

# Frequently Asked Questions

## MyPathpoint Prescriber Portal



### 1. How do I sign up for the portal?

To sign up for the portal, navigate to [mypathpoint.com](http://mypathpoint.com) and select **Contact Us** from the **Prescribers** section of the **Welcome** page. Complete and submit the requested information on the contact form to begin the enrollment process. A member of our portal support team will promptly contact you and provide a brief enrollment form that is used to set up your account.

### 2. Why do I need to complete an enrollment form to gain access to the portal?

The enrollment form ensures that only authorized individuals, as designated by you, are able to view protected patient information associated with the prescribing account.

### 3. How do I log in?

Once your enrollment form has been submitted, you will receive a username and password used to log into the prescriber portal. To log in, navigate to [mypathpoint.com](http://mypathpoint.com) and select **Log In** from the **Prescribers** section.

### 4. What if I forget my password?

A **Forgot my Password** link displays below the username and password fields. By clicking this link, you will be prompted to enter your username and a new password will be issued to the email address associated with your username. If you've forgotten both your username and password, you may send an email to [askmypathpoint@usbioservices.com](mailto:askmypathpoint@usbioservices.com) to receive additional support.

### 5. What information does the portal provide?

The portal displays information associated with the prescribing physician's patients, such as, patient demographics (including diagnosis), prescriptions, dispenses, tracking information on shipments of medication, pending prior authorizations, and refills to be approved or denied. The portal also shows detailed status notes from our care coordinators about each step in the prescription process.

### 6. Can I communicate with the pharmacy through the portal?

Yes, simply select the **Contact Us** link at the top of the screen. The portal allows you to send documents to our pharmacy and communicate with technical support.

### 7. How often is the information updated?

All portal information is refreshed and updated every 20 minutes, giving you the latest prescription and patient updates.

### 8. Can I send a prescription through the portal?

You may send prescriptions through the portal, but it is not required. To do this, select the **Submit Referral Forms** tab on the home screen. You also have the option of submitting prescriptions via fax to our oncology pharmacy fax at (888) 899-0067 or to our main fax line at (888) 418-7246.

### 9. Can I add other users?

The designated agent, which is specified during the enrollment process, has the ability to add more users to your portal by clicking on the **Contact Us** link and selecting the **Maintain your Portal Account Address/Users** link. Once accessed, users may be updated or removed, and new users may be added.

### 10. How will I know if a patient's medication has been shipped?

When a patient's medication shipment has been scheduled, this is indicated in the status notes. Additionally, when the medication has shipped, the tracking information, estimated shipment arrival date and shipment confirmation date is available in the portal. Our pharmacy also notifies your practice of the shipment through a fax update or other communication of your choice.

### 11. Can I see insurance information and copay assistance in the portal?

Yes, you may view insurance and copay assistance information by selecting the **Patients** link and then selecting the desired patient's name. You may also search for the patient by last name in the **Patient Search** field and clicking his/her medical record number to view this information.

For more information visit  
[usbioservices.com](http://usbioservices.com)