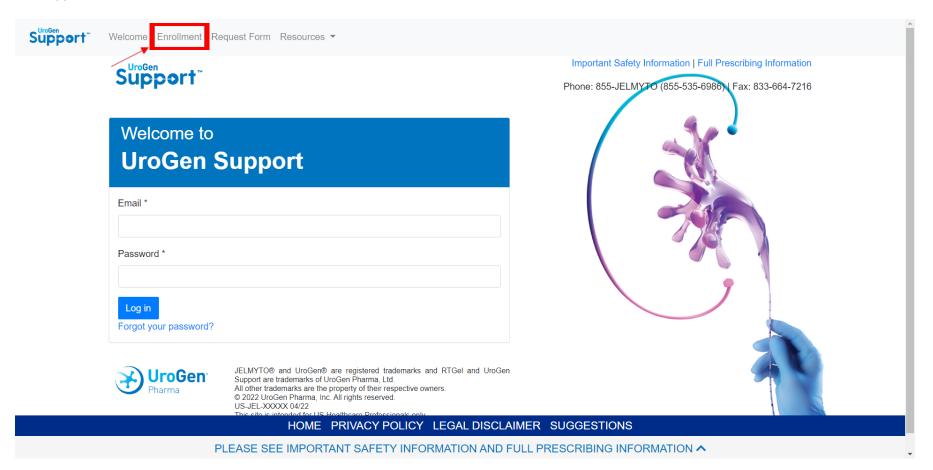
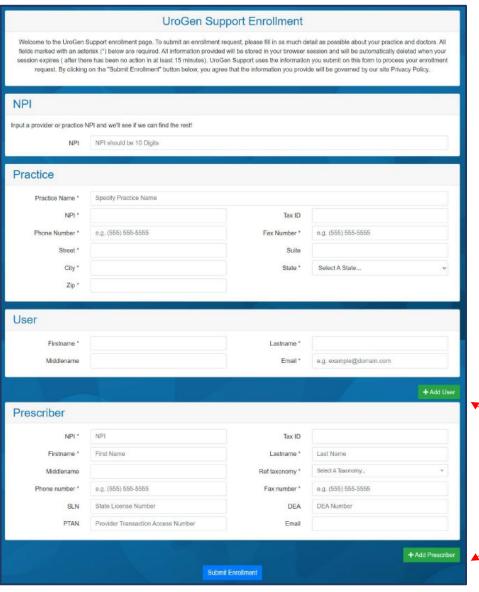
New User Enrollment Process

* The enrollment process is simple and will only need to be completed once.*

- 1. HCP should go to urogensupport.com Login screen will display (image below).
- 2. Click on "Enrollment" which will take you to the enrollment page
- 3. HCPs will be asked to enter the required Practice, User, and Prescriber information. They may use the NPI lookup tool at the top of the page to autopopulate publicly accessible fields. Mandatory fields are marked with an asterisk *
- 4. Once all required fields are populated, the user will click "submit enrollment". This will prompt the UroGen Support team to contact the HCP and confirm the enrollment info.
- 5. Once the information provided is verified, an e-mail will be sent to the user that setup the enrollment, containing a temporary password.
- 6. If the HCP does not receive a confirmation e-mail within 1 hour after UroGen Support contact, please check the spam/junk folder and/or contact UroGen Support at 855-535-6986.



Required HCP Information for Enrollment



<u>Please Note</u>: If the HCP ever has any questions, the phone and fax numbers are at the top of the screen, throughout the entire site.

When an NPI is entered, some of the fields will pre-populate for the office; Please ensure that you use the practice NPI in the "practice" setting and not the Doctor NPI, unless they happen to be the same. This is important for billing purposes. All fields with an asterisk* are mandatory in order to complete the enrollment.

Multiple users and prescribers can be added, based on the practice specifics. Additional physicians and users can be added at any point after initial login. The UroGen Support team will help with any questions or support a manual enrollment for large multi-location hospital systems or practices.

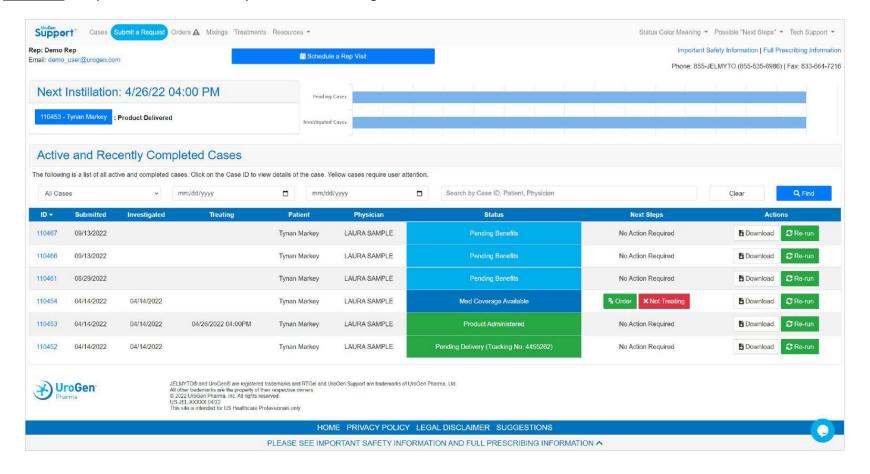
Any current users may click the "Forgot Password" link to receive a new set of credentials.

"Add User" and "Add Prescriber" buttons

Home Screen

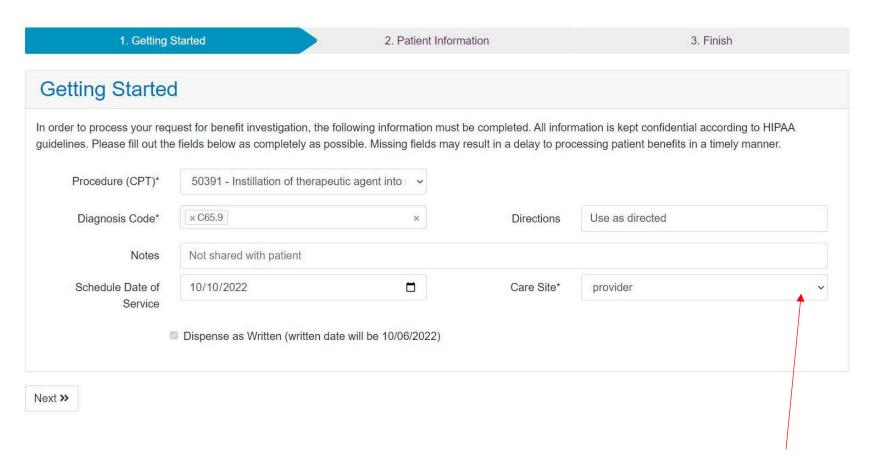
The home screen allows the user to view all cases submitted by the HCP (both online and fax submissions). Case details can be found by clicking the ID number. At the top of the screen, there are several options to choose from:

- Cases: This will take the user back to the home screen and the below view
- Submit a Request: This initiates the benefit investigation workflow
- Orders: This allows you to see the status of any orders that have been placed for you or the site of care (if required)
- Mixings: This allows you to see the status of delivery/mix if using a Pharmacy mixing partner
- Treatments: If you are a site of care, this is where you will see the status of the order and delivery ETA
- Resources: This includes all downloadable forms and collateral available
- Next Steps, Take a Tour: Additional details regarding the home screen layout
- <u>User</u>: Users can change their password and add/remove physicians or users
- <u>Live Chat:</u> Ability to communicate directly with the case managers in real-time via chat



Submitting a Benefit Request - Step 1

The Prescriber will select the CPT code, diagnosis code (searchable), scheduled date of service site, site of care, and any notes or directions you may have.

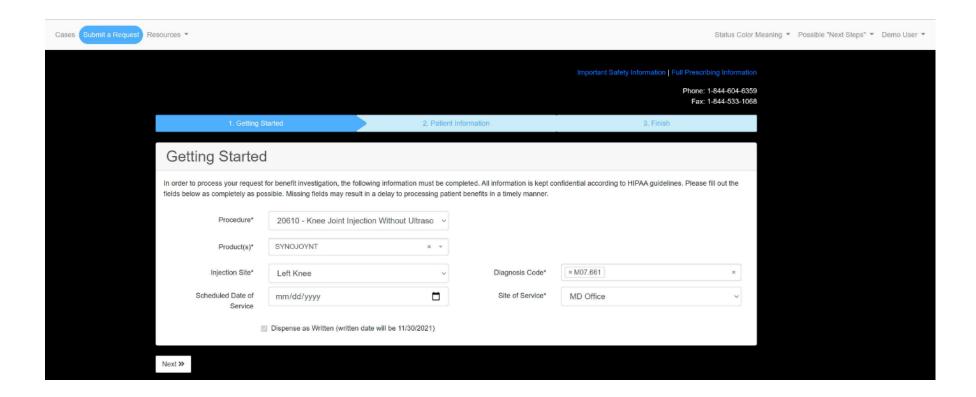


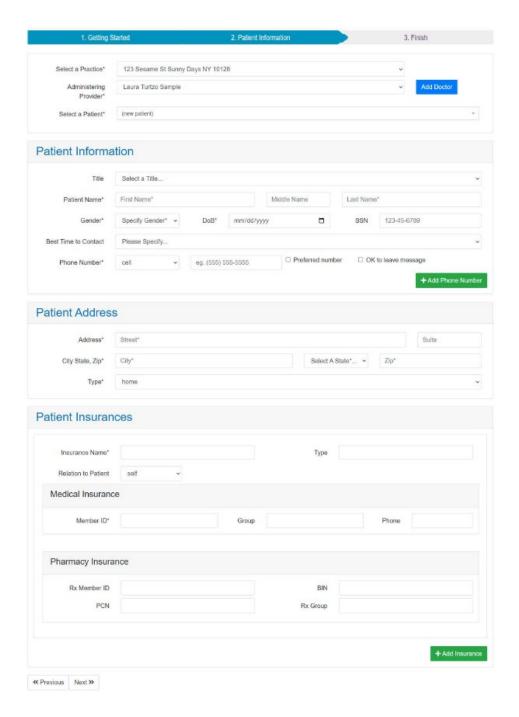
If you are not administering JELMYTO at your address and require a site of care, please click the dropdown to select the location of instillation. If you have already prescribed in the past, your site of care may already be saved in the dropdown. If not, please enter the required fields and we will contact your chosen site of care to support the patient journey.

Additionally, if you require a mixing partner, simply click the button "pharmacy mixing partner" As we will coordinate mixing services to the site of care

Submitting a Benefit Request - Step 1 (Site of Care)

HCP will select the CPT code, Product, injection site, site of service, and the patient specific diagnosis code. Date of service is not a required field.





Submitting a Benefit Request - Step 2

The user will have a customized view based on their practice specifics. If they work out of multiple locations, they will have the option to select their current practice location. Once practice is selected, they will select the **ADMINISTERING** physician. This is key if they are different than the prescriber. If their desired doctor is not visible, they can click "Add Doctor" add additional doctors within the user tab.

Finally, they can select an existing patient (if previously entered into the system) or select "new patient" which will allow them to enter required info. All entries with asterisks indicate required information. Additional patient insurances can also be added for investigation.

1. Getting Started		2,7 000013	Information	3. Finish	
atient Inform	ation				
Title	mr		Gender	М	
First Name	Tynan		Middle Name	N/A	
Last Name	Markey				
Date of Birth	1920-04-14		SSN	N/A	
Best time to contact	morning				
Phone Number #1	home 8	8562721128	N/A		
atient Addres	ss				
Street	1981 Marcus Ave		Suite	C130	
City	Lake Success		State	NY	
Zip	11042		Туре	home	
rescription In	formation	n			
Drug	JELMYTO (mitomycin) for pyelocalyceal instillation		Benefits being requested	Both	
Schedule Date of Service	2022-10-10		Diagnosis Code (ICD)	O65.9	
Written date	10/08/2022		Care Site	provider	
Directions	Use as directed		Notes	N/A	
surance #1:	Aetna				
Plan type	N/A		Relation	self	
Member ID	w1234567891		Group	N/A	
Phone	N/A				
Rx Member ID	N/A		Rx Group	N/A	
PCN#	N/A		BN♯	N/A	

coverage guidelines provided by the payer and patient information provided by the health care provider. Third-party reimbursement is affected by many factors. Therefore, UroGen Support makes no representation or guarantee that full or partial insurance reimbursement or any other payment will be available.

By submitting this form, I certify 1) I am duly licensed and authorized under applicable law to prescribe, receive and dispense the medication requested in this application to the patient itself above (the Patient's, 2) The information provided above is complete and accurate; 3) I authorize Union Support to for toward the above prescription information to the appropriate bytemsory in order to despress "CEAMTOT" to the above remark patient, 4) I understand that state law may require the pharmacy to contact me to sortim the prescription information before depending, 5; 8) is giring this form. I represent to UniGen Support that I have obtained all necessary Federal and state authorizations and consents from my patient to allow me to release health information to UniGen Support and its contracted third parties. Signature on this form also provides consent to contact this patient's insurance provider for this prescription on the prescriber's behalt.

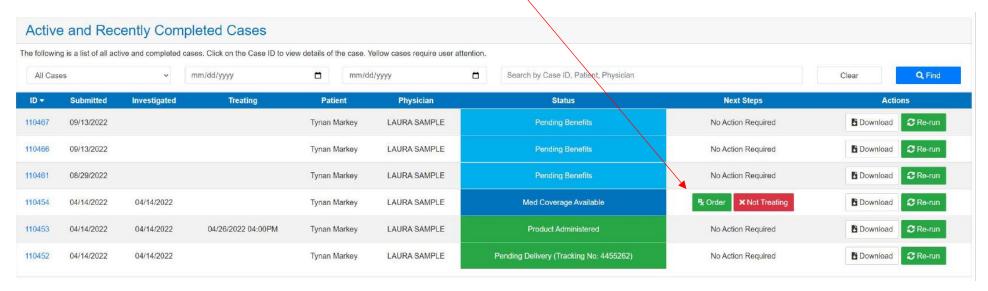
et Previous Submit Request

Submitting a Benefit Request - Step 3

Users will have the ability review all of the previously entered information and confirm the accuracy. Any information can be edited by clicking on step 1 or 2 at the top of the screen. Finally, after agreeing to the attestation at the bottom of the page, the user will click the "Submit Request" button and the benefit investigation will be initiated. Users will then be taken back to the home screen.

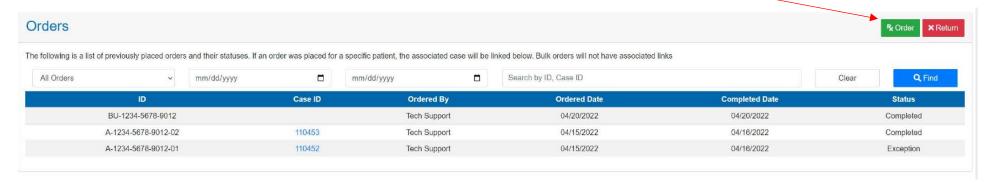
Ordering Support

To place an order of JELMYTO for an existing patient case, simply click the "order" button under the next steps section of the active cases screen. This will prompt you to enter some basic ordering info. If the button does not appear then there may still be requirements from your site such as setting up a Cardinal account. You can always call us if you have any questions.



Note – you will only be able to place an order for one instillation at a time on this screen. If you would like to submit multiple orders, please follow the instructions below.

If you click the orders tab at the top of the screen on the portal, this will take you to the orders screen. From here you will be able to see the status of pending orders along with the associated order number. In addition, if you are attempting a bulk order without already having submitted a patient specific case, you can click the "order button at the top right, at which point you will be asked to enter some basic ordering information.



Mixing Support

If you are utilizing a mixing pharmacy for your patient order, you will be able to see the status of the mix and delivery. Your mixing partner will also have visibility to this. Mixing partners will be able to update the shipment and/or courier timing using the calls to action on the right side of the interface.



Note: If you require or requested a mixing partner for your order but do not see it in your portal dashboard, please reach out to UroGen Support.

Scheduled Treatments (Site of Care View)

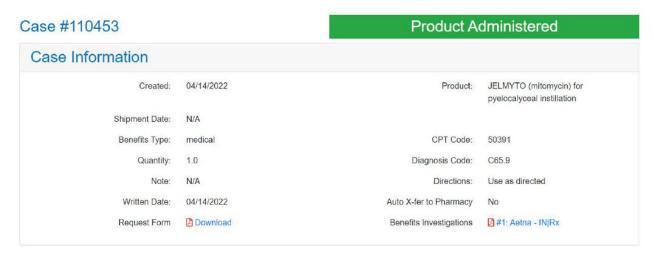
If you are a site of care that will be administering JELMYTO, you will have the ability to view the status of a pending delivery within the "treatments" view. This view allows you to view and confirm instillation date/time, date or order, and delivery ETA (whether through FedEx or courier service). If any of the information provided does not match your records, please reach out to UroGen Support via phone, portal, or live chat.



Case Details

By clicking on the case ID from the home screen, users will be able to view additional case details, upload/download documentation, and communicate with the UroGen Support team.

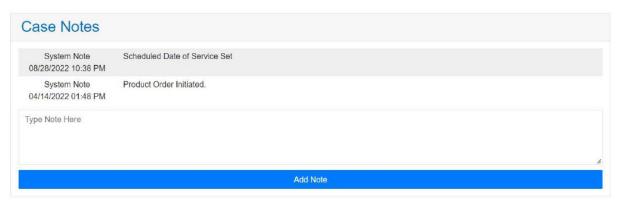
• A link within the "Case Information" section will provide a PDF of benefits results to review/download upon completion of the benefits investigation (within 48 hours).



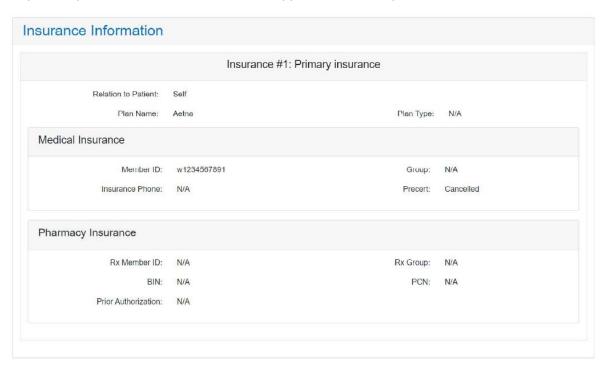
• Clinical info, PA forms, and supplemental documents can be uploaded or downloaded in the "Documents" section.



• A list of all case notes as well as a method of communication can be found below. This acts like a message board and will list the name of the user or UroGen Support team member as well as the time at which a note was left. Users will be alerted via email every time a new case note is added to a given case.

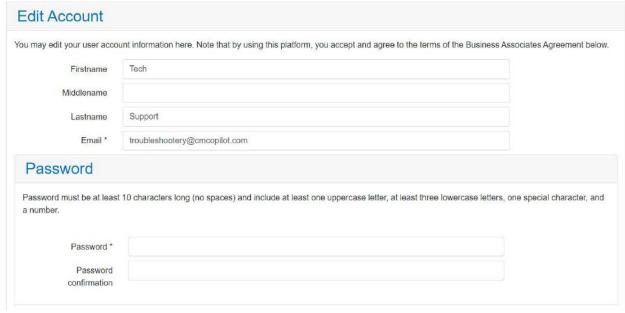


• Finally, the details of the case itself can be found in the remainder of the page. This includes, patient, HCP, and insurance information. If any of the information needs to be updated, please reach out to the UroGen Support team directly.

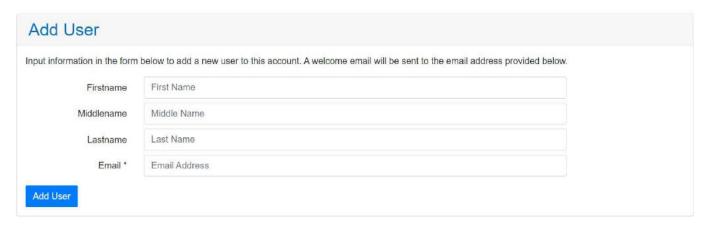


User Settings

• By clicking on the dropdown in the top right corner of the screen, Practice users have the ability to edit their account settings and password.



• Users will also have the ability to add other users. Once individuals are added, the additional users will receive an email with login and password reset instructions.



• Users have the ability to add additional doctors/providers to the given account as well. Once the required information is entered, the doctor will now be available as a selection on the case submission workflow. Removal of doctors must be done by calling the call center directly.

