


OPAF Care Connect Prescriber Portal

Quick Reference Guide

Initiate an OPAF Application

1. Select or enter patient information.
2. Select a product.
3. Ensure the patient has a consent on file. If the patient does not have a consent on file, please see the **Initiate Patient Consent** instructions.
4. Ensure patient meets eligibility requirements for each OPAF product and upload the requested documentation (Proof of US Address, Insurance Denial, Proof of Income).
5. Enter ICD-10 Diagnosis Code and applicable diagnosis and dispensing information.
6. Provide Prescriber & Facility information.
7. Specify where to ship the product.
8. Select Prescription Send method. Enter and/or upload signed Rx, if applicable.
9. Confirm details, sign Prescriber Consent, and submit application.
10. Check the OPAF Applications tab for any updates.

 Ensure that you submit one of each of the following documents to complete the application (requirements may vary based on Insurance Eligibility and Income Verification results):

Proof of US Address Documentation:

Applicant must include proof of a US Address

Insurance Documents:

Explanation of Benefits

Insurance Statement

Prior Authorization Denial Letter

Income Documents (for each contributing household member):

Federal Income Tax Return (1040, etc.)

Social Security award letter

W-2 from previous tax year

Disability income information

1099-MISC form

Unemployment benefits letter


2 most recent paystubs

Letter from employer on company letterhead

Please fax this documentation to 844-727-6274.

Check an Application Status

- **Denied** - Patient application has been reviewed and deemed ineligible. Select status link to view case details.
- **Enrolled** - Patient is enrolled in program. Select status link to view case details.
- **Missing Information** - Request received but requires completed paperwork or additional information in order to process the application. Select patient name link to view missing information details.
- **Pending** - A signature is required.
- **Withdrawn** - Patient is withdrawn from the program.

 Ensure to upload supporting documents if the case is in ***missing information*** or ***pending*** status by clicking on patient's name under the OPAF Applications tab.

Initiate Patient Consent

Select one of the three available options to initiate consent for your patient.

- **eConsent via DocuSign Email** - to email an eConsent request to your patient, follow the process below:
 - Select or enter patient information.
 - Select whether Legal Representative is signing on behalf of the patient. If Legal Representative is signing, enter their information.
 - Click the Send eConsent Email To Patient button.
 - Patient has 10 business days to submit their eConsent.

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Initiate Patient Consent

- **On-Site eConsent**- If the patient is on-site and can provide their eConsent immediately, follow the process below:
 - Select or enter patient information.
 - Select whether Legal Representative is signing on behalf of the patient. If Legal Representative is signing, enter their information.
 - Click Next.
 - DocuSign will open, click Continue, click Start, then click on Sign box.
 - Patient will submit eSignature, then click Finish.
- **Patient Paper Consent** - If you wish to upload signed patient paper consent, follow the process below:
 - Select or enter patient information.
 - Select whether Legal Representative is signing on behalf of the patient. If Legal Representative is signing, enter their information.
 - Click on button "Click to Download Paper Consent".
 - PDF will download and patient can open PDF, print and sign.
 - PDF will need to be scanned and saved.
 - Upload signed PDF by clicking on Upload Files, then click Next.

PATIENT PAPER CONSENT

Ensure the file uploaded does not exceed the maximum file size {10 MB} and/or the appropriate file type is selected {PDF, JPG, or PNG}

Check Patient Consent Status

- **Canceled** - The HCP has canceled the eConsent request.
- **Expired** - Patient's consent has expired; select the status
- **Canceled** - The HCP has canceled the eConsent request.
- **Inactive** - eConsent request has expired due to lack of response.
- **Received** - Patient has submitted consent; select the status link to download the signed consent form.
- **Sent** - eConsent request has been sent and we are waiting for the patient to complete.
- **Processing** - Your patient paper consent request has been uploaded and is being processed.
- **Invalid** - The patient paper consent request was determined to be invalid; select the status link for the reason(s) and try the upload again.
- **Accepted** - The patient paper consent request has been accepted.

PATIENT PAPER CONSENT

Initiate a new consent request if the patient consent is in **expired**, **inactive** or **invalid** status