

# iAssist FAQs

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✓ AUTOMATIC ENROLLMENT  
IN SUPPORT SERVICES

✓ COMPLETE PRESCRIBING  
OF MEDICATIONS

✓ QUICK, SIMPLE, AND  
FREE REGISTRATION

✓ TECHNICAL SUPPORT  
WHEN YOU NEED IT

LEARN MORE >

Please see accompanying Full Prescribing Information, including **boxed WARNING**.

# iAssist FAQs

## • AUBAGIO General

General

Account

Electronic  
Prescriptions,  
Forms, and  
Health Records

Prior Authorization  
(PA)

Support

Learn more at  
**iAssist.com**

AUBAGIO®  
(teriflunomide) 14mg  
tablets

AUBAGIO is available in 14 mg and 7 mg tablets.

**Q Do I have to submit an AUBAGIO® (teriflunomide) Start Form in addition to the prescription through iAssist?**

**A No.** An AUBAGIO Start Form is automatically populated once the details of the prescription and patient have been entered into iAssist. This allows the patient to be uniquely approved for all services through *One to One* and limits any processing issues with the specialty pharmacy.

**Q Why should I use iAssist when entering patient information online takes longer than simply pressing a button on the fax machine?**

**A** iAssist provides an easy way to capture a patient's consent/signature once you submit the AUBAGIO prescription, even if the patient is not in the office with you.

In addition, there is no need to send a separate Start Form, as iAssist will automatically generate a pre-populated form for *One to One* once you submit the prescription.

**This unlocks several benefits for the patient through *One to One* and eliminates the need for follow-up by the patient support program or pharmacy due to missing information on various forms.**

The more you use iAssist, the more information is stored and pre-populated for you, further decreasing your time spent submitting forms.

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**Q** My patient has not consented to *One to One* enrollment. Am I still able to submit the prescription?

**A** Yes. iAssist has options to choose from when processing the prescription:

- 1 Patient is able to consent in real time
- 2 When a patient is unable to consent in real time
  - An email field will be prompted, which automatically sends a notification to the patient for electronic signature when his/her valid email address is entered
  - Direct the patient to [HIPAAconsent.com](https://HIPAAconsent.com) for electronic consent

**Q** Will *One to One* be supporting my patients the same through iAssist as if I had submitted the form by fax?

**A** Once the auto-populated Start Form is received through iAssist, the *One to One* team will be supporting your patients in the same way as if you had faxed in the paper Start Form.

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**Q** When I use iAssist, are my patients' information safe and secure?

**A** Yes. Patient information is protected when using iAssist.

**Q** Am I able to submit prescriptions through iAssist?

**A** Yes. iAssist allows you to choose your patient's pharmacy in the system to submit prescriptions to.

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## **Q** Who is permitted to sign up for iAssist?

**A** The health care provider (HCP) and their staff may login to iAssist to ensure that patients receive their medications in a way that reduces the back-and-forth, duplicative efforts, and submission of forms with missing, incomplete, or inaccurate information, and can capture the patients' consent to enroll them in their medication's patient support program, if applicable.

## **Q** Can I use iAssist to prescribe other medications?

**A** **Yes.** You can e-Prescribe all medications through iAssist except for controlled substances. Additionally, some medications, such as AUBAGIO, offer enrollment into patient support service offerings.

## **Q** Do I have to pay for iAssist or install new software?

**A** **No.** iAssist is a free, web-based application – all you need is internet access.

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## Q How do I set up an account in iAssist?

A Setting up an iAssist account is easy using the steps below:

- 1 Login to iAssist at: [hcp.iassist.com/login](http://hcp.iassist.com/login)
- 2 Create your account by entering your name and email address (or create a username)
- 3 Provide your practice details
- 4 Add a prescriber, verify their NPI and specialty, then add prescriber's signature

Now you're ready to submit a prescription/referral form.



You cannot duplicate practice locations. You will receive an error if practice details provided are already registered in iAssist. If you would like to be added to the already registered account, please reach out to your practice administrator or contact Customer Support.

## Q How do I change my password in iAssist?

A Changing your password can be done in a couple of simple steps:

- 1 Click your username in the top right and select Account from the dropdown menu
- 2 In the Account Details section, click Modify, Change Your Password, and Save

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**Q Do I still need to manually fill out patient enrollment forms and fax them to the patient support program for the medication I am prescribing?**

**A No.** iAssist eliminates this step – when you electronically prescribe through iAssist, the enrollment forms are populated and sent to the appropriate manufacturer patient support program.

**Q Can I use iAssist to electronically prescribe refills?**

**A Yes.** You can use iAssist for both refills and new prescriptions. With the patient's information already stored in the system, refills can be processed much more quickly.

**Q What kind of updates will I receive through iAssist in regards to the prescriptions I have submitted?**

**A** iAssist updates your patient's file with relevant pharmacy information when the prescription is released to the pharmacy.

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## **Q** Why do you need the doctor's signature?

**A** The electronic signature that the doctor provides upon registration is used to complete patient enrollment forms, Prior Authorization forms, statements of medical necessity, and any other documents that require a signature.

## **Q** I already have access to electronic health records (EHRs) – why would I want to use iAssist?

**A** iAssist is designed to support patients using specialty and complex therapy medications, and is tailored for specific pharmaceutical patient support programs. If you use a system other than iAssist, your patient may not be enrolled in these additional programs.

iAssist is now available in some EHRs. Contact your EHR provider to confirm if iAssist is available.

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**Q Can I submit a Prior Authorization (PA) in iAssist?**

**A Yes, you can!** Prior Authorization starts within the secured e-Prescribing iAssist workflows. Submitting a PA electronically saves you time by pre-populating information already entered such as patient and prescriber demographics and prescription details. This allows the pharmacy to proactively process the PA before they process the prescription.

**Q Can I submit a Prior Authorization form without submitting an electronic prescription?**

**A Yes.** During the prescription stage of the workflow, you can select Submit Prior Authorization Form Only. You can submit an electronic prescription later, if needed.

**Q Can I submit an electronic prescription without submitting a Prior Authorization form?**

**A Yes.** During the prior authorization stage of the workflow, you can select NO, skip the Prior Authorization and perform the ePA-only workflow for this patient at a later date. You can submit a Prior Authorization form later, if needed.

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**Q** Does iAssist provide status updates on prior authorizations?

**A** iAssist is dedicated to providing the greatest visibility possible into your patients. Statuses can be provided when partnerships exist, however, this feature is not yet available for all medications.

At this time, you are able to access your patients' available statuses in iAssist's message center.

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**Q** Who should I contact if I have any inquiries about iAssist?

**A** Please contact your regional iAssist representative, as they are specifically trained to answer all questions regarding the e-Prescribing system.

To find your Regional iAssist Representative, click [here](#).

Please see accompanying Full Prescribing Information, including **boxed WARNING**.

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