

Welcome to the INSUPPORT™ Patient Portal

The INSUPPORT™ Patient Portal allows you to view and manage the information requested from INSUPPORT.

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 completed Patient Authorization



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 information requested from INSUPPORT.

Dashboard Features

The Dashboard provides:

- Patient Authorization 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 Authorization and Case History

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

- View your benefit summary (if applicable)
- View a list of active authorizations by treatment provider
- Provide a new Authorization 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.