

Provider Portal End-to-End User Manual



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Provider Portal Benefits



Welcome to the J&J withMe Provider Portal, another way Johnson & Johnson helps you support your patients to get started and stay on track with their prescribed medicine from Johnson & Johnson.

This User Manual will show you what the Provider Portal provides and how to navigate the site. As you use the Provider Portal, please note that resources and program offerings can vary by product and, thus, may be different from what is shown here.

Benefits of Using the J&J withMe Provider Portal



Enroll patients in personalized 1:1 support and cost support with prescription submission for applicable therapies



Track and monitor progress through the patient journey



Submit Savings Program rebate requests, run Benefits Investigations, and initiate Appeals



And so much more!

Creating a Portal Account



This is the portal landing page.

- A LOG IN:** If you've already registered for the portal, you can log in to your account by entering your email address and password and clicking **Log In**
- B CREATE AN ACCOUNT:** If you have not already registered for the portal, you can begin the process of creating your account by clicking **Create an Account**
- C CONTINUE WITHOUT AN ACCOUNT TO PROVIDER EXPRESS:** Enroll eligible patients in multiple resources with no username or password (Business Associate Agreement [BAA] or Patient Authorization [PA] required). This option does not provide full portal functionality

Please note: Click **Forgot Password?** to initiate a password reset. If you aren't sure whether you already have a Provider Portal account, you can click **Forgot Password?** and enter your email address to see if there is an account associated with it.

Continued >

Creating a Portal Account (cont'd)



All users are considered Site Staff when their account is created. Users will be further designated as one of the following roles:

- Educator
- Office Manager
- Physician
- Nurse Practitioner
- Nurse
- Office Staff
- Physician Assistant
- Pharmacist
- Medical Assistant
- Other

Users can also be granted Admin permissions. Admin permissions are limited to managing Site information and Staff profiles and access. All other privileges are the same.

Newly created accounts are placed in read-only mode, where the user can log in but no other functionality is available until their account is approved by a Site Admin.

[Continued](#) >

Please note: The user that creates the Site is automatically designated as Site Admin.

Site Admins can edit Site information and Staff profiles, including approving/rejecting Staff access, for their Site(s) only.

Network Admins get access to all Sites on the network. They can edit all Site information and all Staff profiles, including approving/rejecting Staff access, across all Sites.



Creating a Portal Account (cont'd)



Typically, new user accounts are approved by a Site Admin. If there isn't a Site Admin (eg, if the new user is the first user account to be created for the Site), the new user must request to be granted access as a Site Admin.

For immunology brands:

To request access as a Site Admin, the user may either:

- Send an email with applicable details from their work email address to their Field Reimbursement Manager (FRM) requesting to add them as a Site Admin—a personal email such as a Gmail account will not suffice; the email must be associated with the practice where the user works. The request must include the name and address of the Site, as well as the Site Admin's first and last names, role, email address, and a description of the request. A workflow is initiated to add the Site Admin privileges to the user's Portal account

OR

- Call their Case Manager. The name and address of the Site must be provided as well as the Site Admin's first and last names, role, and email address. After verifying the user, the Case Manager initiates the process to add the Site Admin privileges to the user's Portal Account

For non-immunology brands:

The new user must fax in their request to be granted access as a Site Admin on practice letterhead to **844-286-5444**.

Continued >

Creating a Portal Account (cont'd)



The screenshot shows the 'Sign up for the J&J withMe Provider Portal' page. At the top, there's a progress bar with five steps: 1. Choose Medication(s), 2. My Sites (current step), 3. My Information, 4. Communication Preferences, and 5. Review & Submit. Below the progress bar, the 'My Sites' section is highlighted. It contains two buttons: 'Find My Sites' (labeled with a circled 'A') and 'Add New Site' (labeled with a circled 'B'). To the right of these buttons, there is a text box that says: 'Save time by searching for your site in "Find My Sites". Someone may have already set up your site in our system with all required information. If you don't find your site, click "Add New Site".' Below the buttons are 'Continue' and 'Back' buttons. At the bottom right, there is an illustration of a person standing next to a plant.

This is the start of the account registration process. You will see this screen when you click **Create an Account**.

- A FIND MY SITES:** If your Site(s) already exist in the system, you will be able to search for them by clicking **Find My Sites**
- B ADD NEW SITE:** If your Site is not already in the system, you can begin the process of adding it by clicking **Add New Site**
 - Sites can be added at a later time from the Site Management section of the My Account screen
 - Users will not be permitted to create duplicate sites within the system, and the system will perform a digital check to ensure that duplicate sites are not created
 - Only users with Network Admin permissions may add affiliated Sites – other users should call **844-4withMe (844-494-8463)** so a Case Manager can add the Site

If your Site is part of a Network, you can be granted access to view all patients across the different Sites from the portal.

Finding an Existing Site



STEP

1

The screenshot shows the 'My Sites' section of the J&J withMe Provider Portal. A progress bar at the top indicates the current step is 'My Sites'. Below the progress bar, there is a section titled 'My Sites' with a yellow box highlighting the 'Find My Sites' button. To the right of the button, there is a text box with instructions: 'Click "Find My Sites" to see if your site already exists in our system. Don't find your site? Click "Add New Site".' Below the text box, there is a 'Find My Sites' button and an 'Add New Site' button. The 'Find My Sites' button is highlighted with a yellow box.

Click **Find My Sites** to search for an existing Site.

STEP

2

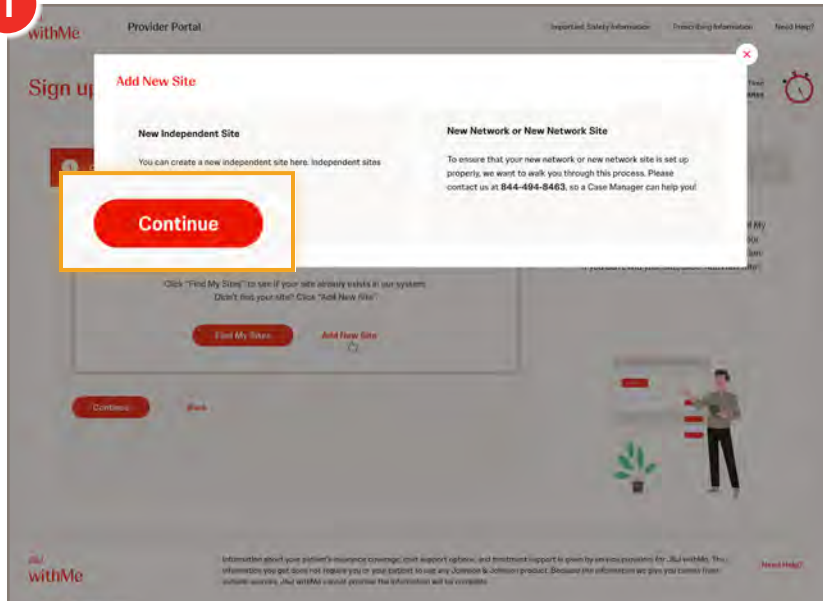
The screenshot shows the 'Find My Sites' modal. The modal has a title 'Find My Sites' and a close button. It contains two input fields: 'State' (with 'Illinois' entered) and 'Site Name' (with 'Adapt Health Services' entered). Below the input fields is a red 'Search' button, which is highlighted with a yellow box. At the bottom of the modal, there are 'Find My Sites' and 'Add New Site' buttons. The background shows the 'My Sites' section of the portal.

Use the fields to enter your Site's name and the state it is located in, then click **Search** to see relevant results.

Adding a New Site



STEP 1



Click **Add New Site** if your Site hasn't already been enrolled. If you are creating a New Independent Site, click **Continue** to proceed.

If you are creating a new Network or a new Site within a Network, you will need to call **844-4withMe** (844-494-8463) so that J&J withMe can help facilitate.

STEP 2

Next, add all the information requested about the Site, and the Prescriber associated with the Site.

Continued >

Adding a New Site (cont'd)



STEP

3

withMe Provider Portal

Important Safety Information | Prescribing Information | Need Help?

Sign up for the J&J withMe Provider Portal

1 Choose Medicines 2 My Site 3 My Information 4 Communication Preferences 5 Review & Submit

Summary

Medicine(s) [Edit](#)

PRODUCT D
PRODUCT S
PRODUCT T
PRODUCT Y

My Information [Edit](#)

Full Name: Wilson, Stacy
Role: Physician
Phone (Office): (555) 242-4324
Email: stacywilson@gmail.com

My Sites [Edit](#)

Site Name	Address	Phone / Fax
Adapt Health Services	200 E Cermak Rd. Chicago, IL 60616	Phone: (555) 925-6338 Fax: (555) 285-7634

[Continue](#)

Once you have finished adding information about the Site, complete the sign-up process by adding your personal information and communication preferences, then review your information and click **Continue**. You will see a confirmation message with a green check mark once the Site has been submitted.

STEP

4

withMe Advocate Hospital

Important Safety Information | Prescribing Information | Need Help?

Dashboard | Patient List | Resources | Messages

[My Account](#)

Welcome back, Stacy!

My Actions

Patient Name	Date	Product	Action
McDowell, Jane	05-28-1967	PRODUCT S	Call B33-J&J withMe
Smith, Sara	06-02-1958	PRODUCT E	Initiate Appeal
Johnson, Alice	04-25-1967	PRODUCT S	Initiate Appeal
Torres, Jack	06-06-1960	PRODUCT D	Call B33-J&J withMe
Milton, Justin	10-20-1959	PRODUCT S	Call B33-J&J withMe

[See More](#) [Clear All](#)

Other Updates

[Add Patient](#)

Latest Messages

- Apr 3, 2023
A Site Staff User Has Requested Site Access
- Apr 4, 2023
VOB Delayed: Carson, Kelly
- Aug 1, 2023
A Site Staff User Has Requested Site Access

[See More](#)

My Account

- Account Management
- Communication Preferences
- Site Management
- Staff Management
- Consent Management
- Logout

If you need to add an Independent Site later on, navigate to the Dashboard and use the My Account dropdown menu to click **Site Management**.

Continued >

Adding a New Site (cont'd)



STEP

5

The screenshot shows the withMe website interface. The top navigation bar includes links for 'Important Safety Information', 'Prescribing Information', and 'Need Help?'. The main navigation bar includes 'Dashboard', 'Patient List (All Active Patients)', 'Resources', and 'Messages'. The 'My Account' section includes 'Account Management' and 'Communication Preferences'. The 'My Sites' section includes 'Site Management', 'Staff Management', and 'Consent Management'. The 'Site Management' section displays a table of sites and a 'Find More Network Sites' button.

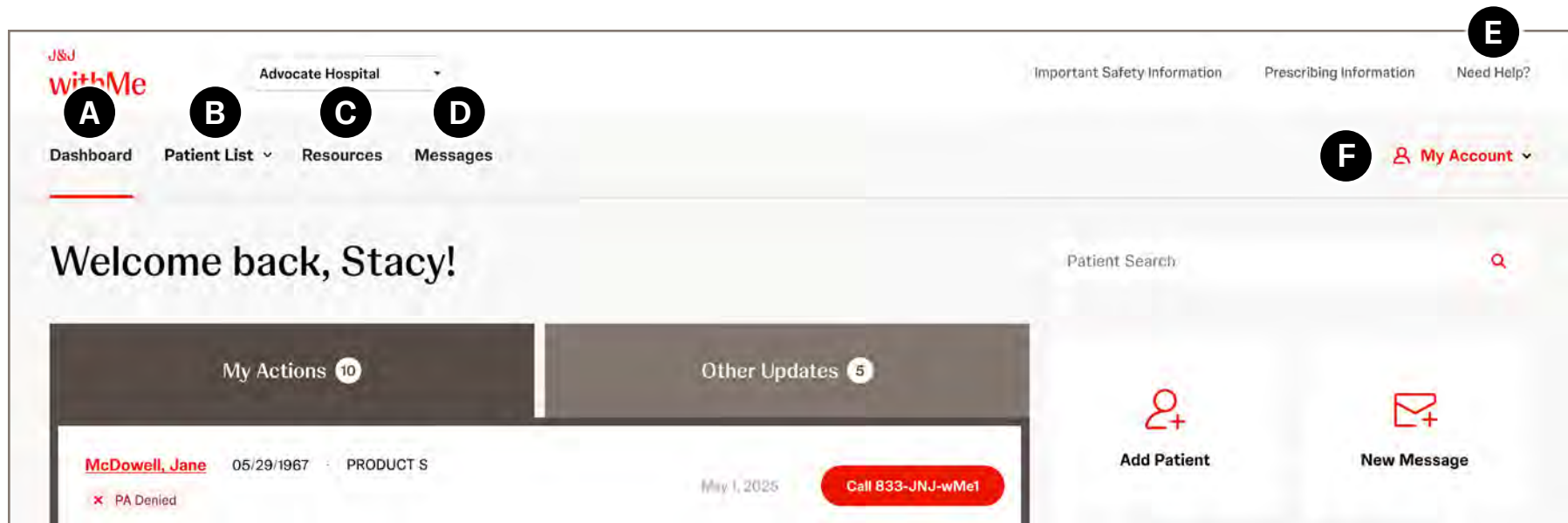
Network / Independent Site	Site Name	Address	Phone / Fax
AdvaGroup	1 site	1060 W Addison St, Chicago, IL 60613	Phone: (555) 820-1284 Fax: (555) 739-8988
Adept Health Services		200 E Cermak Rd, Chicago, IL 60616	Phone: (555) 925-8338 Fax: (555) 285-7634

To add or remove a Site from your Network, go to the **Site Management** screen to initiate the process using the **Find More Network Sites** button. You can also use the **Remove** button to remove a Site. Only Network Admins and Site Admins may remove a Site.

- Users will not be permitted to create duplicate sites within the system, and the system will perform a digital check to ensure that duplicate sites are not created

Please note: Removing the Site will also remove all Patients associated with that Site. If you want to transfer Patients to another Network Site prior to removing a Site, please call **844-4withMe** (844-494-8463)

Provider Portal Structure



A DASHBOARD: A list of actions needed, status updates, and most recent messages. For more information on the Dashboard, [please see page 13](#)

B PATIENT LIST: At-a-glance view of patient lists, with extensive filters and sorting options. For more information on the Patient List, [please see page 33](#)

C RESOURCES: Helpful reference materials and templates

D MESSAGES: Your inbox for all J&J withMe communications. For more information on the Messages page, [please see page 41](#)

E NEED HELP?: Support and guidance when you need it. For more information on the **Need Help?** button, [please see page 42](#)

F MY ACCOUNT: Overview of account management, communication preferences, and site/staff management. For more information on the **My Account** page, [please see page 14](#)

The Provider Portal Dashboard is a consolidated overview of your day-to-day actions and updates. This will be your landing page when you log in to the Provider Portal, giving you immediate access to priority actions and relevant updates based on recent activity.

A **MY ACTIONS:** A list of actions needed by you for your patients

- As actions are performed and the system is updated with changes, completed actions will be removed, and new actions will appear as needed

B **OTHER UPDATES:** A list of the most recent status updates for your patients

- Updates shown in this section are included only to record progress but do not currently require action from you
- As the system is updated with changes, only the latest status will be shown

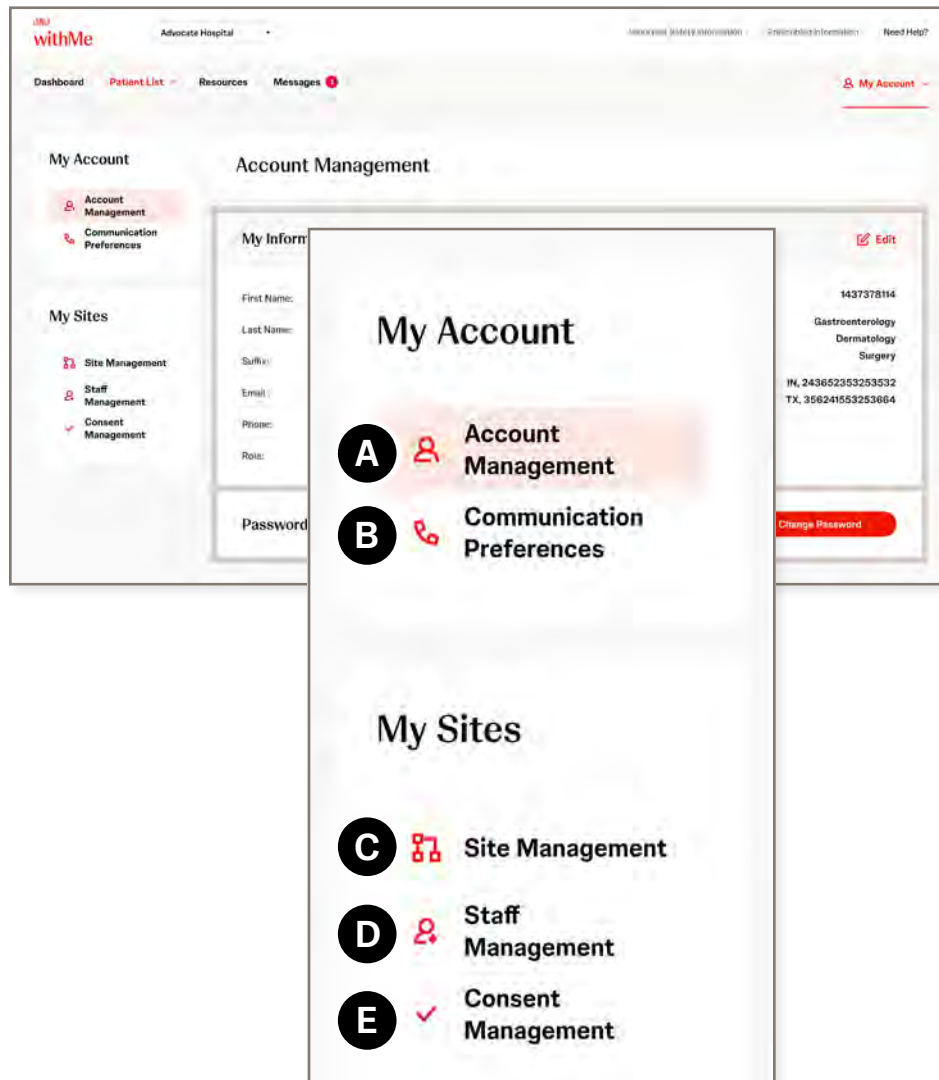
C **MOST RECENT BOOKMARKED PATIENTS:** Quick access to patients you've bookmarked

- You can bookmark patients anywhere on the Provider Portal by clicking the star displayed next to the patient's name

D **LATEST MESSAGES:** Preview of the most recent messages received in your J&J withMe inbox

E **MY ACCOUNT:** Options related to your user account Site Management and Staff Management

The My Account tab allows you to manage your account, including details and options related to your Sites and Staff.



- A ACCOUNT MANAGEMENT:** Make any changes to your personal information or change your password
- B COMMUNICATION PREFERENCES:** Control how you would like to receive communications from Johnson & Johnson
- C SITE MANAGEMENT:** Add affiliate Sites, find more network Sites, and remove Sites
- D STAFF MANAGEMENT:** Review all Staff on record, including current status and any required actions or approvals
- E CONSENT MANAGEMENT:** Submit Business Associate Agreement (BAA)

Staff Management



Network Admins and Site Admins may add, remove, and edit Site Staff from the Staff Management screen.

My Account

- Account Management
- Communication Preferences

My Sites

- Site Management
- Staff Management**
- Consent Management

Staff Management

Site Staff Search:

A Add Site Staff

Name	Role	Email	Phone	User Status	Admin
Ballard, Wallace	Physician R	wballard@adva.com	(555) 635-6035	✓ Registered	Network Admin
Brown, Michael	Physician R	mbrown@adva.com	(555) 923-5948	Admin Approval Required	Site Admin
Burns, Pablo	Physician	pburns@adva.com	(555) 145-9865	✓ Registered	
Doe, Jane	Physician R	jdoe@adva.com	(555) 099-2478	✓ Registered	Site Admin
Hart, Caroline	Physician Assistant	chart@adva.com	(555) 305-6724	✓ Registered	
Jones, Brett	Physician Assistant	bjones@adva.com	(555) 399-6724	✓ Registered	
Small, Katherine	Physician Assistant	ksmall@adva.com	(555) 502-4368	Admin Approval Required	

B **C**

- A ADD SITE STAFF:** Add a new Staff member to the Site currently selected in the dropdown menu at the top left of the screen
 - Staff members can be added to more than one Site
- B EDIT:** Make changes to a Staff member's information
- C REMOVE:** Remove a Staff member from a Site – once a staff member is removed, they will no longer have access to patient records and data

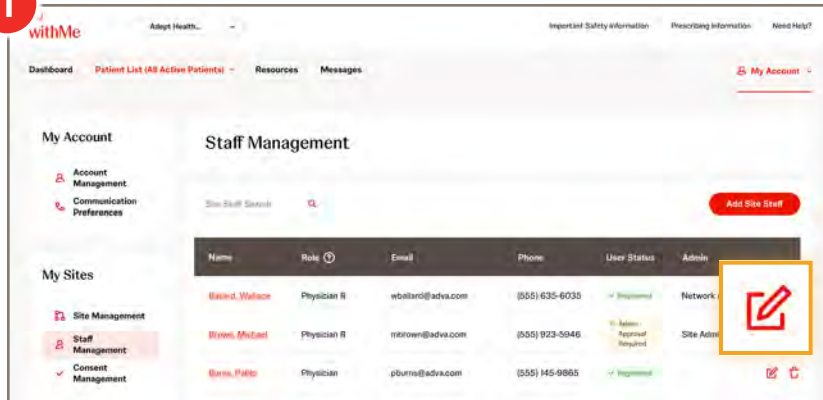
Continued >

Please note: If all Site Admins leave the practice, the process to request Admin privileges must be restarted. For more details, **please see page 6.**

Staff Management (cont'd)

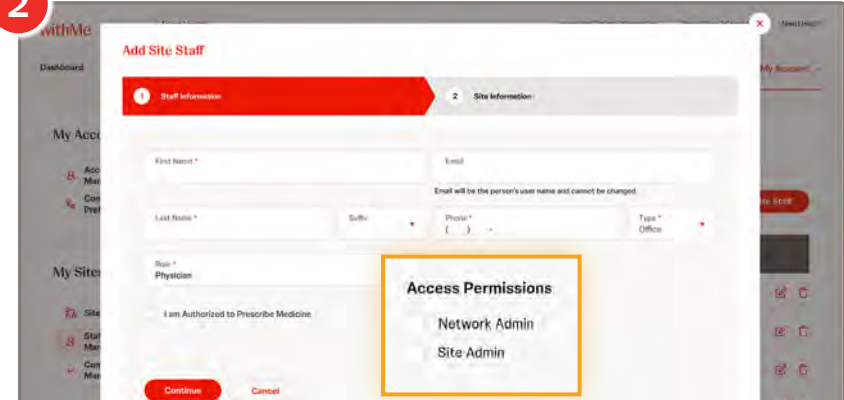


STEP 1



To change a Staff member's access permissions, find the individual on the Staff Management screen, then click the edit button as shown above.

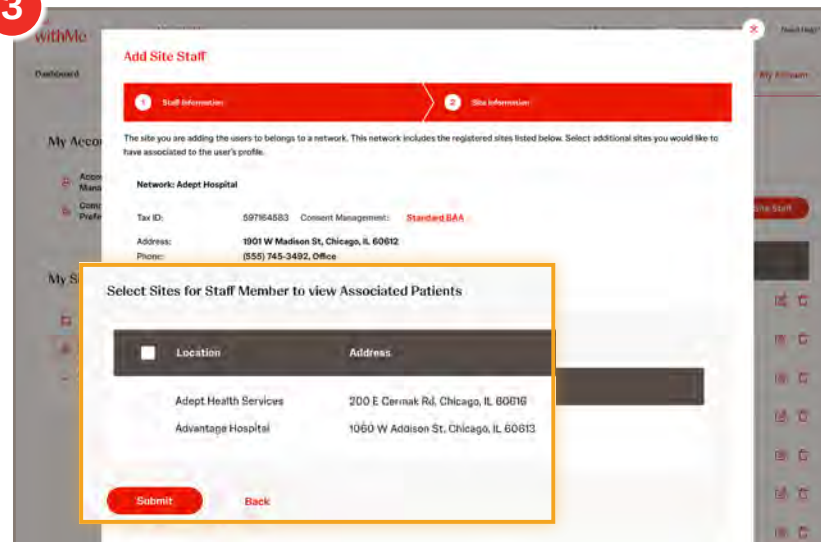
STEP 2



Check or uncheck Network Admin or Site Admin to give this Staff member the desired admin permissions.

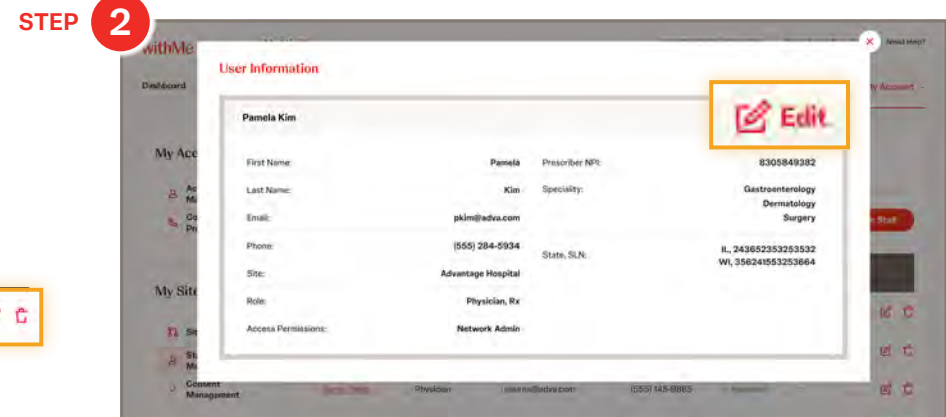
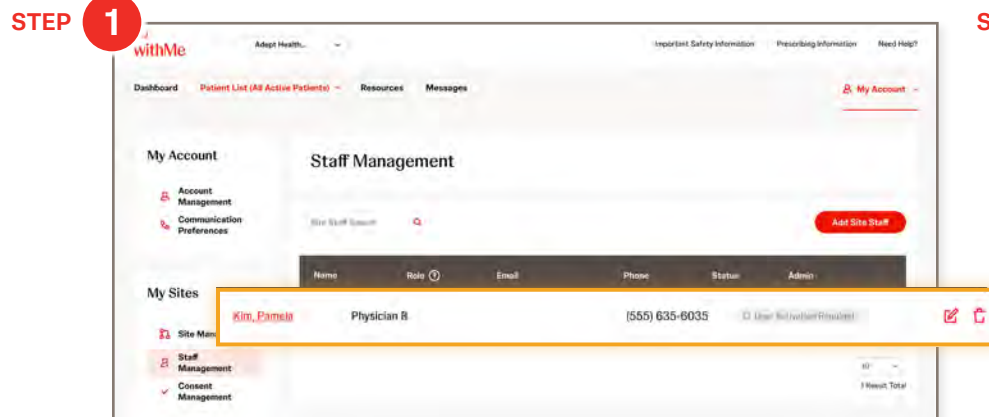
Next, click **Continue**.

STEP 3



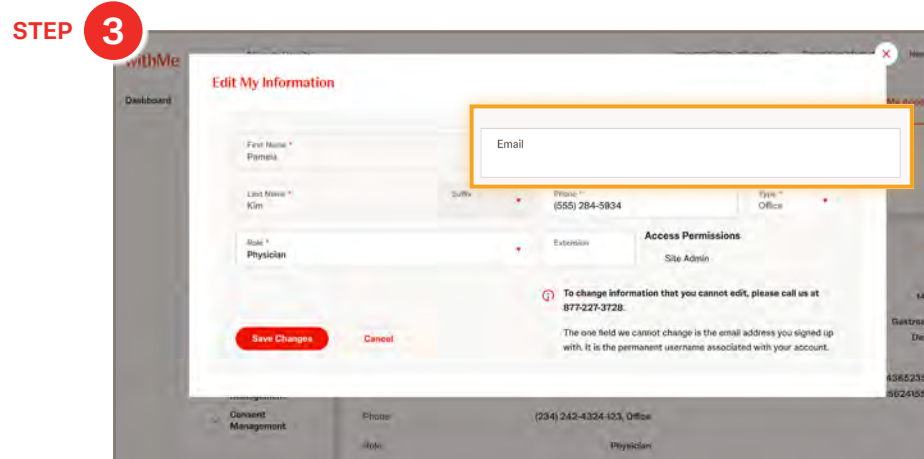
Select any additional Sites that should be associated with the Staff member's profile using the checkboxes. Click **Submit** to confirm the changes.

Account Activation



HCPs and other Staff members can be in the system without having a Provider Portal account. To check whether this applies to an individual, go to **Staff Management**. If they do not have a Provider Portal account, there will be no email address listed. An email address must be added to activate their Provider Portal Account.

To add an email address, click the **Edit** button or click their **name**, then click **Edit**.



Enter the individual's email address in the **Email** field, then click **Continue**.

[Continued](#) >

Account Activation (cont'd)



- STEP 4** An email will be sent via the email address provided. To activate the user account, the recipient needs to click **Get Started** in the email.

STEP 5

Staff Access Approval

Wallace Ballard

First Name: Wallace Prescriber NPI: 8305849382

Last Name: Ballard Specialty: Gastroenterology Dermatology Surgery

Email: pkim@adva.com

Phone: (555) 284-5934 State, SLN: IL, 24365235325332 WI, 356241553253684

Site: Advantage Hospital

Role: Physician, Rx

Access Permissions: Network Admin

Please Approve to grant this staff member access to your site, or Reject if they should not have access.

Approve **Reject**

Once the account has been activated, a Site Admin or Network Admin needs to click **Admin Approval Required** in the Status column of the Staff Management screen and then click **Approve**. If this step is not completed, the user will be stuck in Read Only mode — they will be able to log in to the Provider Portal, but no other functionality will be available.

STEP 6

Staff Management

Name	Role	Email	Phone	Status	Network Admin
Simon, Dorothy	Physician R	pkim@adva.com	(555) 284-5934	Admin Approval Required	Network Admin

Add Site Staff

Items per page: 10 | 1 Row(s) Total

Once the process is complete, the Staff member's Status will change from **Admin Approval Required** to **Registered**.

There are 2 methods to enroll patients into J&J withMe.

The provider can choose from the following options:



A digital Patient Enrollment Form (PEF) located within the portal that a provider can eSign (therapy-dependent) – this process is detailed at [Adding a Patient page 20](#)



A faxed signed paper PEF

Patients can also sign the Patient Authorization via the following options:



An email from the provider to the patient with a link to eSign



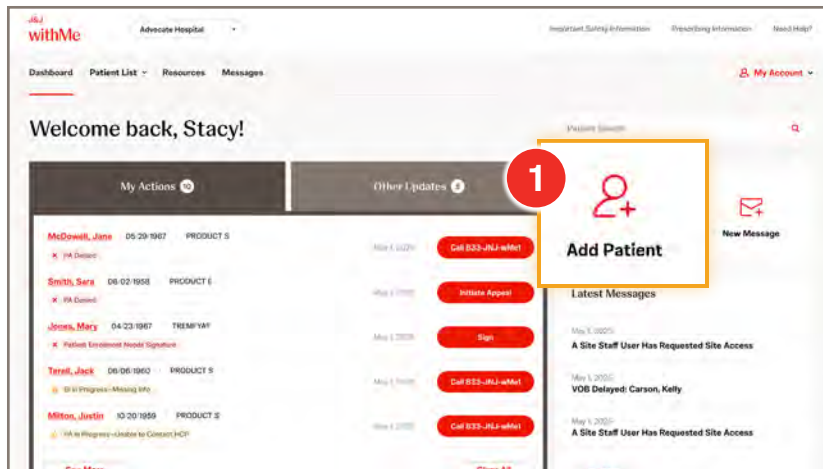
HCP uploads a signed Patient Authorization in the Provider Portal



Patient visits the Patient Portal



Adding a Patient



STEP 1 Open the Provider Portal Dashboard and click **Add Patient**.

Add a Patient

Product Information

Prescribed Medication *
TREMIFYA® (guselkumab)

Indication *
Crohn's Disease

Provider *
Stacy Wilson

Provider Type *
Prescribing & Treating Physician

Patient Information

First Name *
Hernando

Last Name *
Rodriguez

Email
hernandorodriguez@gmail.com

Sex *
Male

Date of Birth *
08/09/1977

Phone *
(909) 999-9999

Type *
Mobile

Street Address *
20 N Wacker Dr., Suite 500

City *
Chicago, IL

State *
IL

Zip *
60606

Add Patient

Back

The information you provide will be processed by Johnson & Johnson Health Care Systems Inc., its affiliates, and its service providers in accordance with its [Privacy Policy](#), and if applicable, its affiliated, noncommercial dispensing pharmacy, Access Therapy Center ("Pharmacy"), in accordance with its [Notice of Privacy Practices](#).

STEP 2 Add Product Information and Patient Information. The Product Information entered here can be used to automatically populate a PEF later on. Once all the information has been entered, click **Add Patient** to save and continue.

Enrolling a Patient



When adding a patient to the portal, prescribers can now automatically populate the PEF and initiate enrollment into patient support programs.

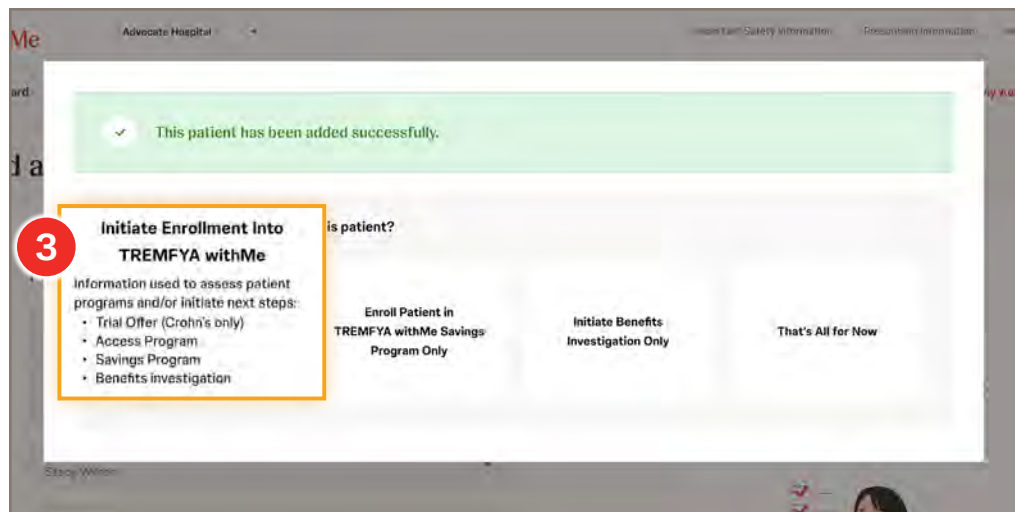
Prescriptions can also be submitted in the portal. At present, this functionality is only available for TREMFYA® (guselkumab) for Crohn's disease and ulcerative colitis. Please be aware that resources and program offerings may vary by product and may differ from what is presented here.

There are 2 ways to begin the process of signing and submitting a PEF within the Provider Portal:

- For guidance on this functionality for newly added patients, please begin on this page
- For guidance on this functionality for patients already enrolled in TREMFYA withMe, please begin at **Initiating Enrollment for an Existing Patient on page 23**

PLEASE NOTE:

Functionality related to prescription submission is only currently available for TREMFYA®.



STEP 3 After the patient has been added, click **Initiate Enrollment Into TREMFYA withMe.**

The patient support and resources provided by TREMFYA withMe are not intended to give medical advice, replace a treatment plan from the patient's healthcare provider, offer services that would normally be performed by the provider's office, or serve as a reason to prescribe TREMFYA®.

Continued >

Enrolling a Patient (cont'd)



4 Patient Enrollment Details

Jones, Mary 04 / 23 / 1967 TREMFYA® (guselkumab)

Patient Information		Prescriber Information	
Name:	Mary, Jones	Prescriber Name:	Wilson, Stacy
Date of Birth:	04/23/1967	Practice Name:	Advocate Hospital

Patient Consent

The patient has consented to treatment by the Pharmacy, if eligible, and has authorized the collection, use, and disclosure of their health information as described in the Privacy Policy. I understand that the Pharmacy may be contacting the patient by phone or otherwise concerning this program.

Clinical Information for TREMFYA® (guselkumab)

Diagnosis *
K51.1 Ulcerative Colitis

Approximate Date of Diagnosis
12/01/2019

Add Secondary Diagnosis

Previous T3 Test Result
12/01/2019

Prior Medicines (Optional)

Previous Used prior medicines

A Insurance Information

The patient has no insurance and has checked eligibility requirements or applied to all available options for free or minimal cost insurance or other assistance.

Primary Medical Insurance Provider *

Insurance Plan *

Policy # *

Group # *

Contributor First Name *

Contributor Last Name *

Contributor Date of Birth *

Relationship to Contributor *

5 Continue

The patient support and resources provided by TREMFYA withMe are not intended to give medical advice, replace a treatment plan from the patient's healthcare provider, offer services that would normally be performed by the provider's office, or serve as a reason to prescribe TREMFYA®.

Prescribing Guide for TREMFYA®: Provide the Medication Guide to your patients and encourage discussion.

Enrollment is complete.

STEP 4 Complete the Patient Enrollment Details.

A Checking this box:

Affirms that the patient doesn't have insurance or sufficient insurance

Helps facilitate enrollment for eligible patients in the Johnson & Johnson Patient Assistance Program

STEP 5 Click **Continue**.

Additional Affordability Support from Johnson & Johnson

Patient assistance is available if your patient has commercial, employer-sponsored, or government coverage that does not fully meet their needs. Your patient may be eligible to receive their medicine from J&J at no cost for up to one year if they meet the eligibility and income requirements for the Johnson & Johnson Patient Assistance Program. See terms and conditions at PatientAssistanceInfo.com/IMM.



This process continues at **Signing and Submitting a PEF on page 24.**

Initiating Enrollment for an Existing Patient



Jones, Mary 04 / 23 / 1967

TREMFYA® (guselkumab) [Add Medicine](#)

Patient Summary

Savings Program

Insurance Coverage

Patient Enrollment (Prescription Included)

Status: Not Started

[Start New Patient Enrollment](#)

To initiate the Patient Enrollment Form process for a patient who is already enrolled in TREMFYA withMe, open the relevant patient's **Patient Card** by clicking on their name anywhere in the Provider Portal, scrolling to the **Insurance Coverage** section, and clicking **Start New Patient Enrollment**.

This process can be initiated whether or not a Benefits Investigation has already been run or the patient has already been enrolled in the Savings Program. In the event that a PEF needs to be resubmitted for the patient (eg, for maintenance dosing), this can also be accomplished by clicking **Start New Patient Enrollment**.

Please note: If the form has already been submitted, the Status field will instead display Signed and Submitted, and the document itself can be accessed by clicking **Link to download copy of Patient Enrollment Form**.

Patient Enrollment (Prescription included)

Status: Signed and Submitted

Completed Date: 05/01/2025

[Link to download copy of Patient Enrollment Form](#)

Signing and Submitting a PEF



1

withMe Advocate Hospital

Dashboard Patient List Resources Messages My Account

Complete Prescription Information

1 Prescription Information 2 Sign Enrollment

Select an option to sign

A Electronically Sign

B Download and Fax

C Send to Provider's Portal for Signature

The information you provide will be processed by Johnson & Johnson Health Care Systems Inc., its affiliates, and its service providers in accordance with its [Privacy Policy](#), and if applicable, its affiliated, noncommercial dispensing pharmacy, Access Therapy Center ("Pharmacy"), in accordance with its [Privacy Policy](#).

My Actions Other Updates

Patient Name	Date of Birth	Product	Action
McDowell, Jane	05/29/1967	PRODUCT S	Call 833-742-4641
Smith, Sara	06/02/1956	PRODUCT E	Initiate Appeal

Jones, Mary 04/23/1967

TREMFYA® (guselkumab) Add Medicine

Action Needed Case #0024835160 May 1, 2025

Patient Enrollment Needs Signature

Sign

STEP 1 Different methods of signing the Patient Enrollment Form (PEF) are available for prescribers and biologic coordinators.

Prescribers and biologic coordinators

A Electronically Sign

Prescriber will sign the prepopulated form electronically.

OR

B Download and eFax or Fax

Prescriber will download, print, and sign the prepopulated paper form, which can then be eFaxed or faxed to **800-600-7226**.

Biologic coordinators only

C Send to Provider's Portal for Signature

Biologic coordinators can choose to assign the prescriber the task of signing and submitting the form in the Provider Portal.

The provider will receive an email telling them they have been assigned the task of signing the form, with a direct link to the relevant Patient Card within the Provider Portal. This task will also appear in the **My Actions** tab on the prescriber's Dashboard.

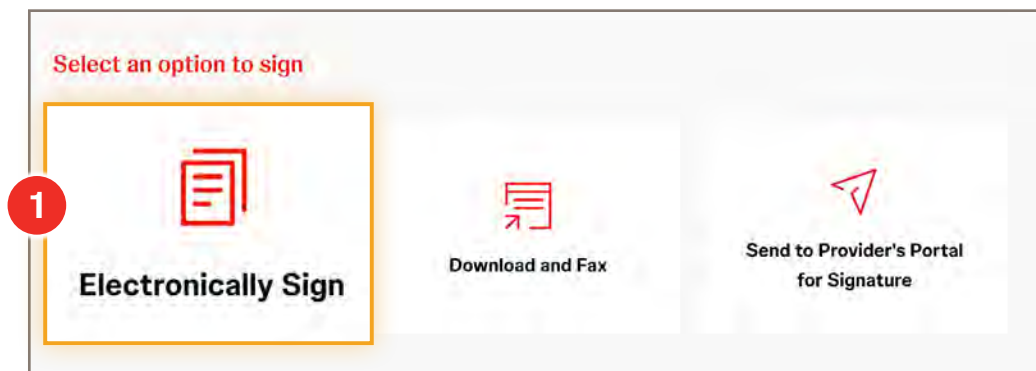
The prescriber can then choose whether to sign electronically or print, sign, and eFax or fax a paper form.

Continued >

Signing and Submitting a PEF (cont'd)



Option A – Electronically Sign



STEP 1 First, click **Electronically Sign**.

STEP 2 Use Adobe Sign to enter the prescriber's signature where appropriate.

A TREMFYA® (guselkumab) Support Program Prescription

Sign the TREMFYA® Support Program Prescription to have TREMFYA withMe help verify insurance coverage, find access and affordability options for eligible patients, and provide ongoing support to help patients start and stay on TREMFYA®.

B Commercial Pharmacy Prescription

Sign the Commercial Pharmacy Prescription to have TREMFYA withMe send the commercial prescription to a commercial pharmacy. Payer-mandated pharmacy supersedes this preference.

Continued >

Signing and Submitting a PEF (cont'd)



Option A – Electronically Sign (cont'd)

1 Prescription Information

2 Sign Prescription

Select an option to sign

Electronically Sign

Download for Fax or Upload

Send to Provider's Portal for Signature

The information you provide will be processed by Johnson & Johnson Health Care Systems Inc., its affiliates, and its service providers in accordance with its [Privacy Policy](#), and if applicable, its affiliated, noncommercial dispensing pharmacy, Access Therapy Center ("Pharmacy"), in accordance with its [Notice of Privacy Practices](#).

By submitting, I confirm that the information provided is current and accurate to the best of my knowledge.

Document has been uploaded. Click below to submit. ✓

Submit

- STEP 3** Once the form has been signed, you will be returned to the Provider Portal where you will see the **Document Has Been Signed** confirmation. Click **Submit** to continue.
- STEP 4** The process is complete when you see **Prescription Information form has been successfully submitted**.

Continued >

withMe

Advocate Health

Important Safety Information

Prescribing Information

Next Step?

Complete Prescription Information

Smith, Sara - 06 / 02 / 1958 - TREMFYA® (guselkumab)

Prescription Information form has been successfully submitted. ✓

If you have any questions, please contact:
844-4withMe (844-494-8463)
Monday – Friday, 8:00 AM – 8:00 PM ET

What do you want to do next for this patient?

Enroll Patient in Savings Program

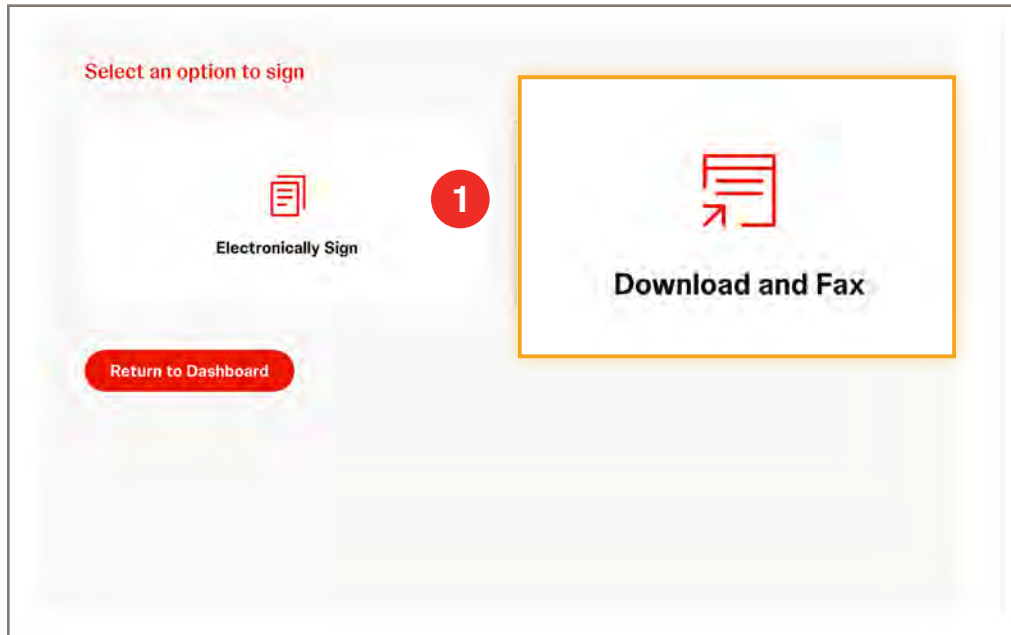
That's All for Now

Please see the full Prescribing Information and Medication Guide for TREMFYA®. Provide the Medication Guide to your patients and encourage discussion.

Signing and Submitting a PEF (cont'd)



Option B – Download and eFax or Fax



STEP 1 First, download the form by clicking **Download and Fax**.

Print this form out and sign it, then eFax or fax it to the number found on the form.



Patient Card



The screenshot shows the J&J withMe interface. The main dashboard displays a list of patients with their names, birth dates, and product codes. A Patient Card overlay is open for Sara Smith, showing her demographic information, medical insurance, pharmacy insurance, caregiver, and recent update. The card also includes sections for Savings Program, Insurance Coverage, and Treatment Support.

Smith, Sara 06 / 02 / 1958

PRODUCT D **PRODUCT T** [Add Medicine](#)

Patient Summary

Patient ID: PT-10293847
Address: 400 S State St, Chicago, IL 60605 [Edit](#)
Phone (Mobile): (555) 387-2849
Email: sarasmith@mail.net

Medical Insurance: [Add Primary](#) [Add Secondary](#)
Pharmacy Insurance: [Add Primary](#) [Add Secondary](#)
Caregiver: Smith, Brittany [Edit](#)

Recent Update: 7/24/2025 [View More Updates](#)

Savings Program [See More](#)
Insurance Coverage [See More](#)
Treatment Support [See More](#)

[Close](#)

Clicking on a patient's name will open their **Patient Card** as an overlay to the current tab. The Patient Card provides detail and functionality regarding the patient's demographics, Savings Program enrollment, insurance coverage, and other related treatment support.

Please note: Each Patient Card is broken down by medicine. If the patient is prescribed more than one J&J medicine, you can click on the names of the medicines underneath the patient's name on the Patient Card to access the relevant information.

[Continued](#) >

Patient Card (cont'd)



Smith, Sara 06 / 02 / 1958

PRODUCT T [Add Medicine](#)

A **Action Needed** Case #222222222 [X](#)

Patient's PA returned not covered Jan 29, 2025

[Begin Appeal](#)

B **Patient Summary**

Patient ID: PT-10293847

Address: 20 N. Wacker Dr, Chicago, IL 60606 [Edit](#)

Phone (Mobile): (555) 223-4546

Email: sarasmith123@email.com

Medical Insurance: [Add Primary](#)
[Add Secondary](#)

Pharmacy Insurance: [Add Primary](#)
[Add Secondary](#)

Caregiver: Smith, Jane [Edit](#)

Recent Update: 4/24/2025 [✓ Funds added to savings card](#)

[View More Updates](#)

- A ACTION NEEDED:** Actions that are needed by you for the patient will appear at the top of the Patient Card
- These are the same actions as those displayed on the My Actions tab on the landing page and the Patient List. They will be removed as the action is taken and the system updates. If there are no actions needed for the patient, nothing will show here on the Patient Card
- B PATIENT SUMMARY:** Overview of patient information, including patient ID, address, contact information, medical insurance details, pharmacy insurance details, and information about their caregiver(s)
- All of the above can be edited from the Patient Card
 - This section also contains a record of all recent updates pertaining to this patient

Continued >

C

Savings Program

Standard

Accumulator

Program Type	Standard
Enrollment Status	✓ Enrolled
Program Year	2025
Total Yearly Available Benefit	\$9,100.00
Benefit Used Year to Date	\$2,000.00
Remaining Available Benefit	\$7,100.00
Payment Information	
AOB Status	✓ AOB on File
Rebate Preferences	Rebate payment to provider/treatment site Edit
Card Status	Active (Annual Auto renewal)
Card Number	XXXX XXXX 7865
Card Expiration Date	11/03/2025
Member ID	41065614210
BIN	610020
Group	99992553
Electronic AOB Link	2
Expiration Days	
Resend Electronic AOB Link	Resend Link

[Submit Rebate](#)[View All Transactions](#)

C SAVINGS PROGRAM: Overview of the patient's Savings Program enrollment (view varies by product)

For Medical Benefit Products

- Details include program type, enrollment status, program year, total benefit, remaining benefit, information status, and rebate preference
- Ability to submit a rebate and view all Savings Program transactions

For Pharmacy Benefit Products

- Details include program type, enrollment status, member ID, BIN and group number, total benefit, and remaining benefit
- Ability to view all Savings Program transactions

Continued >

D Insurance Coverage 

[View Case History](#)

Benefits Investigation

Status: Not Started
Outcome: N/A

[Run New BI](#)

Prior Authorization

Status: Not Started
Outcome: N/A

[Run New PA](#)

Appeal

Status: Not Started
Outcome: N/A

[Begin Appeal](#)

Exception

Status: Not Started
Outcome: N/A

[Begin Exception](#)

D INSURANCE COVERAGE: Overview of information related to the patient's insurance

Benefits Investigation (BI)

- Status and Outcome readouts
- Ability to run new BI, and depending on product, set up recurring BI
- Ability to view Verification of Benefits (VOB) details

Prior Authorization (PA)

- Status, Outcome, and Expiration Date
- Ability to run new PA
- PA monitoring, including outcomes for PAs ran externally

Appeal

- Status and Outcome
- Appeals process research
- Ability to run an Appeal
- Letter of Medical Necessity template

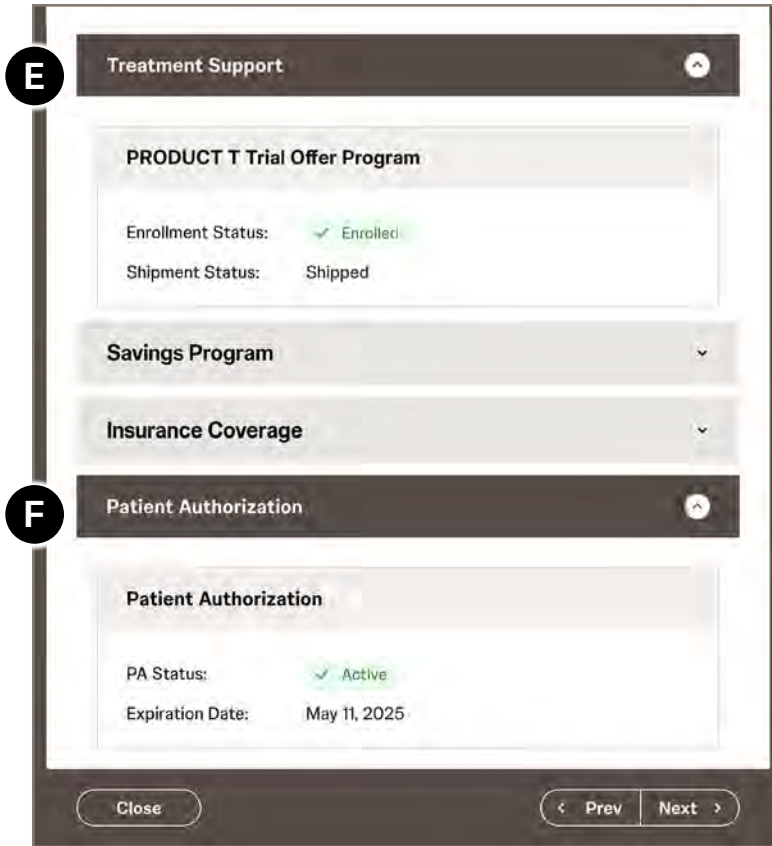
Exception

- Status and Outcome
- Exception process research
- Ability to run an Exception
- Letter of Exception template

Delay and Denial Support / TREMFYA withMe Access Program (where available)

- Status and Last Shipment Date
- Ability to add PA outcome

Continued >



The screenshot displays a mobile application interface for a Patient Card. It features two main sections: 'Treatment Support' (labeled E) and 'Patient Authorization' (labeled F). The 'Treatment Support' section includes a 'PRODUCT T Trial Offer Program' with 'Enrollment Status: Enrolled' and 'Shipment Status: Shipped'. Below this are expandable sections for 'Savings Program' and 'Insurance Coverage'. The 'Patient Authorization' section shows 'PA Status: Active' and 'Expiration Date: May 11, 2025'. At the bottom, there are 'Close', 'Prev', and 'Next' buttons.

E Treatment Support

PRODUCT T Trial Offer Program

Enrollment Status: Enrolled

Shipment Status: Shipped

Savings Program

Insurance Coverage

F Patient Authorization

Patient Authorization

PA Status: Active

Expiration Date: May 11, 2025

Close Prev Next

E TREATMENT SUPPORT: Support Programs available to the patient (availability varies by product)

- Product-specific Trial Offer program
- Personalized 1-on-1 Patient Support
- Appointment reminders
- Medicine reminders

F PATIENT AUTHORIZATION: Overview of information related to the patient authorization

- Status and Expiration Date
- Link to upload or email the Patient Authorization Form

The Patient List tab provides access to lists of patients grouped by patient type or by resources, with contextual links that allow you to perform any required actions efficiently.

The following lists are available:

ALL ACTIVE PATIENTS: Displayed by default when you visit the Patient List tab, and includes all patients who have had activity in the last 18 months

RECENT: Includes all patients who have been accessed in the last 30 days

SAVINGS PROGRAM: Displays patient information relevant to the Savings Program, such as enrollment status, AOB information, and most recent transaction

INSURANCE COVERAGE: Displays patient information relevant to insurance coverage, such as VOB status, BI outcome, and PA outcome

DELAY AND DENIAL SUPPORT / TREMFYA withMe ACCESS PROGRAM: Displays patient information relevant to patients being considered for or enrolled in this support, such as eligibility status, and PA and Appeals outcomes

ANNUAL REVERIFICATION: Displays patient information relevant to patients in the annual insurance reverification process, such as BI status and coverage outcome

SAVINGS PROGRAM TRANSACTIONS: Displays patient information for patients who have recent Savings Program transactions

UPCOMING EXPIRATIONS: Displays patient information regarding expiration dates for PA and AOB eSignature link

PENDING PATIENTS: Displays patients who have created a Patient Portal account and are asking to be associated to the Site so they can see updates

INACTIVE PATIENTS: Displays patients who have had no activity for 18 months or have been deactivated

BOOKMARKED PATIENTS: Displays patient information for those patients who you have bookmarked

PATIENT ASSISTANCE PROGRAM: Displays patient information for patients who are enrolled in the Johnson & Johnson Patient Assistance Program

[Continued](#) >

Patient List (cont'd)



The screenshot shows the 'Patient List' interface for Advocate Hospital. Callout A points to the 'Filters' section on the left. Callout B points to the 'Patient List (All Active Patients)' dropdown. Callout C points to the 'Change My Columns' button. Callout D points to the 'Export List' button. Callout E points to the patient list table.

Savings Program	Savings Program Type	Additional Program Type	Companion Status	Patient Auth Status	Remaining	
Insurance Coverage	Enrolled	CAPa	Access Program	N/A	Active	\$9,100.00
Delay and Denial Support	Enrolled	CAPm	Delay & Denial	N/A	Inactive	\$2,000.00
Annual Reverification	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Savings Program Transactions	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Upcoming Expirations	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Pending Patients	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Inactive Patients	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Bookmarked Patient	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00
Patient Assistance Program	Enrolled	Standard	Savings Program	Enrolled	Inactive	\$2,000.00

A FILTERS: Restrict the Patient List to only include patients based on criteria including prescribed products, enrollment in the Savings Program, BI outcome, and more

B PATIENT LIST DROPDOWN: Click to select which list is displayed

- You can hover your mouse cursor over a list to see a description of what it includes

C CHANGE MY COLUMNS: Modify which columns are visible onscreen

D EXPORT LIST: Export the current Patient List as an Excel spreadsheet

E CONTEXTUAL ACTIONS: Clickable links to take action within the Patient List tab. Status updates are color-coded:

GREEN: Process is finished with a positive outcome

✓ Enrolled ✓ Patient Verified AOB ✓ Covered

YELLOW: Action is required to complete process – click on the hyperlink to take the action where appropriate

△ Enroll △ Pending Electronic Patient Response

△ Pending Activation △ Resend AOB

RED: Process is finished with a negative outcome

✗ Denied ✗ Ineligible ✗ Expired

GRAY: Process is in progress

○ In Progress ○ New

Running a New Benefits Investigation



STEP 1

Patient Name	Date of Birth	Savings Program	Savings Program Type	Ad
Smith, Sara	06 / 02 / 1958	PRODUCT T	Enrolled	CAPs
Sansom, Eric	07 / 07 / 1964	PRODUCT S	Enrolled	CAPs
Jones, Mary	04 / 23 / 1967	PRODUCT I	Enrolled	Standard
Wilson, Robert	04 / 23 / 1967	PRODUCT S	Enrolled	N/A
Dev, Jane	08 / 15 / 1993	PRODUCT E	PA Denied	N/A
Burns, Eddie	07 / 23 / 1951	PRODUCT B	PA Denied	N/A
Ratner, Wallace	09 / 25 / 1953	PRODUCT D	Enrolled	Standard
Olsen, Wilma	07 / 13 / 1981	PRODUCT T	Enrolled	CAPs
Hart, Caroline	04 / 21 / 1994	PRODUCT S	Enrolled	CAPs
Russell, Chester	12 / 20 / 1986	PRODUCT D	Enrolled	Standard

To re-run a Benefits Investigation, first click **Run New BI** from the Insurance Coverage section of the Patient Card.

Note: This process can also be initiated at the end of the Add Patient flow.

STEP 2

Benefits Investigation Form

Patient Information: Name: Jones, Mary; Date of Birth: 04/23/1967; Prescriber Name: Wilson, Stacy; Practice Name: Adept Health Services.

Treatment Location Information: Location: Illinois; Location Type: Prescriber's Office; Location Name: Adept Health Services; Address: 200 E Cermak Rd, Chicago, IL 60616.

Insurance Information: Primary Medical Insurance: [Field]; Policy #: [Field]; Group #: [Field]; Contributor First Name: [Field]; Contributor Last Name: [Field]; Contributor Date of Birth: [Field]; Relationship to Contributor: [Field].

Buttons: Add Secondary Treatment Location Information, Add Secondary Medical Insurance, Add Primary Pharmacy Insurance, Add Secondary Pharmacy Insurance, Submit.

Verify the information already populated on the form, add anything that's missing, and update any incorrect information. Then, click **Submit**.

Continued >

Running a New Benefits Investigation (cont'd)



STEP

3

The screenshot shows the 'Benefits Investigation Form Submitted' confirmation screen in the J&J withMe system. A green banner at the top displays a checkmark and the text 'Benefits Investigation Form Submitted'. Below this, the form details are listed: Case ID: 0054823912, Date Generated: July 1, 2025, and Status: In Progress. A paragraph explains that the form has been submitted successfully and that the review process will begin. It also mentions that a Prior Authorization may be required. Contact information for J&J withMe is provided, including the phone number 844-4withMe (844-494-8463) and hours of operation. A disclaimer states that the support and resources are not intended to provide medical advice. At the bottom, there is a section titled 'What do you want to do next for this patient?' with two buttons: 'Initiate Prior Authorization' and 'Nothing Else'.

Benefit Investigation Form

Jones, Mary · 04/23/1967 · PRODUCT I

✓ Benefits Investigation Form Submitted

Case ID: 0054823912
Date Generated: July 1, 2025
Status: In Progress

The Benefits Investigation Form has been submitted successfully. We have received the information and will begin the review process and get back to you as soon as possible. After receiving the results of your Benefits Investigation, you will likely need to complete a Prior Authorization for the patient. If this task is still open, click below if you are ready to initiate a Prior Authorization.

*Nurse Guides do not provide medical advice.

If you have any questions, please contact:
844-4withMe (844-494-8463)
Monday – Friday, 8:00 AM – 8:00 PM ET

The patient support and resources provided by J&J withMe are not intended to give medical advice, replace a treatment plan from the patient's healthcare provider, offer services that would normally be performed by the provider's office, or serve as a reason to prescribe a product.

What do you want to do next for this patient?

Initiate Prior Authorization Nothing Else

When the form is submitted successfully, you'll see **Benefits Investigation Form Submitted** as confirmation.

Savings Program



The Savings Program section of the Patient Card allows you to view the patient's Savings Program card, submit a rebate, and view all transactions for this patient. Click **Download Card** to view a card with the patient's member number for you to download and print for the patient

The screenshot shows the 'withMe' patient portal interface. On the left, a 'Patient List' table includes columns for patient name, date of birth, and product. The patient 'Smith, Sara' (DOB: 06-02-1958, PRODUCT E) is highlighted. A callout box labeled 'A' points to this patient's row. To the right, the 'Patient Summary' for Sara Smith is displayed. A callout box labeled 'B' points to the 'Savings Program' tab. Below this, a 'Medicine Cost Support' section contains a table with the following data:

Program Type	Standard
Enrollment Status	Enrollment
Program Year	2024
Total Benefit	\$9,450.00
Remaining Benefit	\$2,000.00

Callout box 'C' points to the 'Download Card' link in the 'Payment Information' section. Callout box 'D' points to the 'Download Card' link. Below the 'Medicine Cost Support' section, there is a 'Treatment Administration Cost Support' section, followed by 'Medical claims processing information' and 'Pharmacy claims processing information' sections, each with their respective IDs. At the bottom, there are buttons for 'Submit Rebate' and 'View All Transactions'.

- A SAVINGS PROGRAM/AOB STATUS:** From the Savings Program Patient List, you can check a patient's enrollment in the Savings Program via the Savings Program column, and their **AOB Status** via the **AOB Status** column
- B TOTAL BENEFIT:** The dollar amount of the patient's total benefit for the calendar year
- C REMAINING BENEFIT:** The dollar amount of the patient's remaining benefit this calendar year
- D DOWNLOAD CARD:** View a card with the patient's member number for you to download and print for the patient

Savings Program Rebates



Smith, Sara 06 / 02 / 1958

PRODUCT T [Add Medicine](#)

Patient Summary

Savings Program

Medicine Cost Support	Treatment Administration Cost Support
Program Type	Standard
Enrollment Status	Full
Program Year	2024
Total Benefit	\$9,450.00
Remaining Benefit	\$2,000.00

Payment Information [Download Card](#)

AOB Status [AOB on File](#)

ANSI # [ASC X12N](#)

eMedBen Resource [Link](#)

Electronic AOB Link [2](#)

Expiration Days

Resend Electronic AOB Link [Resend Link](#)

Medical claims processing information:

Payer ID # 56155

Group # 00003723

Member ID # 41065614210

Pharmacy claims processing information:

BIN # 97531

Group # 159786

Member ID # 1029384756

[See historical Savings Program Information](#)

A [Submit Rebate](#) [View All Transactions](#) **B**

From the **Savings Program** section of the Patient Card, you can:

- A** Click **Submit Rebate** to initiate the process of submitting a rebate request via the Provider Portal
- OR
- B** Click **View All Transactions** for further information on historical rebate requests, whether submitted by the provider, patient, or pharmacy

A

Submit Rebate

Smith, Sara 06 / 02 / 1958 PRODUCT T

Rebate Preference: **Check to Patient**

Patient Address: 400 S State St, Chicago, IL 60605

Just withMe has partnered with InstaMed to issue its Savings Program rebate payments that are paid directly to treatment sites for patients with an approved assignment of benefits (AOB) on file.

If your site has previously registered to receive EFT payments from InstaMed, your site will automatically receive EFT payments instead of checks payable to your site.

If your site has not registered to receive EFT payments from InstaMed, you will receive checks via mail payable to your treatment site with expiration of payment (EOP) directly from InstaMed. You can choose to sign up for EFT at [www.instaMed.com/eft](#) or call InstaMed directly at (866) 845-7900.

To request a rebate, upload your supporting documents, which may include:

- Explanation of Benefits (EOB)
- Health Insurance Claim Form - CMS 1500 (HICF)
- Uniform Billing Form - CMS 1450 (UB-04)
- Additional Documentation

B

Transaction History

Smith, Sara 06 / 02 / 1958 PRODUCT T

[Rebate Request Status](#) [Submitted Rebate Requests](#) [Other Communications](#)

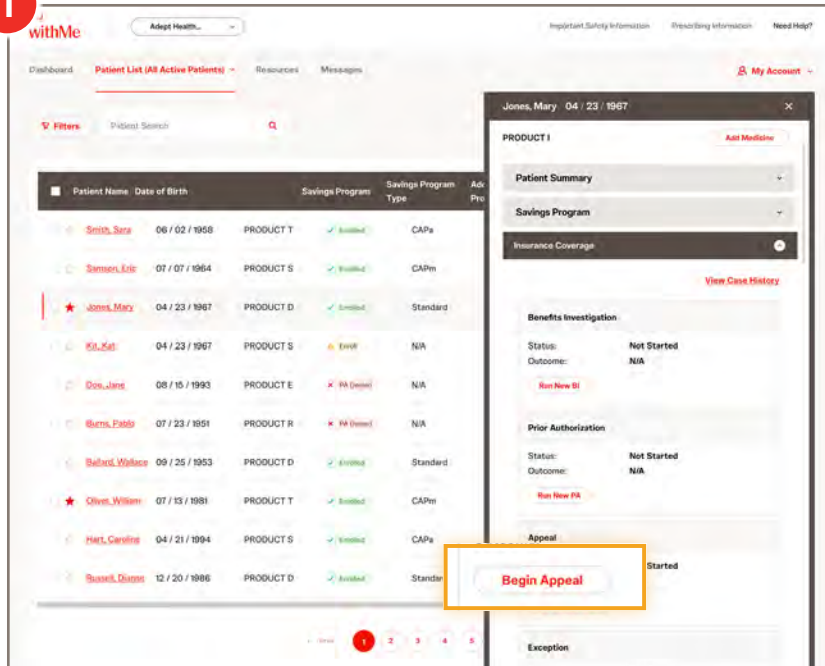
Rebate Number	Date of Service	Status	Process Date	Payment Amount	Payment Type	Messages Received
0023102356	4/14/2025	Unpaid	4/14/2025	\$140.00	Check to Site	2 messages
0023102345	4/11/2025	Paid	4/14/2025	\$140.00	Funds on Card	3 messages
0023102945	2/19/2025	Unpaid	4/14/2025	\$140.00	Funds on Card	3 messages

Please see the full Pricing Information and Medication Guide for PRODUCT T. Provide the Medication Guide to your patients and encourage discussion.

Request an Appeal

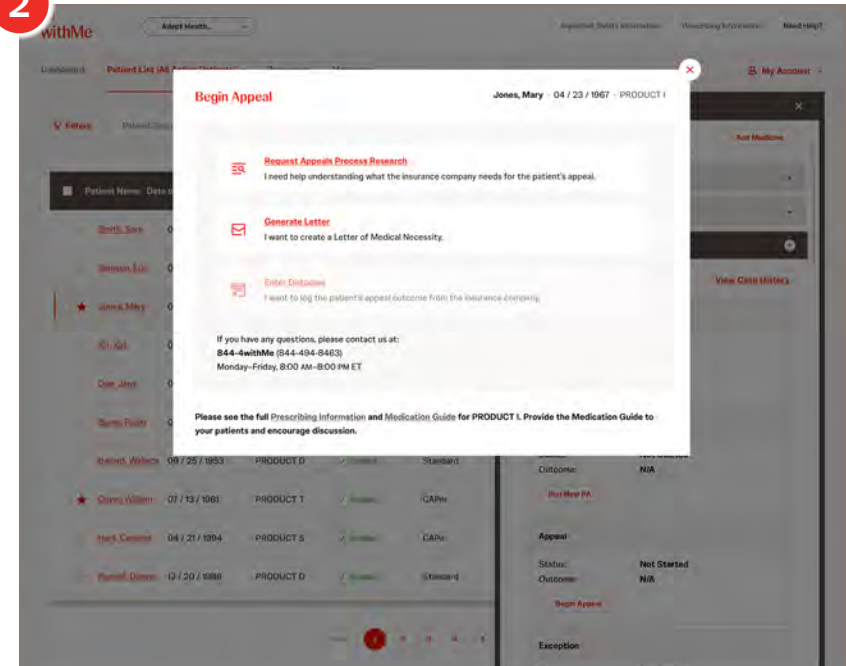


STEP 1



To begin an Appeal, navigate to the Insurance Coverage dropdown of the patient's Patient Card. Find the Appeal section and click **Begin Appeal**.

STEP 2



To proceed, select **Request Appeals Process Research**, **Generate Letter**, or **Enter Outcome**.

Continued >

Request an Appeal (cont'd)



STEP

3

Fill out this form with any missing information about the Patient or Prescriber, or make edits to the existing information, then add details of the request.

STEP

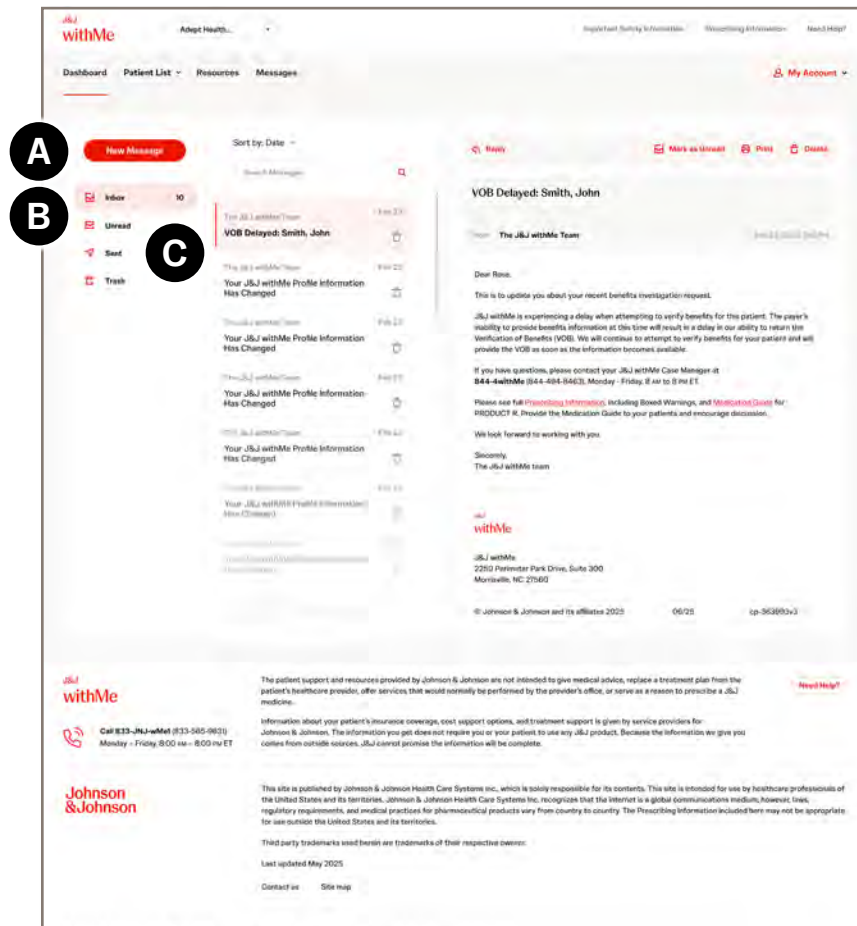
4

Once all the necessary information has been added and you have reviewed your request, the Letter of Medical Necessity will be generated in PDF and Word document formats.

Messages



The Secure Messaging platform within the J&J withMe Provider Portal records all your communication with the J&J withMe Case Managers or Care Coordinators (as applicable).

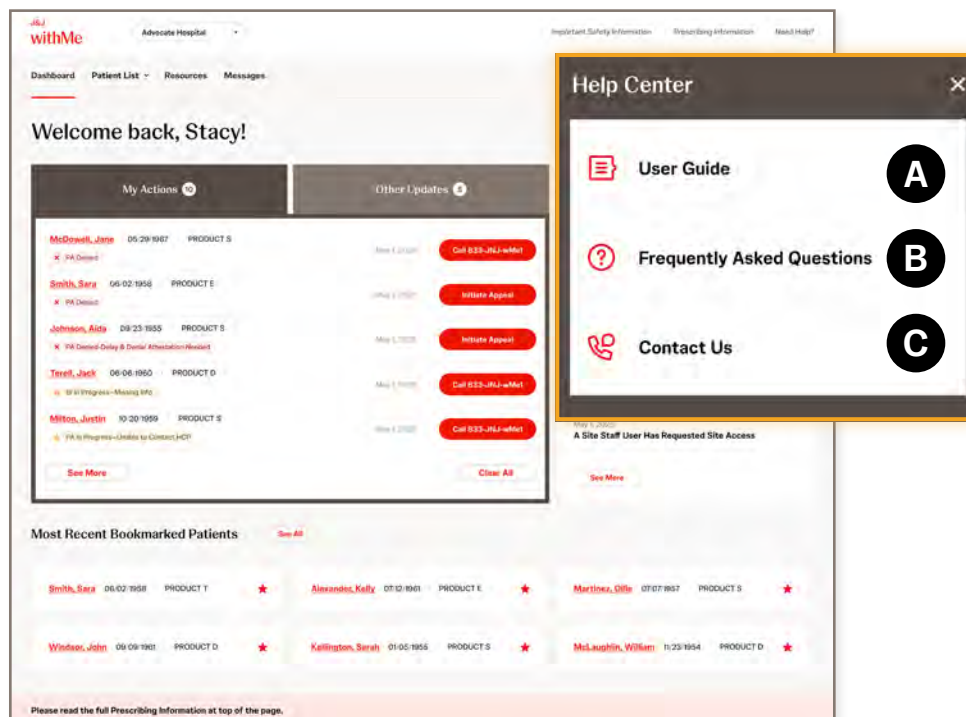


- A NEW MESSAGE:** Send a message to J&J withMe
- B INBOX:** See all messages you have received
- C UNREAD:** See only messages you have not yet read

Need Help?



Clicking the **Need Help?** button – displayed throughout the site in the top-right corner of the page – gives you access to assistive features.



- A USER MANUAL:** Always available for easy access
- B FREQUENTLY ASKED QUESTIONS:** Common questions about using the Provider Portal and resources provided
- C CONTACT US:** Contact information for support

For assistance with issues specific to TREMFYA withMe, call **833-JNJ-PRTL** (833-565-7785), Monday through Friday from 8:00 AM to 8:00 PM ET. A Live HelpDesk agent will handle all relevant inquiries.

How do I create an account in the J&J withMe Provider Portal?

You can access the site directly at Portal.JNJwithMe.com. On the landing page, you will click “**Create an Account**” and then be prompted to identify your treatment site location, contact information, and communication preferences. Upon submission, an email will be sent to the email address entered to verify your account setup. Any kind of email address, ie, Gmail or Yahoo, can be used. If you are experiencing difficulties logging in, you may need to reset your password. If you have questions, please contact J&J withMe at **844-4withMe** (844-494-8463), Monday–Friday, from 8 AM to 8 PM ET.

Can I add multiple sites to my profile?

Yes, multiple sites can be added to your profile. If the site already exists in the system, you can add more than one site during initial account setup or, once the account has been created, you can click **My Account** at the top right of the Dashboard and add or remove site associations from the Site Management section. If it is a new site that does not exist in the system, please call J&J withMe for assistance adding the site. Alternatively, a user with Network Admin permissions may add the site.

How do I add a new provider/office staff?

Click **My Account** at the top right of the Dashboard and navigate to Staff Management. Click the **Add Site Staff** button to add a new staff member – remember to click **Submit** to complete the process. From this screen, you can also remove staff by clicking the **Trash Can** button or by editing their information. Once removed, the user will no longer be able to access site data.

How do I add a new Network?

Multisite practices can sign up as a Network to allow users with appropriate permissions to see information about patients and staff members across the Network. To set up a Network, contact J&J withMe at **844-4withMe** (844-494-8463). Before you call, please make sure you know which staff member will serve as Network Admin and which Site will be the Parent Site.

How do I submit a Patient Enrollment Form (PEF)?

You can submit the fully completed PEF by using the Provider Portal directly (Portal.JNJwithMe.com) or using the hard copy PEF. Hard copy signature from PEF can be sent by eFax or fax to the fax number found on the form.

Continued >

How do I enroll a patient in the Savings Program within the portal?

There are 2 ways to enroll a commercially insured patient into the Savings Program in the Provider Portal.

- The patient can select the option for Savings Program enrollment in the patient section of the Patient Enrollment Form and, if eligible, they will be enrolled in the Savings Program by J&J withMe
- If the patient needs a Savings Card immediately, you can click **Enroll Patient in Savings Program** immediately after you add the patient and then answer the eligibility questions. Once you have added the patient, this prompt will also be available in the Provider Portal, from the Patient Summary section of the Patient Card. You will be able to print/download the Savings Card by going into the Savings Program section of the Patient Card, and clicking **Download Card**

I am having technical problems with the Provider Portal. Can I call someone for assistance?

Call **844-4withMe (844-494-8463)**, Monday through Friday, from 8:00 AM to 8:00 PM ET. J&J withMe can help assist you or open a ticket to resolve technical issues.

For assistance with issues specific to TREMFYA withMe, call **833-JNJ-PRTL (833-565-7785)**, Monday through Friday from 8:00 AM to 8:00 PM ET. A Live HelpDesk agent will handle all relevant inquiries.

How do I submit a Savings Program claim?

Providers or Site Staff can submit a request via the Patient Card in the portal – rebate activity may be reviewed using the Patient List. Documents can be submitted to the Provider Portal, via fax to the number found on the form. The documents required to submit a claim are:

- Savings Card number
- Receipt from the treatment provider
- Medical/Pharmacy Rebate Form
- Assignment of Benefits (AOB)
- CMS-1500 form
- Explanation of Benefits (EOB)

Where do I find claim documents?

Navigate to the Savings Program section of the Patient Card and click **View All Transactions** link. Here, you will find a history of transactions and can generate a report of these claims at a patient level. Click on an individual claim to view any claims documents that have been uploaded.

[Continued](#) >

How do I upload insurance information in the portal?

You can manually add information about the patient's primary medical insurance and any additional insurances in the portal when completing the Benefits Investigation form.

What does the color coding on the Dashboard mean?

The color coding meanings are as follows:

-  **Green** Positive outcome
-  **Gray** In progress
-  **Yellow** Action needed
-  **Red** Denial/blocker

What happens if all Site Admins leave a particular Site?

The process to request Admin privileges must be restarted. For more details, [please see page 6](#).

Why can't I perform any actions using my newly created account?

Newly created accounts are placed in read-only mode, where the user can log in but no other functionality is available until their account is approved by a Site Admin.

If there isn't a Site Admin (eg, if the new user is the first user account to be created for the Site), the new user must submit a request to be granted access as a Site Admin. For more details, [please see page 6](#).

How do I set up a recurring Benefits Investigation?

If the patient is eligible for recurring Benefits Investigation, you can click **Run New BI** in the Insurance Coverage section of the Patient Card to set up automatic recurring BIs. This functionality is available for applicable therapies only.

How can a user change the email address associated with their account?

The email address associated with a Provider Portal account can only be changed by calling **844-4withMe (844-494-8463)**.

Site

A medical facility enrolled in J&J withMe.

Network

A system of connected or affiliated Sites.

Staff Member

An HCP or member of office staff who has been assigned a user account for a particular Site.

Site Admin

A user with advanced privileges related to Staff management and Site management for a particular Site.

Network Admin

A user with advanced privileges related to Staff management and Site management for all Sites in a particular Network.

Independent Site

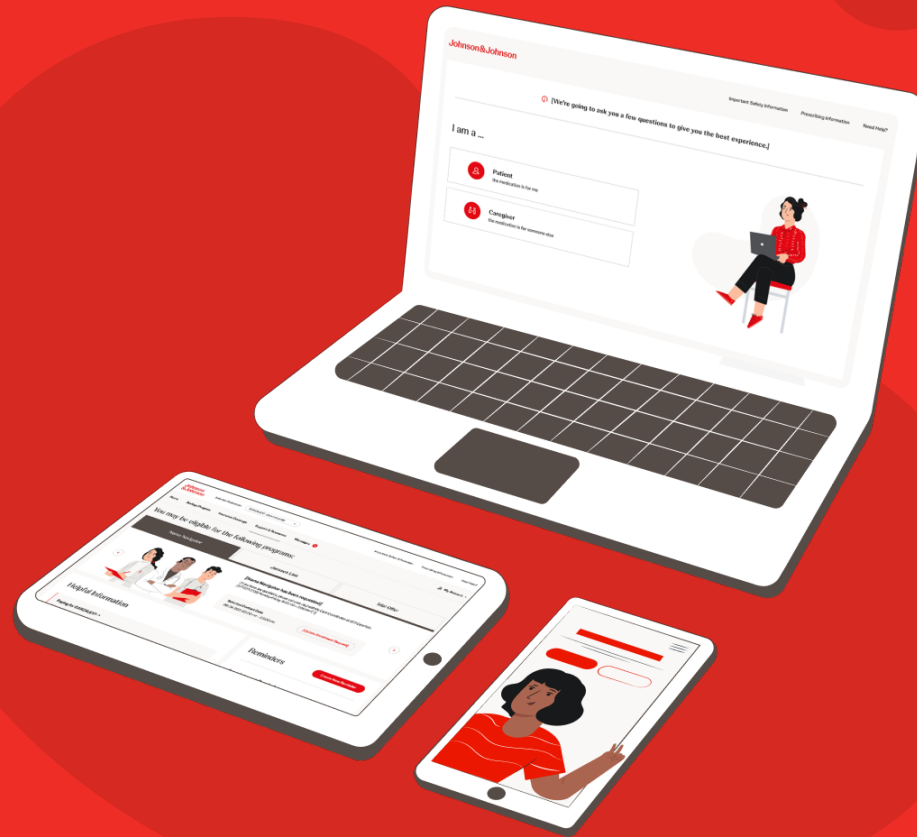
A Site that is not part of a Network.

Network Site

A healthcare facility that is part of a Network.



J&J withMe



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