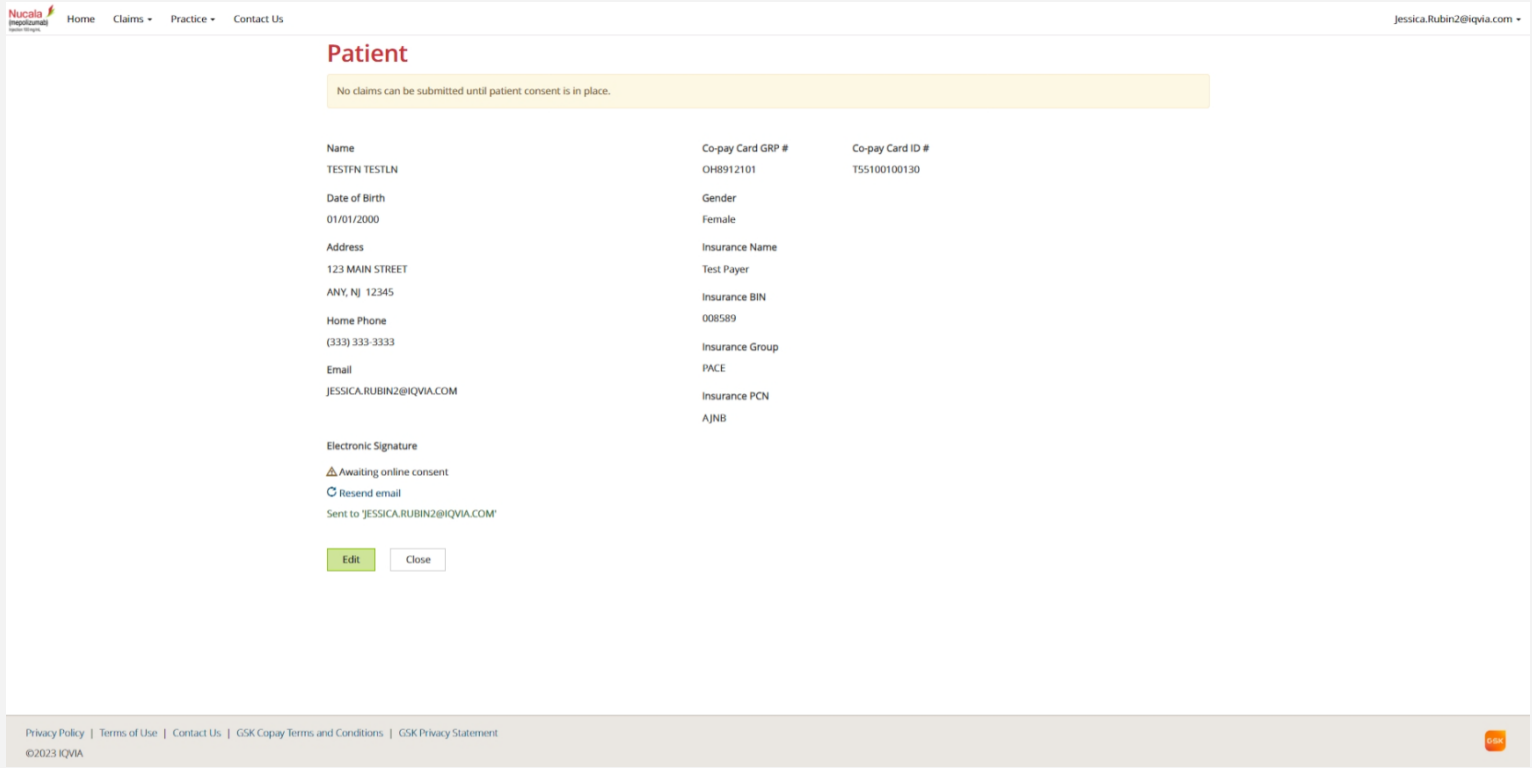


Navigation Menu (Claims)

Click Resend email

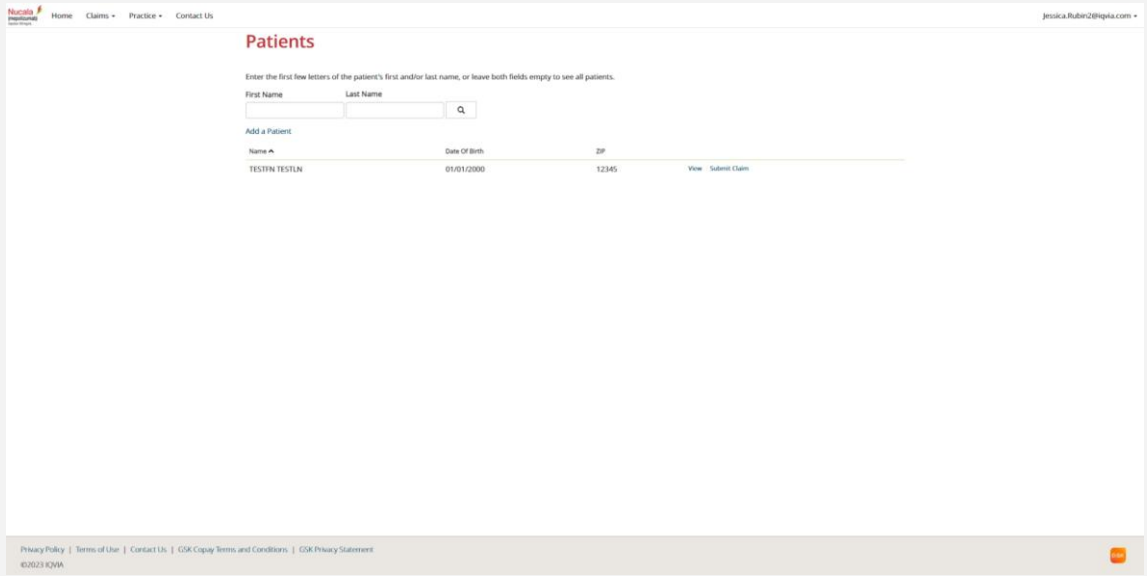


Patient Profile: Awaiting Online Consent -> Resend email

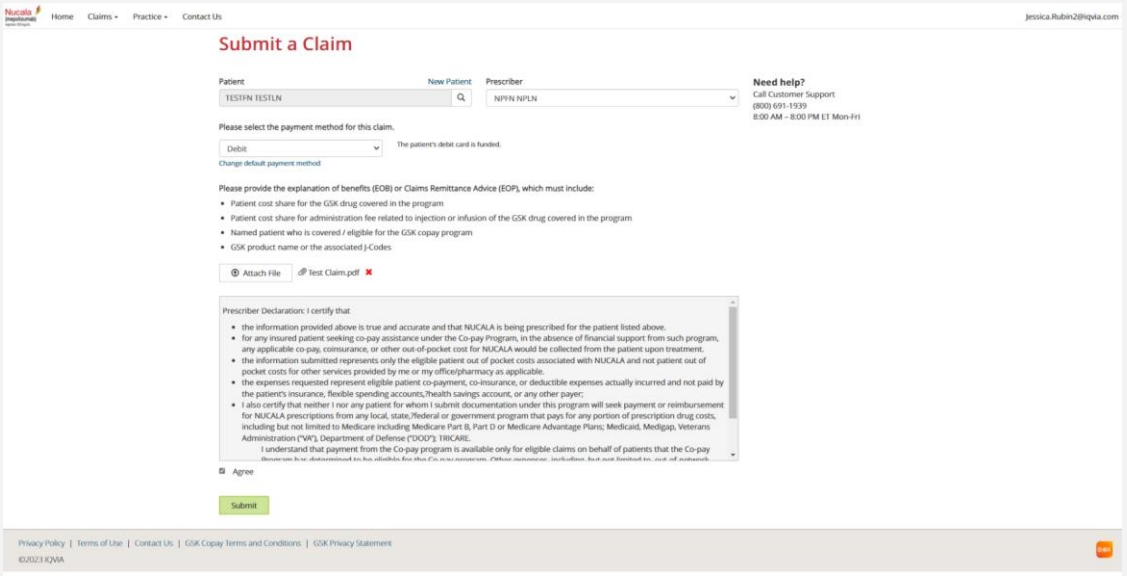


Navigation Menu (Claims)

Submit Claim enabled once eConsent in place

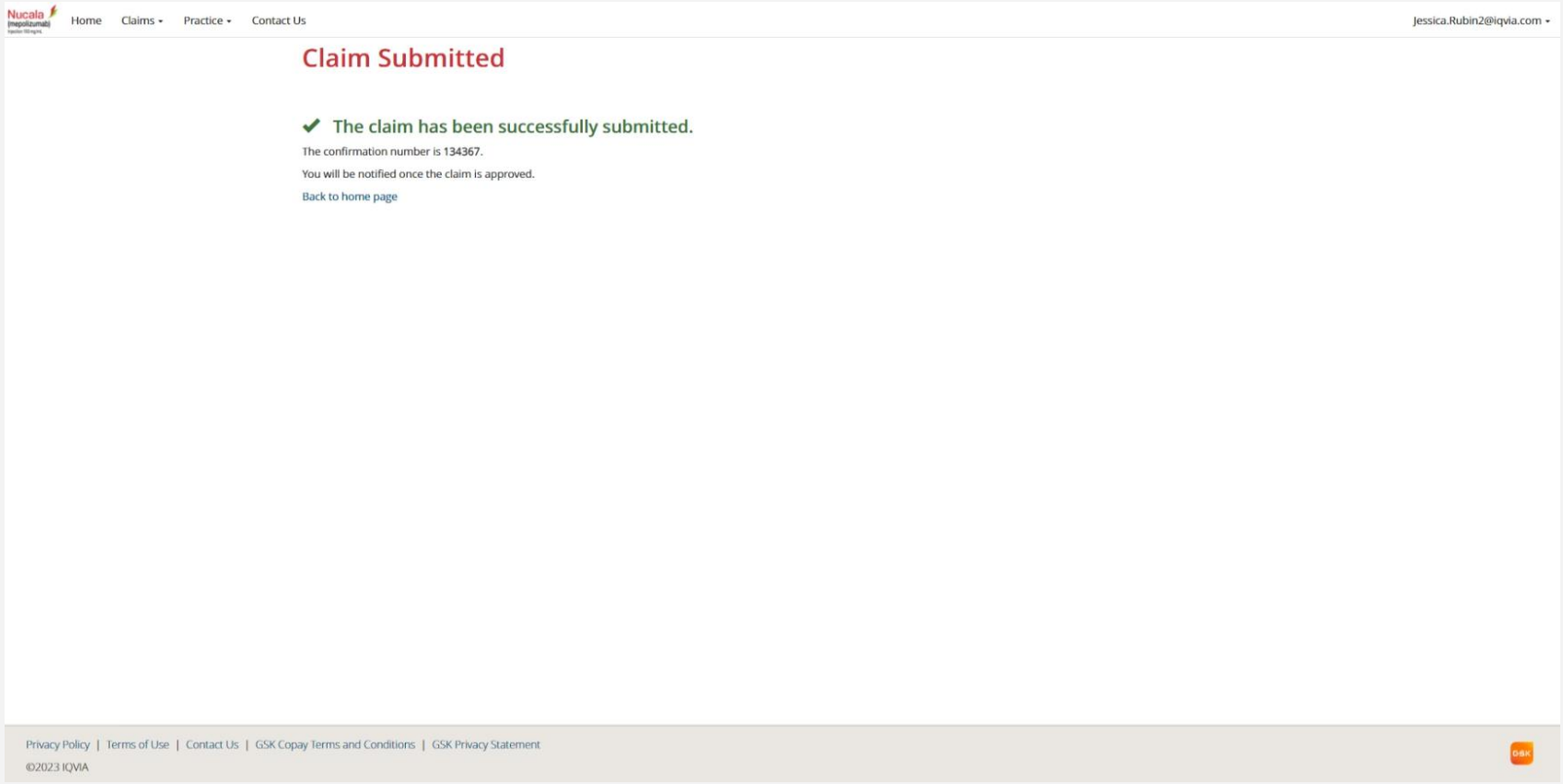


Submit a Claim (file attached and agree)



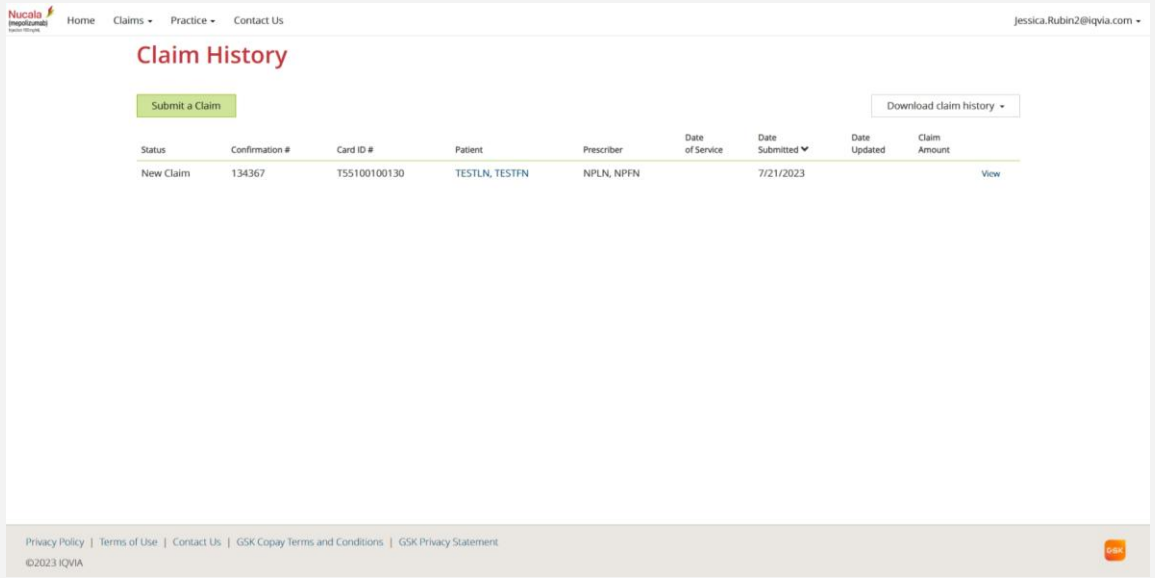
Navigation Menu (Claims)

Claim Submitted

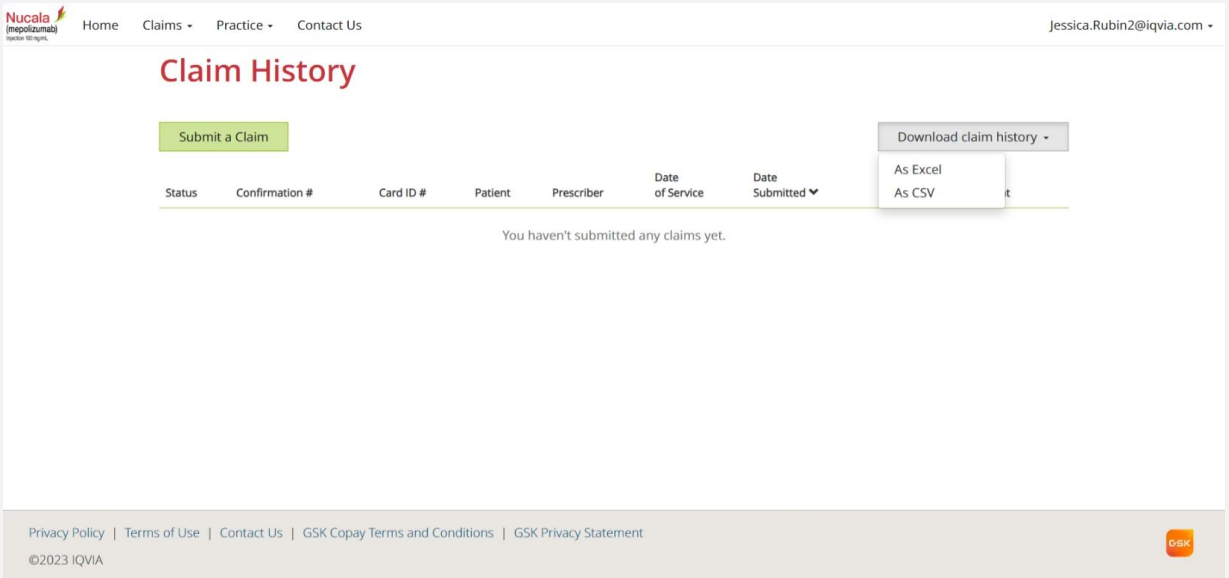


Navigation Menu (Claims)

Claims -> Claims History



Download claim history drop down

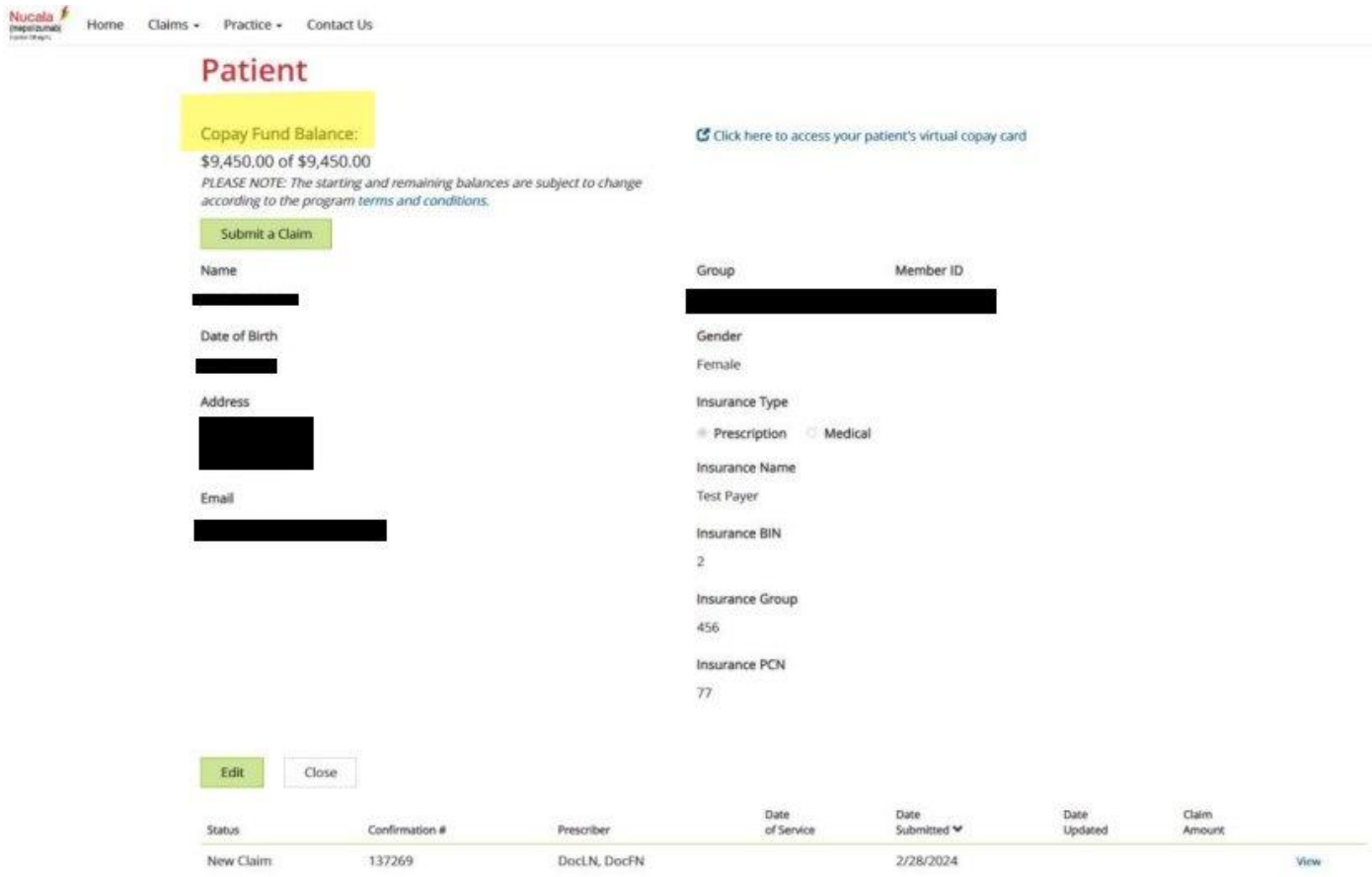


Claim Approved: Email Triggered using approved template

Claim Rejected: Email Triggered using approved template

Navigation Menu (Starting and Remaining Balances)

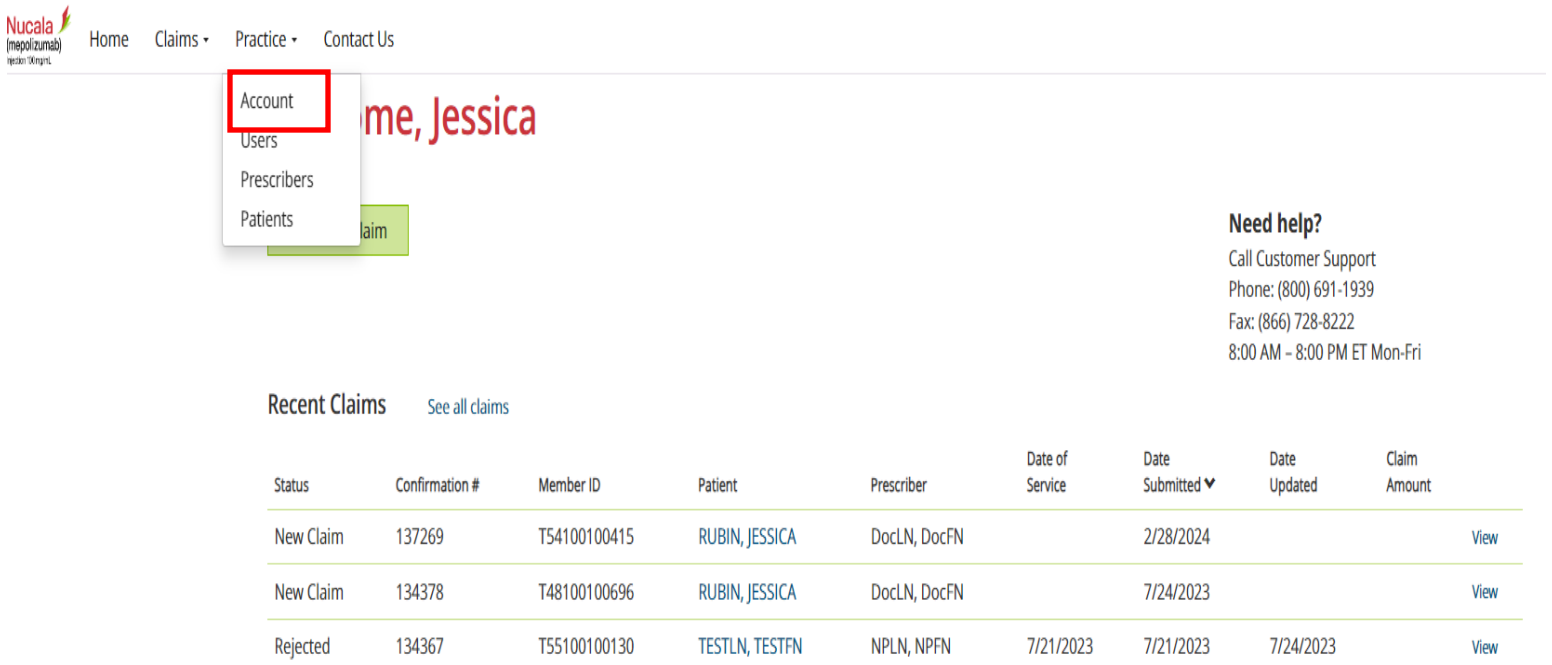
Patient → Starting and Remaining Balance



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

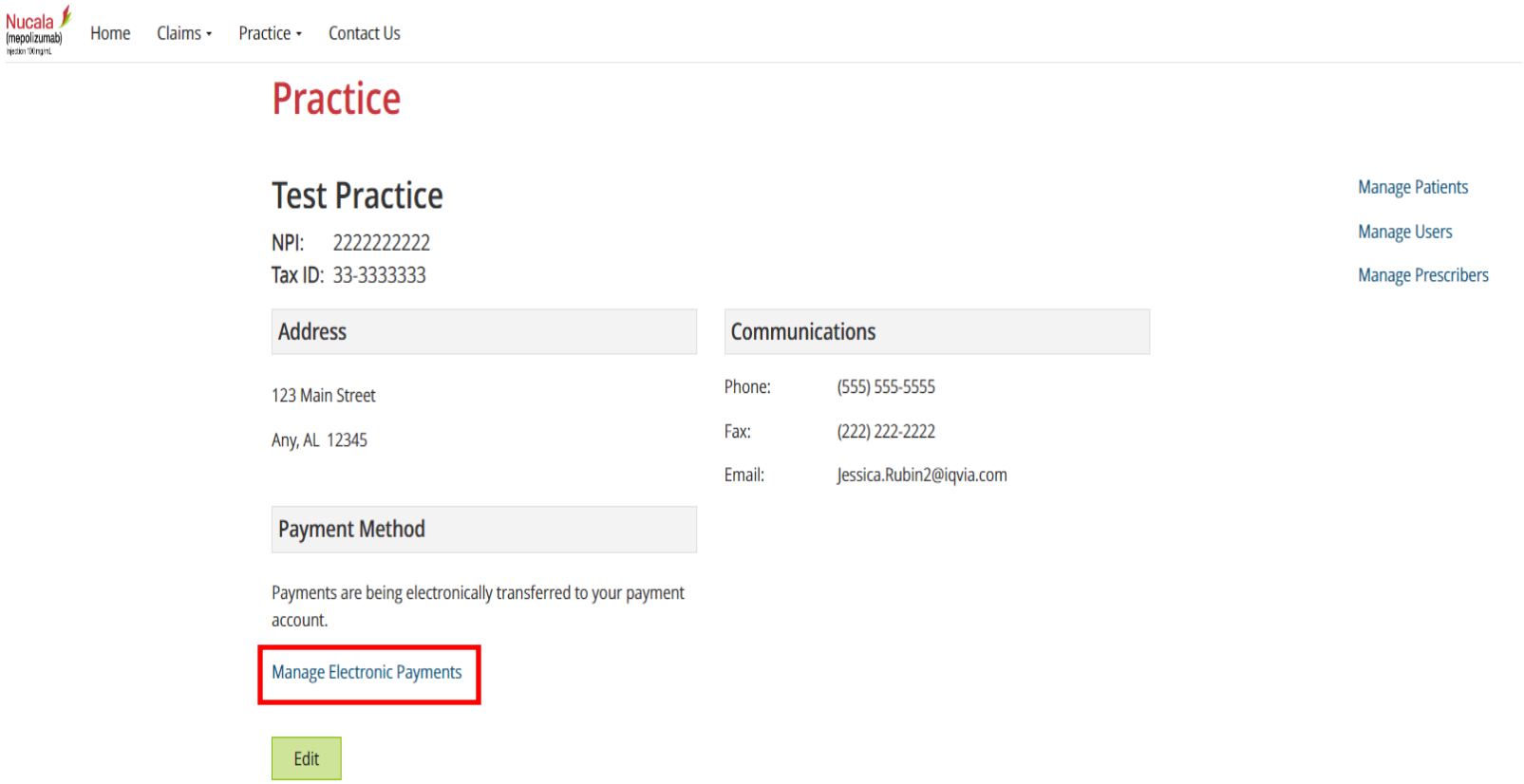
- **After logging in to your account, select the Practice Drop down from the top menu bar.**

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



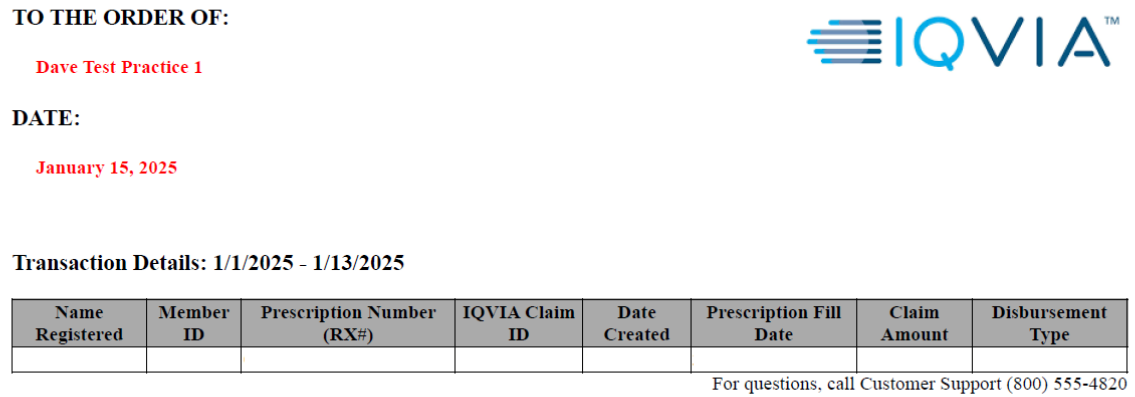
- **Next, select the “Account” option from the drop down menu**

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



- 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

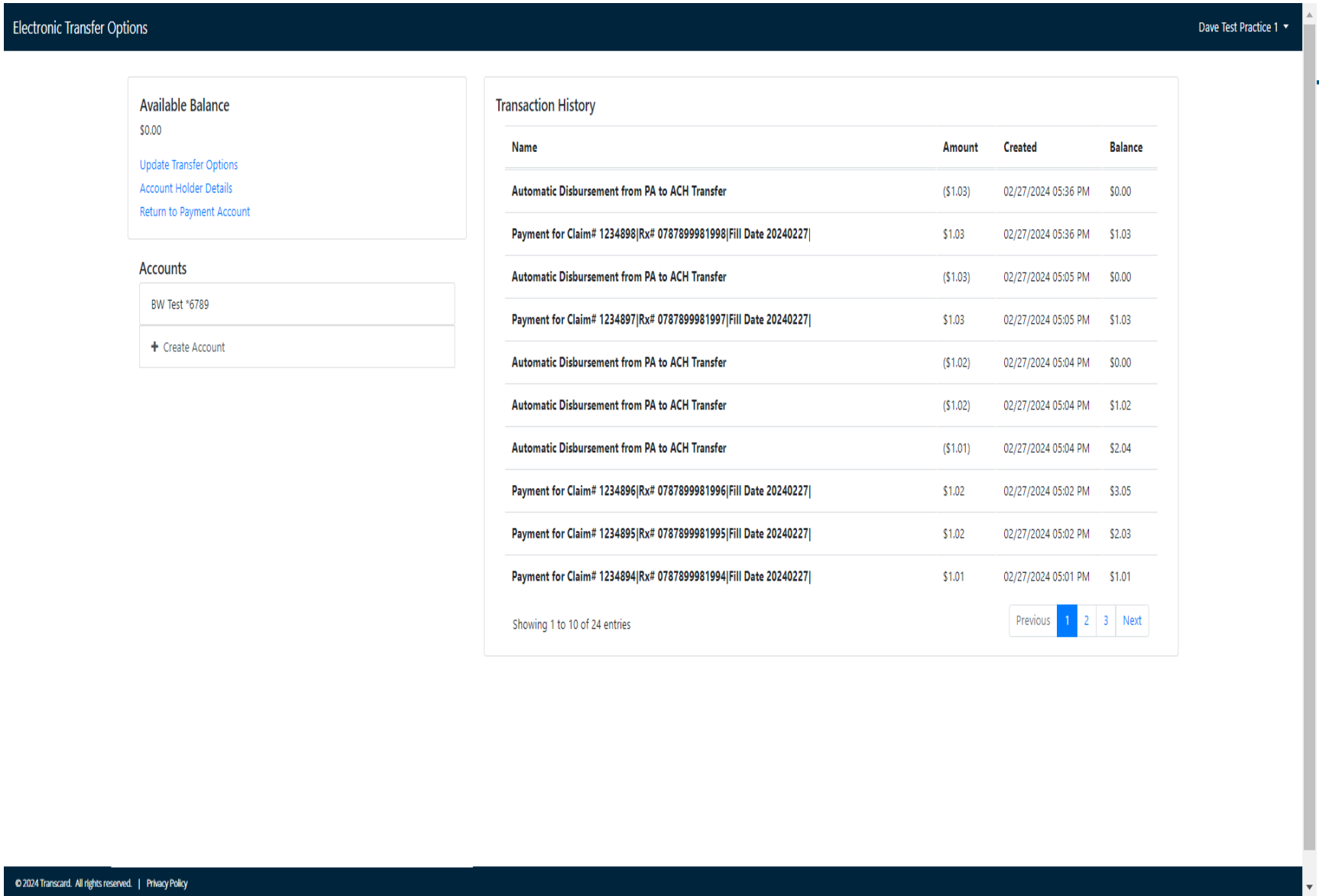
Name Registered	Member ID	Prescription Number (RX#)	IQVIA Claim ID	Date Created	Prescription Fill Date	Claim Amount	Disbursement Type

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**

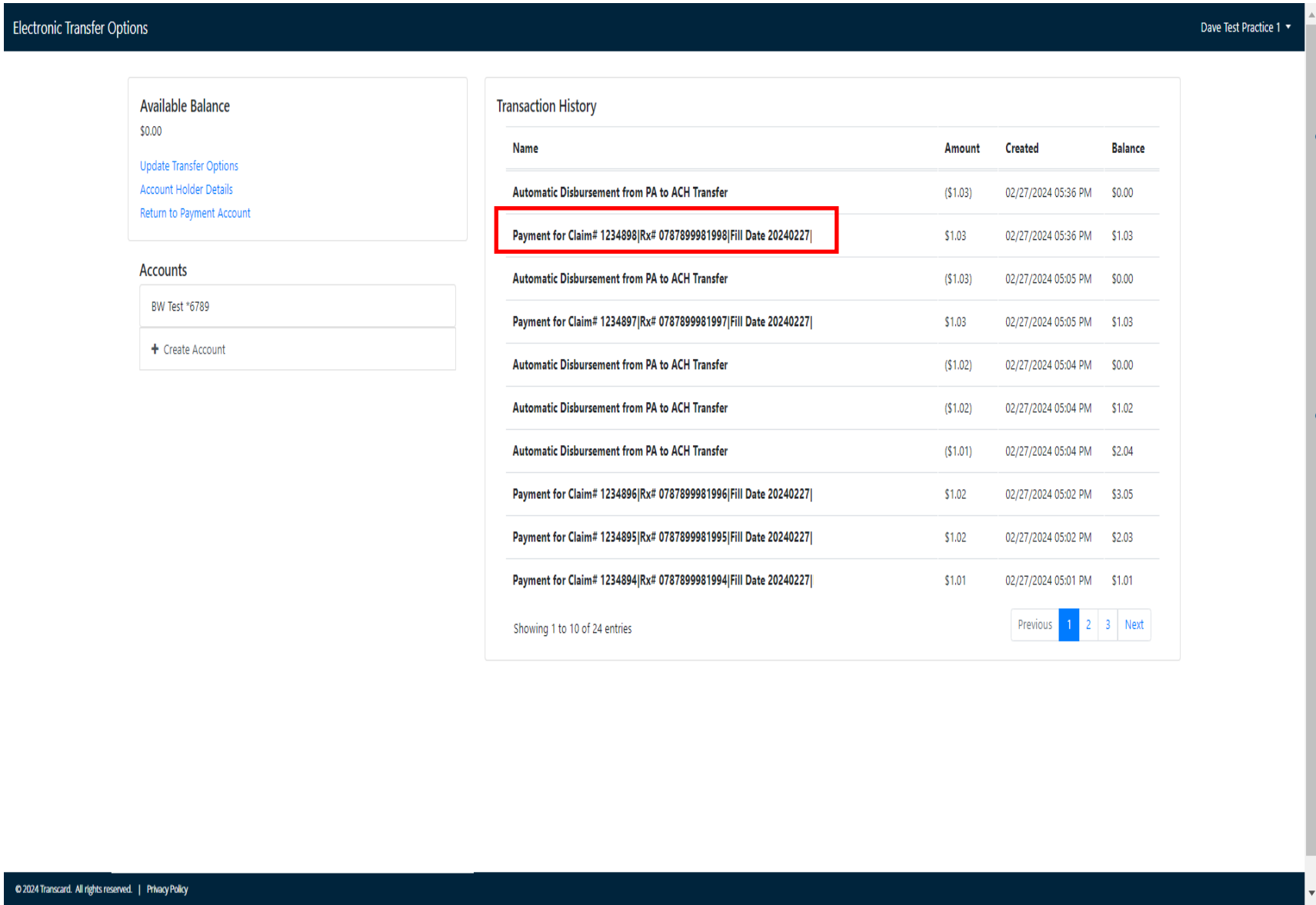
- **Previous Process: Claim# | Rx# | Fill Date | Patient First & Last Name**

Paynuver Microsite Functionality



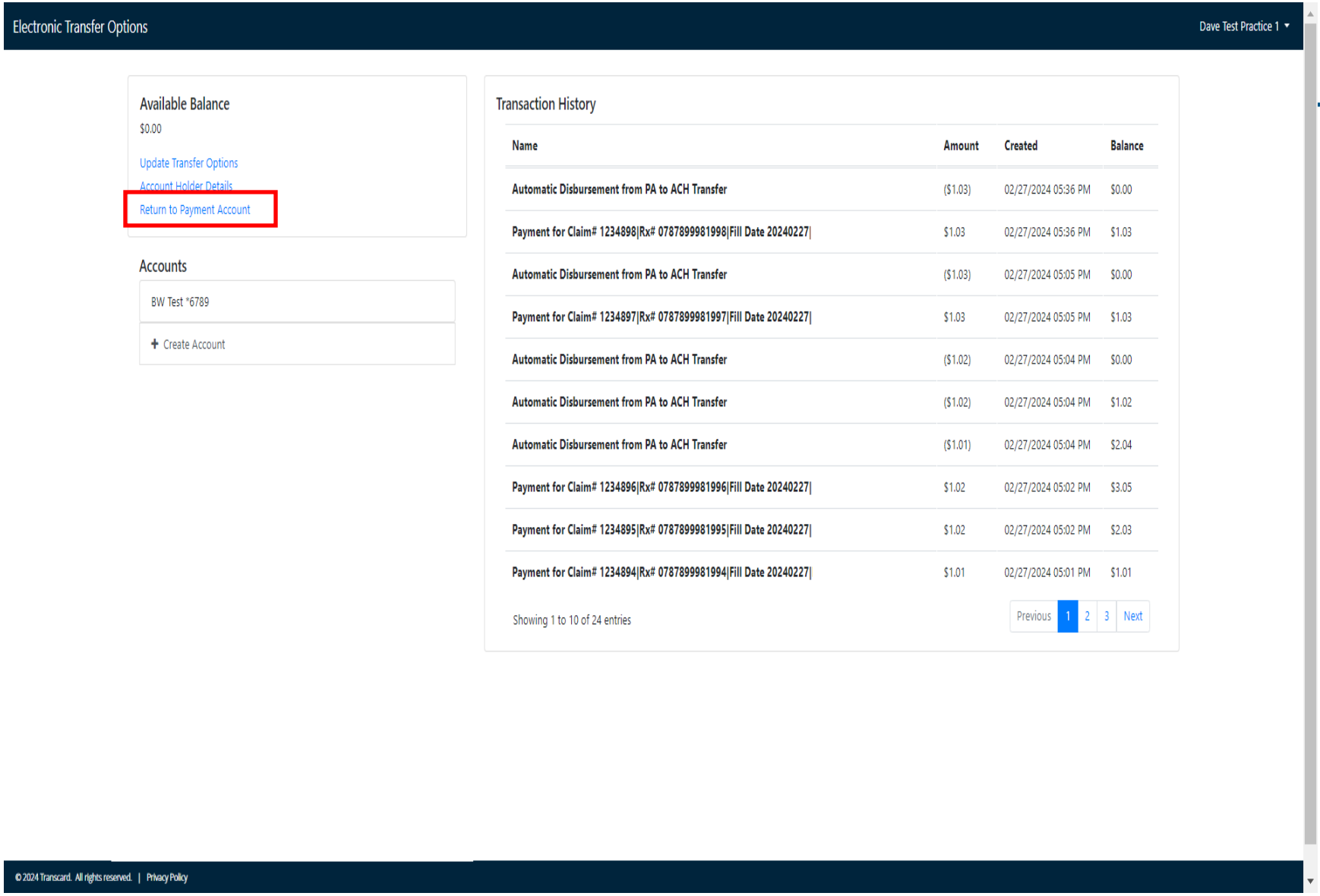
Once you have selected Manage Electronic Payments, the user will be automatically taken right into the Paynuver Microsite where they can view their EFT payment transaction history, update their transfer options, view the account holder details, create new accounts (banks account for deposits), and return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

Paynuver Microsite Functionality



- **Current Transaction History displays as follows:**
  - Claim# XXXXXXXX|Rx# XXXXXXXXXXXX|Fill Date XXXXXXXX
- **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