

PfizerCopay.com Frequently Asked Questions (FAQs)

1) What is PfizerCopay.com?

PfizerCopay.com is a co-pay portal that allows healthcare providers, specialty pharmacies and patients to enroll patients or self-enroll in co-pay assistance for the following Pfizer products: INFLECTRA® (infliximab-dyyb) for Injection, ZIRABEV® (bevacizumab-bvzr) Injection, RUXIENCE® (rituximab-pvvr) Injection, NIVESTYM® (filgrastim-aafi) Injection, NYVEPRIA™ (pegfilgrastim-apgf) Injection, TRAZIMERA® (trastuzumab-qyyp) Injection and ELELYSO® (taliglucerase alfa) for Injection. Following enrollment, claims may be submitted through PfizerCopay.com to request payment.

2) What number should I call if I have additional questions or concerns about the co-pay program?

Healthcare providers (HCP) and patients should call a PfizerCopay.com Access Counselor at 800-555-4820, Monday through Friday, from 8 AM to 8 PM ET.

3) How can I view patient co-pay status and co-pays paid to practices, pharmacies, or patients?

All co-pay program related data including enrollment and claim status as well as paid claims can be viewed on the co-pay portal at www.PfizerCopay.com. Patients can see information related to their claims, while HCPs and pharmacies can see information related to their patients' claims.

4) How is the Assignment of Benefits done online if the patient is registering him/herself?

There will be a section asking the patient if they want to have the payment made directly to the provider for any claims submitted by the provider (Assignment of Benefits).

5) Are there questions that need to be answered by the patient/provider to determine eligibility for the co-pay program?

Yes, patients will need to answer eligibility questions and attest to meeting the terms and conditions of the program.

6) Are cash-paying patients currently eligible for the supported co-pay assistance programs?

No, cash-paying patients are not eligible for the supported co-pay assistance programs.

7) Is there a confirmation of co-pay payment once a claim is approved?

Yes, as soon as a claim has been approved, a confirmation email is sent advising that the claim has been processed and payment will be sent.

8) Is there any limit to the number of users an HCP office can register on the portal?

There are no limits to the number of portal users.

9) How does this process work for patients who are required to use their pharmacy benefits?

Patients who use their pharmacy benefits will receive co-pay card information, including BIN, PCN and Group #, on their Smartcard.

10) For specialty pharmacies, is there a BIN, PCN, ID and RxGroup #, so that they can bill directly?

Pharmacies may submit electronic claims by using the BIN, PCN and RxGroup # provided on the Smartcard. The payment method will be made by sending bi-weekly checks.

11) With the Smartcard, is the card only programmed for a specific physician or pharmacy rendering treatment?

The Smartcard may only be used at medical practices and pharmacies. The patient is the holder of the Smartcard and they can provide the card or the card information to their healthcare provider to process their co-pays.