


# OPAF Care Connect Patient Portal

## Quick Reference Guide

### Initiate OPAF Application

1. Click Initiate New OPAF Application.
2. Select Consent Type:
  - a. Online Patient eConsent allows you to provide patient consent immediately online.
  - b. Patient Paper Consent allows you to generate a downloadable consent form that you can print out, save, and upload.
  - c. Complete Patient and Legal Representative information, if applicable and click Next.
  - d. Complete Online Consent form or upload completed paper consent.
  - e. Click Next.
3. Click Proceed with OPAF Application.
4. Select a Product
5. Enter Patient Information, then click Next.
6. Enter or upload Pharmacy and Medical Insurance Card Information, if applicable, and then click Next.
7. Complete Patient Insurance Eligibility and Income Verification Information.
8. Upload US Address, Insurance Denial, and Proof of Income Documentation, if available, then click Next.
9. Enter Prescriber Information, then click Next.
10. Confirm details, then click Submit Application.
11. Click Yes to submit the Application.
12. Check the My Workspace tab to view application status.

 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 Application Status

1. Review the Enrollment Status field on the Homepage or MY WORKSPACE page. The following list explains the Enrollment Status definitions:
  - **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.