

# 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](http://www.myportal.insupport.com) or go to [www.insupport.com](http://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.**