

Welcome to the INSUPPORT™ Patient Portal

The INSUPPORT™ Patient Portal allows you to view and manage the status of your requested INSUPPORT services.

Create an account to access the following features:



- Manage your online profile and communication preferences
- View recent case activity, notifications, and benefit summaries
- Designate authorized representatives
- Electronically provide your Authorization and Consent



For Eligible Patients:

- View the status of your copay enrollment and claims
- Obtain an electronic copy of your Copay Member ID Card
- Re-enroll in copay assistance when there is no change in treatment provider

**To create your INSUPPORT Patient Portal account,
visit www.myportal.insupport.com or go to www.insupport.com
and click on the INSUPPORT Patient Portal link.**

The **INSUPPORT™ Patient Portal** provides patients the convenience of tracking the status of requested services from INSUPPORT.

Dashboard Features

The Dashboard will provide access to the following features:

- Patient Consent and Case History
- Copay Enrollment and Claim Status (if eligible)
- INSUPPORT Tools and Resources
- Notifications from INSUPPORT



Access your Notifications tab to view any new notifications from INSUPPORT that may be available since the last business day.

Profile Management

The Dashboard makes it easy to manage your online profile:

- Update and edit your information
- Select your communication preferences

Patient Consent and Case History

The Patient Consent and Case History section of the Dashboard will allow you to:

- View benefit summary (if applicable)
- View a list of active consents by treatment provider
- Provide new Authorization and Consent electronically
- View all open and closed cases for up to two years

Copay Enrollment and Claim Status

If applicable, review details of your copay enrollment including:

- Enrollment period and status
- Copay member information and member ID Card
- Claim status, history, and explanation of benefits

Notification Types

The Notifications section of the Dashboard will display the following notification features, where applicable, based on the services requested:

- Enrollment Form Received
- Benefit Investigation Complete
- Copay Claim Status (if eligible)
- Copay Re-enrollment Reminder (if eligible)

For further assistance with the INSUPPORT™ Patient Portal, please call INSUPPORT at 844-INSPPRT (844-467-7778) and select option 4.