

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 auto-populate 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.

UroGen Support™ Welcome **Enrollment** Request Form Resources ▾

UroGen Support™

Important Safety Information | Full Prescribing Information
Phone: 855-JELMYTO (855-535-6986) | Fax: 833-664-7216

Welcome to UroGen Support

Email *

Password *

[Log in](#)
[Forgot your password?](#)

UroGen Pharma

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This site is intended for US Healthcare Professionals only.

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[PLEASE SEE IMPORTANT SAFETY INFORMATION AND FULL PRESCRIBING INFORMATION](#) ▲

Required HCP Information for Enrollment

UroGen Support Enrollment

Welcome to the UroGen Support enrollment page. To submit an enrollment request, please fill in as much detail as possible about your practice and doctors. All fields marked with an asterisk (*) below are required. All information provided will be stored in your browser session and will be automatically deleted when your session expires (after there has been no action in at least 15 minutes). UroGen Support uses the information you submit on this form to process your enrollment request. By clicking on the "Submit Enrollment" button below, you agree that the information you provide will be governed by our site Privacy Policy.

NPI

Input a provider or practice NPI and we'll see if we can find the rest!

NPI NPI should be 10 Digits

Practice

Practice Name *	<input type="text"/> Specify Practice Name	Tax ID	<input type="text"/>
NPI *	<input type="text"/>	Fax Number *	<input type="text"/> e.g. (555) 555-5555
Phone Number *	<input type="text"/> e.g. (555) 555-5555	Suite	<input type="text"/>
Street *	<input type="text"/>	State *	Select A State...
City *	<input type="text"/>		
Zip *	<input type="text"/>		

User

Firstname *	<input type="text"/>	Lastname *	<input type="text"/>
Middlename	<input type="text"/>	Email *	<input type="text"/> e.g. example@domain.com

[+ Add User](#)

Prescriber

NPI *	<input type="text"/> NPI	Tax ID	<input type="text"/>
Firstname *	<input type="text"/> First Name	Lastname *	<input type="text"/> Last Name
Middlename	<input type="text"/>	Ref taxonomy *	Select A Taxonomy...
Phone number *	<input type="text"/> e.g. (555) 555-5555	Fax number *	<input type="text"/> e.g. (555) 555-5555
SLN	<input type="text"/> State License Number	DEA	<input type="text"/> DEA Number
PTAN	<input type="text"/> Provider Transaction Access Number	Email	<input type="text"/>

[+ Add Prescriber](#)

[Submit Enrollment](#)

Please Note: 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
- **User:** Users can change their password and add/remove physicians or users
- **Live Chat:** Ability to communicate directly with the case managers in real-time via chat

The screenshot displays the UroGen Support Home Screen. At the top, there are navigation tabs: Cases, Submit a Request (highlighted), Orders, Mixings, Treatments, and Resources. On the right, there are dropdown menus for Status Color Meaning, Possible "Next Steps", and Tech Support. Below the navigation, the user's name is listed as "Rep: Demo Rep" with an email address "demo_user@urogen.com" and a "Schedule a Rep Visit" button. A "Next Instillation" alert shows "4/26/22 04:00 PM" and a status for case "110453 - Tynan Markey" as "Product Delivered". A progress bar shows "Pending Cases" and "Investigated Cases".

The main section is titled "Active and Recently Completed Cases" and includes a search bar with filters for "All Cases", date ranges, and a search by Case ID, Patient, or Physician. Below the search bar is a table of cases:

ID	Submitted	Investigated	Treating	Patient	Physician	Status	Next Steps	Actions
110467	09/13/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	Download Re-run
110466	09/13/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	Download Re-run
110461	08/29/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	Download Re-run
110454	04/14/2022	04/14/2022		Tynan Markey	LAURA SAMPLE	Med Coverage Available	Order No! Treating	Download Re-run
110453	04/14/2022	04/14/2022	04/26/2022 04:00PM	Tynan Markey	LAURA SAMPLE	Product Administered	No Action Required	Download Re-run
110452	04/14/2022	04/14/2022		Tynan Markey	LAURA SAMPLE	Pending Delivery (Tracking No: 4455262)	No Action Required	Download Re-run

At the bottom, there is a footer with the UroGen Pharma logo, legal notices, and navigation links: HOME, PRIVACY POLICY, LEGAL DISCLAIMER, SUGGESTIONS, and a live chat icon. A note at the bottom reads: "PLEASE SEE IMPORTANT SAFETY INFORMATION AND FULL PRESCRIBING INFORMATION".

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.

1. Getting Started 2. Patient Information 3. Finish


Getting Started

In order to process your request for benefit investigation, the following information must be completed. All information is kept confidential according to HIPAA guidelines. Please fill out the fields below as completely as possible. Missing fields may result in a delay to processing patient benefits in a timely manner.

Procedure (CPT)*	50391 - Instillation of therapeutic agent into	Directions	Use as directed
Diagnosis Code*	x C65.9	Notes	Not shared with patient
Schedule Date of Service	10/10/2022	Care Site*	provider

Dispense as Written (written date will be 10/06/2022)

Next >>



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.

Cases [Submit a Request](#) Resources ▾

Status Color Meaning ▾ Possible "Next Steps" ▾ Demo User ▾

[Important Safety Information](#) | [Full Prescribing Information](#)

Phone: 1-844-604-6359
Fax: 1-844-533-1068

1. Getting Started 2. Patient Information 3. Finish

Getting Started

In order to process your request for benefit investigation, the following information must be completed. All information is kept confidential according to HIPAA guidelines. Please fill out the fields below as completely as possible. Missing fields may result in a delay to processing patient benefits in a timely manner.

Procedure*	20610 - Knee Joint Injection Without Ultrasono ▾	Diagnosis Code*	× M07.661 ×
Product(s)*	SYNOJOYNT × ▾	Site of Service*	MD Office ▾
Injection Site*	Left Knee ▾		
Scheduled Date of Service	mm/dd/yyyy 📅		

Dispense as Written (written date will be 11/30/2021)

[Next >>](#)

1. Getting Started 2. Patient Information 3. Finish

Select a Practice* 123 Sesame St Sunny Days NY 10128

Administering Provider* Laura Turtzo Sample [Add Doctor](#)

Select a Patient* (new patient)

Patient Information

Title Select a Title...

Patient Name* First Name* Middle Name Last Name*

Gender* Specify Gender* DoB* mm/dd/yyyy SSN 123-45-6789

Best Time to Contact Please Specify...

Phone Number* cell eg. (555) 555-5555 Preferred number OK to leave message [+ Add Phone Number](#)

Patient Address

Address* Street* Suite

City State, Zip* City* Select A State*... Zip*

Type* home

Patient Insurances

Insurance Name* Type

Relation to Patient self

Medical Insurance

Member ID* Group Phone

Pharmacy Insurance

Rx Member ID BIN

PCN Rx Group

[+ Add Insurance](#)

« Previous Next »

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.

Submitting a Benefit Request - Step 3

1. Getting Started 2. Patient Information 3. Finish

Patient Information

Title	mr	Gender	M
First Name	Tynan	Middle Name	N/A
Last Name	Markay		
Date of Birth	1920-04-14	SSN	N/A
Best time to contact	morning		
Phone Number #1	home 8552721128		N/A

Patient Address

Street	1951 Marcus Ave	Suite	C130
City	Lake Success	State	NY
Zip	11042	Type	home

Prescription Information

Drug	JELMYTO (mitomycin) for prostatic hyperplasia	Benefits being requested	Both
Schedule Date of Service	2022-10-10	Diagnosis Code (ICD)	O65.9
Written date	10/06/2022	Care Site	provider
Directions	Use as directed	Notes	N/A

Insurance #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	BIN #	N/A

UroGen Support assists health care professionals in the determination of whether treatment could be covered by the applicable third-party payer based on 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 listed above (the Patient); 2) The information provided above is complete and accurate; 3) I authorize UroGen Support to forward the above prescription information to the appropriate pharmacy in order to dispense 'JELMYTO' to the above named patient; 4) I understand that state law may require the pharmacy to contact me to confirm the prescription information before dispensing; 5) By signing this form, I represent to UroGen Support that I have obtained all necessary Federal and state authorizations and consents from my patient to allow me to release health information to UroGen 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 behalf.

◀ Previous **Submit Request**

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.

Active and Recently Completed Cases

The following is a list of all active and completed cases. Click on the Case ID to view details of the case. Yellow cases require user attention.

All Cases Search by Case ID, Patient, Physician

ID	Submitted	Investigated	Treating	Patient	Physician	Status	Next Steps	Actions
110467	09/13/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	<input type="button" value="Download"/> <input type="button" value="Re-run"/>
110466	09/13/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	<input type="button" value="Download"/> <input type="button" value="Re-run"/>
110461	08/29/2022			Tynan Markey	LAURA SAMPLE	Pending Benefits	No Action Required	<input type="button" value="Download"/> <input type="button" value="Re-run"/>
110454	04/14/2022	04/14/2022		Tynan Markey	LAURA SAMPLE	Med Coverage Available	<input type="button" value="Order"/> <input type="button" value="Not Treating"/>	<input type="button" value="Download"/> <input type="button" value="Re-run"/>
110453	04/14/2022	04/14/2022	04/26/2022 04:00PM	Tynan Markey	LAURA SAMPLE	Product Administered	No Action Required	<input type="button" value="Download"/> <input type="button" value="Re-run"/>
110452	04/14/2022	04/14/2022		Tynan Markey	LAURA SAMPLE	Pending Delivery (Tracking No: 4455262)	No Action Required	<input type="button" value="Download"/> <input type="button" value="Re-run"/>

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.

Orders

The following is a list of previously placed orders and their statuses. If an order was placed for a specific patient, the associated case will be linked below. Bulk orders will not have associated links

All Orders Search by ID, Case ID

ID	Case ID	Ordered By	Ordered Date	Completed Date	Status
BU-1234-5678-9012		Tech Support	04/20/2022	04/20/2022	Completed
A-1234-5678-9012-02	110453	Tech Support	04/15/2022	04/16/2022	Completed
A-1234-5678-9012-01	110452	Tech Support	04/15/2022	04/16/2022	Exception

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.

Mixing Requests									
The following is a list of all mixing requests									
All Mixings	mm/dd/yyyy		mm/dd/yyyy		Search by ID, Mixing Site, Treatment Site			Clear	Find
ID	Mixing Site	Treatment Site	Confirmed	Pt Submitted	Instillation	Shipment	3PL Status	Mix Status	Actions
110467	Boxer Mixers	Van by River	✓	09/28/2022			Pending Benefits	Pending Benefits	Complete ✕ Cancel

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 of 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.

Scheduled Treatments								
The following is a list of all scheduled treatments								
All Treatments	mm/dd/yyyy		mm/dd/yyyy		Search by Treatment ID Case ID, Patient, Physician		Clear	Find
ID	Instillation	Ordered	Delivery ETA	Patient	Provider	Status	Next Steps	

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).


Case #110453 Product Administered

Case Information

Created:	04/14/2022	Product:	JELMYTO (mitomycin) for pyelocalyceal instillation
Shipment Date:	N/A	CPT Code:	50391
Benefits Type:	medical	Diagnosis Code:	C65.9
Quantity:	1.0	Directions:	Use as directed
Note:	N/A	Auto X-fer to Pharmacy:	No
Written Date:	04/14/2022	Benefits Investigations:	#1: Aetna - INjRx
Request Form:	Download		

- Clinical info, PA forms, and supplemental documents can be uploaded or downloaded in the “Documents” section.

Documents

 Upload New Document

Choose a file Upload

- 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.

Case Notes

System Note	Scheduled Date of Service Set
08/28/2022 10:38 PM	
System Note	Product Order Initiated.
04/14/2022 01:48 PM	

Type Note Here

Add Note

- 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.

Insurance Information

Insurance #1: Primary insurance

Relation to Patient:	Self	
Plan Name:	Aetna	Plan Type: N/A

Medical Insurance

Member ID:	w1234567891	Group: N/A
Insurance Phone:	N/A	Precert: Cancelled

Pharmacy Insurance

Rx Member ID:	N/A	Rx Group: N/A
BIN:	N/A	PCN: N/A
Prior Authorization:	N/A	

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.

Edit Account

You may edit your user account information here. Note that by using this platform, you accept and agree to the terms of the Business Associates Agreement below.

Firstname	<input type="text" value="Tech"/>
Middlename	<input type="text"/>
Lastname	<input type="text" value="Support"/>
Email *	<input type="text" value="troubleshootery@cmcpilot.com"/>

Password

Password must be at least 10 characters long (no spaces) and include at least one uppercase letter, at least three lowercase letters, one special character, and a number.

Password *	<input type="password"/>
Password confirmation	<input type="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.

Add User

Input information in the form below to add a new user to this account. A welcome email will be sent to the email address provided below.

Firstname	<input type="text" value="First Name"/>
Middlename	<input type="text" value="Middle Name"/>
Lastname	<input type="text" value="Last Name"/>
Email *	<input type="text" value="Email Address"/>

- 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.

Add Doctor

Please input the information for the doctor you wish to create below. The doctor will be automatically added to all practices attached to your account, and available immediately for use in new requests!

NPI *	<input type="text" value="NPI"/>	Specialty	<input type="text" value="Select A Taxonomy..."/>
First	<input type="text" value="First Name"/>	Last	<input type="text" value="Last Name"/>
DEA	<input type="text" value="DEA Number"/>	SLN	<input type="text" value="State License Number"/>
Tax ID	<input type="text" value="Tax ID"/>	PTAN	<input type="text" value="Provider Transaction Access Number"/>