



Bayer Specialty Pharmacy Digital Application

USER MANUAL

Version 1.0 - June 2022

Kyleena[®]
(levonorgestrel-releasing
intrauterine system) 19.5 mg

Mirena[®]
(levonorgestrel-releasing
intrauterine system) 52 mg

Skyla[®]
(levonorgestrel-releasing
intrauterine system) 13.5 mg

INTRODUCTION



Welcome!

We are excited to have your practice utilizing the Bayer Specialty Pharmacy (SP) Digital Application. This solution helps to ensure that you electronically fax a complete, accurate, and valid prescription form to specialty pharmacies.

Using the Bayer SP Digital Application leads to a more efficient referral submission and quicker turnaround time. The application has the potential to:

- 1 Shortens the turnaround time of the referral form and thus the time to insertion
 - No back-and forth communications with the specialty pharmacy because the application ensures that all referrals are fully completed and the electronic fax is received
- 2 Saves you time
 - No need to enter your office and physician details for each new referral
- 3 Allows for seamless follow up

This manual will offer guidance on how to download and use the application on your desktop. **Please reach out to the Customer Experience Team, which can be reached at 800-755-0887 and is available to answer any questions related to the application.** If you have any **trouble downloading the latest version** of the application because of administrator rights, **contact your office IT administrator.** If you have an issue with a specific prescription, contact the specialty pharmacy directly. The Customer Experience Team does not have patient information.

The downloaded application will reside on your desktop. Information contained within the application will remain the property of your practice and cannot be accessed or shared with any third-party entity, other than the SP that you chose to send prescriptions to within the application.

This application can only be used for the ordering of Bayer Intrauterine Devices (IUDs), no other IUDs or products maybe be ordered through this application.

If you have any questions, please call the **Bayer Customer Experience Team**

800-755-0887 | 8 AM–8 PM ET

INTRODUCTION (cont'd)



Below is some important information about downloading and using the application

Downloading the application

- Before downloading the application, make sure that your **PC** is using **Windows 10 or higher**
- This is a desktop based application. Information inputted into the application will only reside on the respective PC and is not accessible from any other PC
- **Apple devices are not compatible** with this application
- Be sure to check whether you (or someone in your practice) have **administrator rights**, which provide you access to download the application. If you need administrative rights to download the application, contact your IT administrator
- When updates become available, you will need to update the application within 14 days. If not updated by day 15, you will not have access to the application. To use the application again, go to www.whcsupport.com to download and install the latest version

Application functionality

- Clicking the **Bayer logo** in the top left corner will take you back to the prescription dashboard
- **All fields with an asterisk (*) need to be completed** in order to proceed through the form
- When creating a profile, **a fax number will be auto-assigned and cannot be used** by the healthcare provider (HCP) office or the SP outside of this application
- All digitally faxed prescriptions will receive a delivery status that can be seen on your prescription dashboard
- For best practice, we recommend **logging out** of the application **daily**

Ordering details

- Once the **product is ordered** through the application, the SP will call the patient to confirm the scheduled insertion
 - The SP will call the patient 3 times; if there is no answer, they will not ship the product
 - It is important that you remind the patient to be prepared for the SP confirmation call

If you have any questions, please call the **Bayer Customer Experience Team**

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If you have any questions, please call the **Bayer Customer Experience Team**

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DOWNLOAD THE APPLICATION



If you need administrative rights to download the application, contact your IT administrator

Please visit www.whcsupport.com to download the Bayer SP Digital Application

Click here to download the Bayer IUD Specialty Pharmacy Application (for Windows PC only)

Click here to download the Bayer IUD Specialty Pharmacy Application (for Windows PC only)

SearchPharmacies

BayerSPServices.msi

Click here to install

Windows protected your PC

Microsoft Defender SmartGuard prevented an untrusted app from starting. Running this app might put your PC at risk.

App: SearchPharmacies.exe

Publisher: Unknown publisher

Run anyway

Don't run

If you see this pop-up, click "Run anyway"

If not, see next page for further instructions

Run anyway

Don't run

If you have any questions, please call the **Bayer Customer Experience Team**
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DOWNLOAD THE APPLICATION (cont'd)

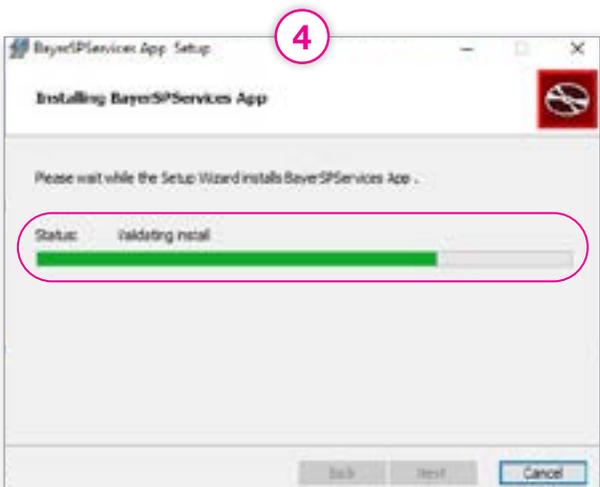
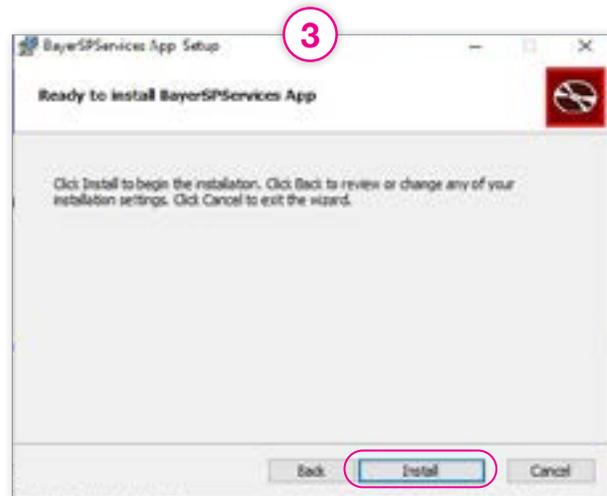
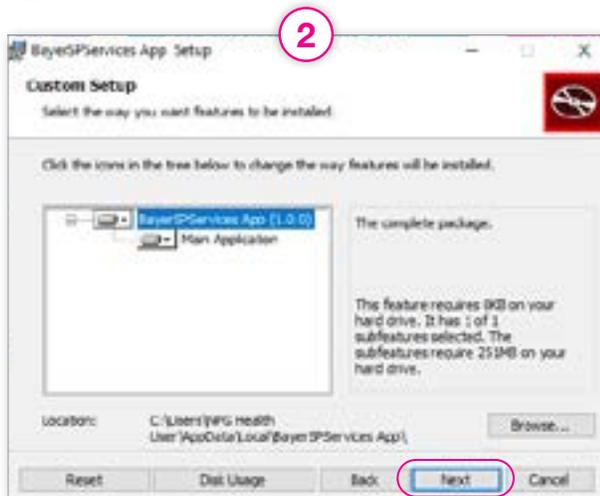
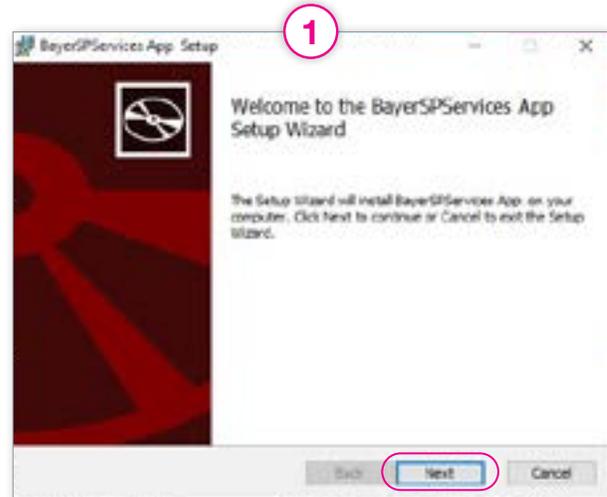


Windows Wizard Steps



Downloads typically require the below steps. If your system requires fewer steps, jump to the next relevant step

- 1 Select "Next" to continue
- 2 Select "Next" to continue
- 3 Select "Install" to continue
- 4 Wait for the application to install
Pressing "Cancel" will stop the installation
- 5 Select "Finish" to complete installation



If you have any questions, please call the **Bayer Customer Experience Team**

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CREATE A PROFILE

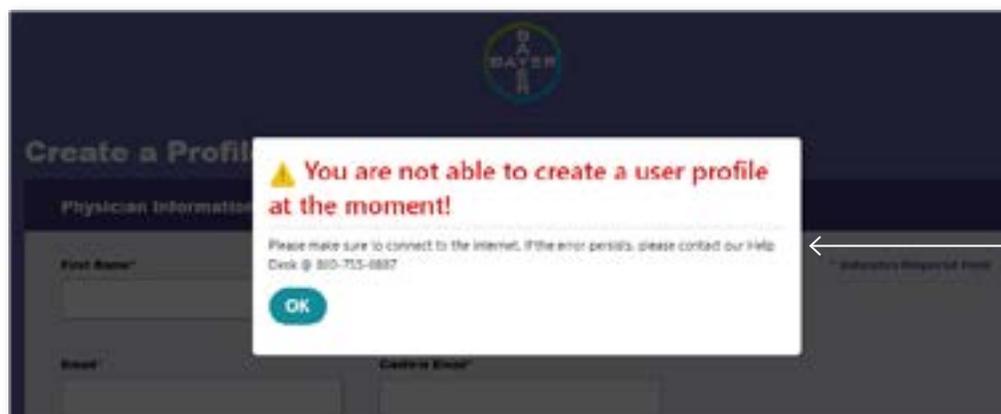
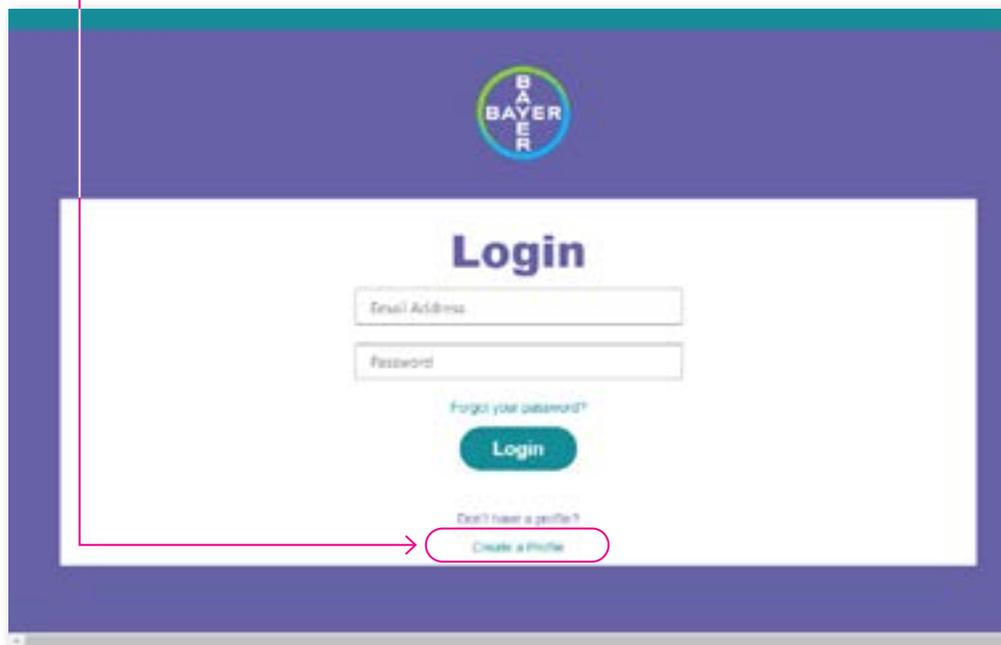


To begin, open the application on your desktop by **double-clicking the Bayer icon**

To create a profile, click the “Create a Profile” button



Only one profile per email address can be created.
Any email address can be used as long as it ends with .com or .org



If you receive this pop-up while attempting to create a profile, click “OK” and check your internet connection

If the issue persists, call the Customer Experience Team

If you have any questions, please call the **Bayer Customer Experience Team**

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CREATE A PROFILE (cont'd)

Fill Out Your Profile Information




* Indicates Required Field

Insert physician and office information in the blank fields on this page

It is important to remember the password you choose for logging into this application

Insert physician's signature and title

If your state requires a wet signature, leave this field blank



The fax number is automatically generated, and outgoing only. If a fax number does not appear, check that you have administrator rights

Fax Number*

(888) 406-2703



If you don't have a Medicaid number, use 0000. If the patient uses Managed Medicaid and does not have a group number, use 0000

Insert shipping information if the shipping address is not the same as the profile address

If you have any questions, please call the **Bayer Customer Experience Team**

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LOGIN

Once you have a profile, type in your email address and password, and then click "Login"

To reset your password, click "Forgot your password?"

FORGOT PASSWORD

Enter your login email and new password twice

Click here to login with new password

If you have any questions, please call the **Bayer Customer Experience Team**
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DASHBOARD OVERVIEW



Click “Archive Data” to view prescriptions archived

The prescription will be automatically archived one week after insertion date

For better usage, kindly Logout from the application on a daily basis.

Action	Patient Full Name	Patient Phone	Patient DOB	Prescription Date	Prescription Type	Insertion Date	eFax Status	Specialty Pharmacy
	Jenny Arnold	(719) 334-8939	02/19/1990	03/01/22	Systema	02/02/22	Unavailable	CVS Specialty (in the Continental US)
	Maria Franz	(958) 658-4938	04/05/1988	03/01/22	Munich/Heath	Unavailable		
	Harber Price	(773) 371-7479	03/28/1996	03/01/22	Skyla	03/06/22	Unavailable	CVS Specialty (in the Continental US)
	Lisa Feyer	(773) 225-8899	04/19/1990	03/09/22	Systema	03/06/22	Unavailable	CVS Specialty (in the Continental US)
	Jane Ford	(853) 645-8076	03/04/1990	03/09/22	Mirena	03/01/22	Unavailable	CVS Specialty (in the Continental US)

Showing 1 to 5 of 5 entries

First Previous Next Last

This section allows users to view the details for each prescription, such as requested delivery date, insertion date, prescription sent, fax status (not sent, API error, delivered)

If the fax status is “not delivered,” contact the Customer Experience Team

If you have any questions, please call the **Bayer Customer Experience Team**
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NAVIGATION



Click here to view archived prescriptions

The screenshot shows a web application interface for a 'Prescription List'. On the left is a dark blue sidebar with a 'PRESCRIPTION LIST' header and seven menu items, each with a numbered callout (1-7). The main content area has a header with 'Kyleena', 'Mirena', and 'Skyla' logos, a welcome message 'Welcome back, Maria Fitz', and a 'Prescription List' section. This section includes a search bar, a table of prescriptions, and navigation controls. A 'Click here to view archived prescriptions' callout points to a button in the top right. Callouts 1-7 point to the sidebar items: 1 (Prescription List), 2 (Create New Prescription), 3 (Reset Password), 4 (Edit User Profile), 5 (Office Addresses), 6 (Switch User), and 7 (Logout). Callouts 8 and 9 point to the eye and pencil icons in the table's 'Action' column.

Action	Patient Full Name #	Patient Phone #	Patient DOB #	Prescription Date #	Prescription Type #	Insertion Date #	eFax Status #	Specialty Pharmacy
	Jenny Arnold	(578) 534-8494	02/15/1990	03/01/2022	Kyleena	02/15/2022	Unavailable	CVS Specialty (in the Continental US)
	Maria Fitz	(558) 455-8030	01/05/1990	03/01/2022	Multidose/Intra	Unavailable		
	Heather Price	(578) 331-7478	03/28/1990	03/01/2022	Skyla	03/28/2022	Unavailable	CVS Specialty (in the Continental US)
	Lisa Howe	(578) 225-8888	04/19/1990	03/09/2022	Kyleena	03/09/2022	Unavailable	CVS Specialty (in the Continental US)
	Sara Ford	(853) 645-8078	03/04/1990	02/09/2022	Mirena	03/01/2022	Unavailable	CVS Specialty (in the Continental US)

1 Click here to view prescription list dashboard

2 Click here to create a specialty pharmacy referral form

3 Click here to reset your password

4 Click "Edit User Profile" to make any edits to physician's profile

5 Click here to see your office addresses if you have more than 1 location

6 Click here to switch to another user profile in your practice

7 Click "Logout" to exit the application

Click the eye icon to view the referral form details of the selected patient

Click the pencil icon to edit the referral form details of the selected patient

If you have any questions, please call the **Bayer Customer Experience Team**
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CREATE A NEW BAYER IUD PRESCRIPTION



Click here to create a specialty pharmacy referral form

+Add New Prescription

Prescription List

Specialty Pharmacy: All Search

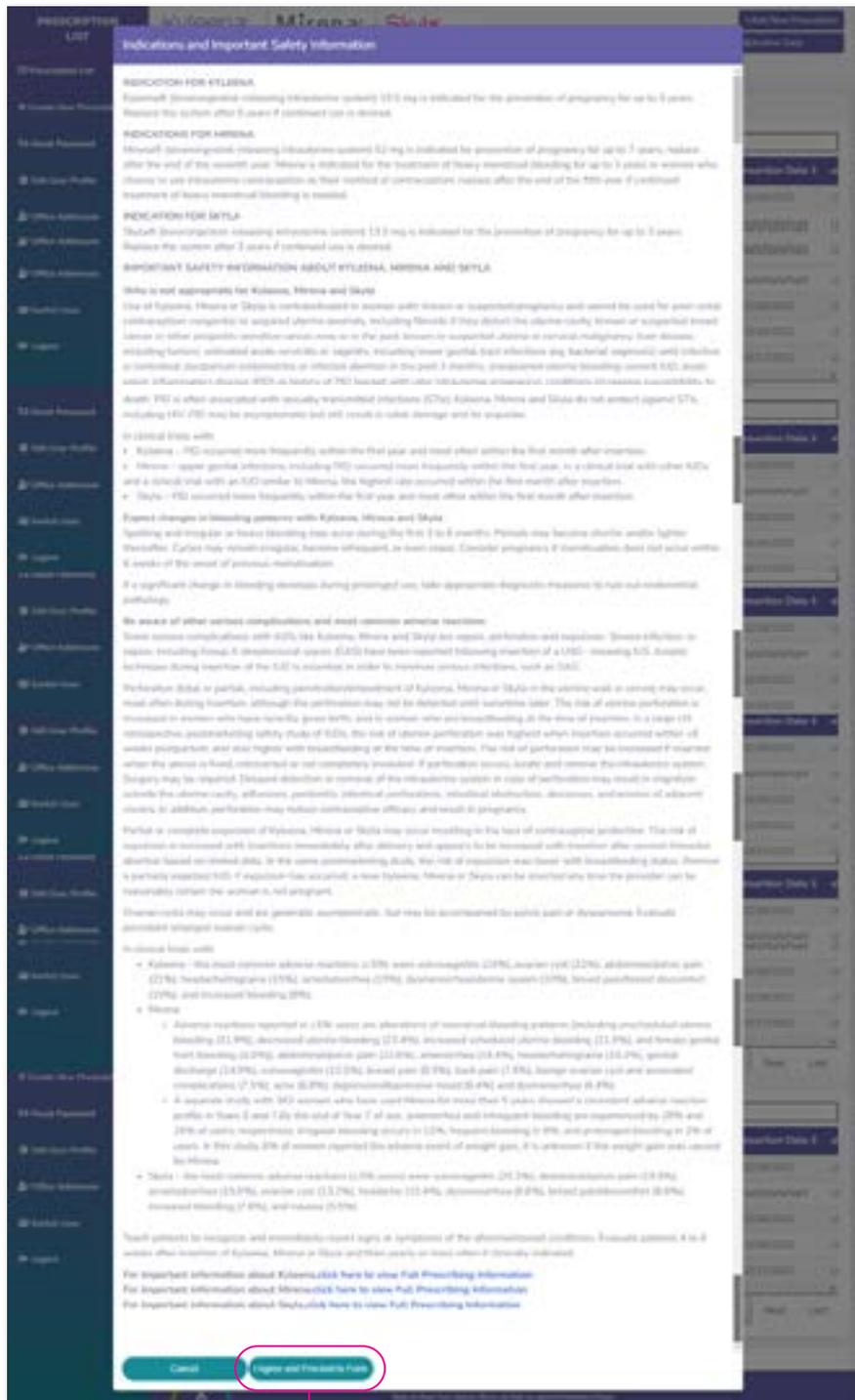
Action	Patient Full Name	Patient Phone	Patient DOB	Prescription Date	Prescription Type	Insertion Date	eFax Status	Specialty Pharmacy
	Sonye Smith	(978) 524-9494	02/15/1980	03/01/2022	Kyieena	03/18/2022	Unavailable	CVS Specialty (in the Continental US)
	Maria Fritz	(978) 338-4038	04/05/1980	03/01/2022	NonPharm		Unavailable	
	Heather Price	(978) 331-9476	02/08/1996	03/01/2022	Skyla	04/26/2022	Unavailable	CVS Specialty (in the Continental US)
	Lisa Price	(978) 315-8968	04/16/1990	02/09/2022	Kyieena	03/18/2022	Unavailable	CVS Specialty (in the Continental US)
	Sara Pined	(952) 645-8078	03/04/1996	03/06/2022	Mirena	03/17/2022	Unavailable	CVS Specialty (in the Continental US)

Showing 1 to 5 of 5 entries

For better usage kindly logout from the application on a daily basis

If you have any questions, please call the **Bayer Customer Experience Team**
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CREATE A NEW BAYER IUD PRESCRIPTION (cont'd)



Read Indication and Important Safety Information, then click “I Agree and Proceed to Form”

If you have any questions, please call the **Bayer Customer Experience Team**

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CREATE A NEW BAYER IUD PRESCRIPTION: STEP 1

Patient Information

Clicking on the Bayer logo will bring you back to the application dashboard



SAVE FORM

Press this button if you wish to save this form before submitting or exiting the application



*** Indicates Required Field**

Fill out patient information

Please note that fields with an asterisk are required

Patient insurance information

Input patient insurance information twice if the patient has no prescription insurance

Policy Holder Information (if different from patient)

Please fill out policy holder information only if different from patient

Submit / Next Step →

Click here to go to physician and prescription information

Bayer Women's HealthCare Support
Specialty Pharmacy Prescription Request Form

Step 1: Patient Information → Step 2: Physician & Prescription Information → Step 3: Confirmation & Submission

Patient Information

Please complete the information with, or on behalf of, the patient.

*** Indicates Required Field**

First Name* Last Name* Middle Initial*
 Date of Birth* Gender* Primary Language*
 Address* City* State*
 Zip Code* Mobile Phone Number* Alternative Phone Number*

Patient Insurance Information

*** Indicates Required Field**

Prescription Insurance* Phone Number*
 Subscriber Number* Group Number*
 Name* Employer* Relation to patient*
 Medical Insurance* Phone Number*
 Subscriber Number* Group Number*

Policy Holder Information (if different from patient)

Name* Employer* Relation to patient*
 Medical Insurance* Phone Number*
 Subscriber Number* Group Number*

No Insurance
 Patient has no insurance other than self and want insurance billed.
 Request self-pay option

Cancel **Submit / Next Step** →

For important risk and use information for Kyleena, Mirena and Skyla, please click back. For full prescribing information, please click on Skyla, Mirena, or Skyla. For your product information.

If you have any questions, please call the **Bayer Customer Experience Team**

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CREATE A NEW BAYER IUD PRESCRIPTION: STEP 2

Physician & Prescription Information



Specialty Pharmacy Prescription Request Form

kylena Mirena Skyla

1 Patient Information 2 Physician & Prescription Information 3 Confirmation & Submission

Physician Information

First Name: [Text] Last Name: [Text] Signature: [Handwritten Signature]

Title (Please select one): [Dropdown] Office Contact Name: [Text] Phone Number: [Text] Fax Number: [Text]

Address Line 1: [Text] Address Line 2: [Text] City: [Text] State: [Dropdown] Zip: [Text]

Physician License Number: [Text] NP Number: [Text] Internist Number: [Text]

Buy and Bill: If checked through "Buy and Bill" the provider will accept "Buy and Bill" coverage

Shipping Information

Shipping address is same as contact address

Pharmacy Selection

Specialty Pharmacy	File Number	Phone Number	Hours of Operation
1. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
2. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
3. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
4. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
5. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
6. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
7. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET
8. IUD Specialty at the Cornerstone City	980-214-0001	980-214-0010	12:00 AM - 12:00 AM ET

Product Selection

System: [Dropdown] Brand: [Dropdown] Name: [Dropdown]

Other List (SP ID): [Text] List of Allergies: [Text: N/A]

Day of Last Menstrual: [Text] Recurrence Date of Onset: [Text] Associated Infection Date: [Text]

Product Substitution: Product Substitution (Provider) IUD (provider selection) or IUD (Device) (SP) Dispense as Written IUD (SP selection) or IUD (Device) (SP)

Buy and Bill: Buy and Bill (IUD) (provider selection) or IUD (Device) (SP) Buy and Bill (IUD) (SP selection) or IUD (Device) (SP)

Submit / Next Step

This information will populate when creating a profile



Click the pencil icon to edit any physician or shipping information

Select a profile name and office address when creating a new prescription

Select specialty pharmacy

Product selection

Select a product and fill in the related information

List of Allergies

N/A

Insert all known patient allergies

If patient does not have any allergies, enter "none" or "N/A." Please note that this is a required field, and the SP will not fill the prescription if this information is missing



Click "Submit/Next Step" to review ordering information

Click "Back" to return to the previous section/page

If you have any questions, please call the **Bayer Customer Experience Team**
800-755-0887 | 8 AM-8 PM ET

CREATE A NEW BAYER IUD PRESCRIPTION: STEP 3

Confirmation & Submission



This page is for review only. The fax to the specialty pharmacy is the original form which is also shown in the printable PDF

Specialty Pharmacy Prescription Request Form

Kyleena | Mirena | Skyla

Step 1: Patient Information | Step 2: Physician & Prescription Information | **Step 3: Confirmation & Submission**

Patient Information Edit

Jenny Karvitt 846 Newberry Road Morristown, NJ 07960 (278) 534-0434 Born 02/15/1990 Female	Prescription Insurance: BCBS Group Number: 0074654 Subscriber Number: 1004900004 (954) 423-2946	Medical Insurance: BCBS Group Number: 04973890 Subscriber Number: 0840491684 (940) 904-0046
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Physician & Prescription Information Edit

Maria Fitz, MD 445 Drive M, NJ 08001 Phone: (800) 900-0000 Fax: (888) 406-2793	ABC Medicaid Number: 00000 License Number: 0000 NPI Number: 0000 DEA Number: 0000	Shipping Address: 445 Drive M, NJ 08001 Attention: Maria Fitz
--	---	--

Pharmacy Selection Edit

CVS Specialty (in the Continental US)
Phone: (800) 434-8312
Fax: (800) 210-1681
Open: 7:30 AM - 9:00 PM ET

Product Information Edit

Kyleena 230.430 Allergies: N/A Last Menses: 02/10/2022	Requested Delivery Date: 03/12/2022 Scheduled Insertion Date: 03/17/2022	Dispense as Written
--	---	---------------------

Cancel Send Digitally Print as PDF

For important risk and use information for Kyleena, Mirena and Skyla, please visit Bayer. For full prescribing information, please visit MyBayer.com or visit the Bayer website for each product information.

Step 3 Confirmation & Submission

Review form and confirm information



If you need to edit any information, select the "Edit" button next to the respective section



Select to send digitally or print as PDF

If you need a wet signature, you must edit the physician's information and remove the digital signature to leave a blank space on the printed form. In that scenario, the form needs to be faxed to the specialty pharmacy in the traditional way

The Bayer Customer Experience Team, which can be reached at 800-755-0887, is available to answer any questions related to the application. If you have any specific questions about a prescription, call the specialty pharmacy



RESET PASSWORD

1

Click here to reset your password

2

Fill in the fields below to reset your password

3

Once you have entered a new password, click "Submit"

If you have any questions, please call the **Bayer Customer Experience Team**
800-755-0887 | 8 AM-8 PM ET



EDIT USER PROFILE

1

Click here to edit user profile

2

Make any changes necessary

3

Click "Submit" to finish editing the user profile

If you have any questions, please call the **Bayer Customer Experience Team**
800-755-0887 | 8 AM-8 PM ET



ADD OR EDIT OFFICE ADDRESSES

1

Click here to see office addresses

2

Click here to add an office address

Click the pencil icon to edit the referral form details of the selected patient

3

Fill out the fields below to add an office address

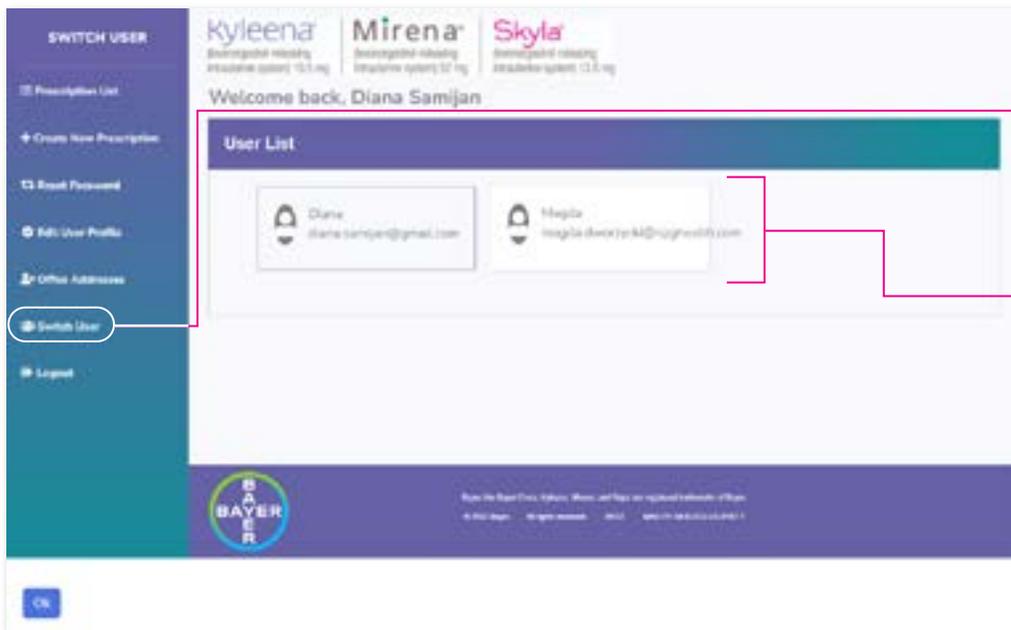
4

Click "Update" to save the new office address

If you have any questions, please call the **Bayer Customer Experience Team**
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SWITCH USER

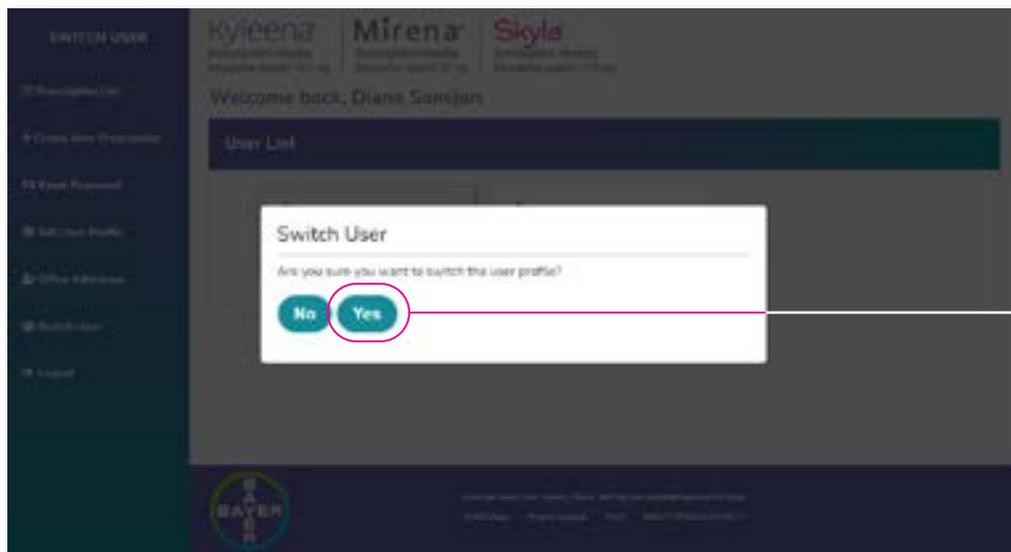


1

Click "Switch User" to work in a different user profile

2

Select a user profile from the list shown



3

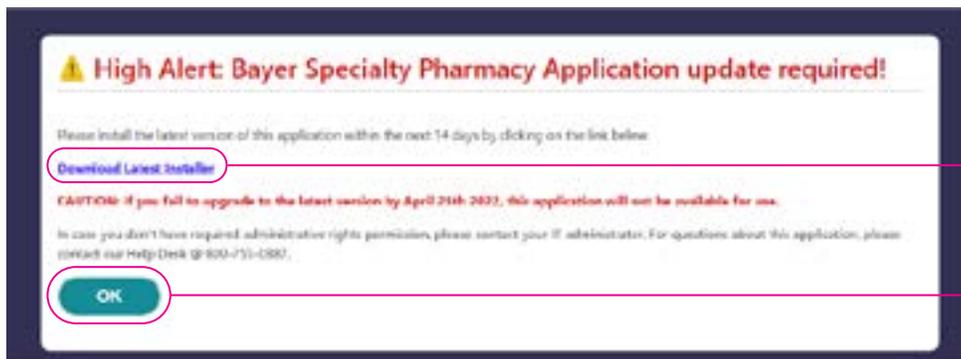
Click "Yes" to confirm your selection

If you have any questions, please call the **Bayer Customer Experience Team**

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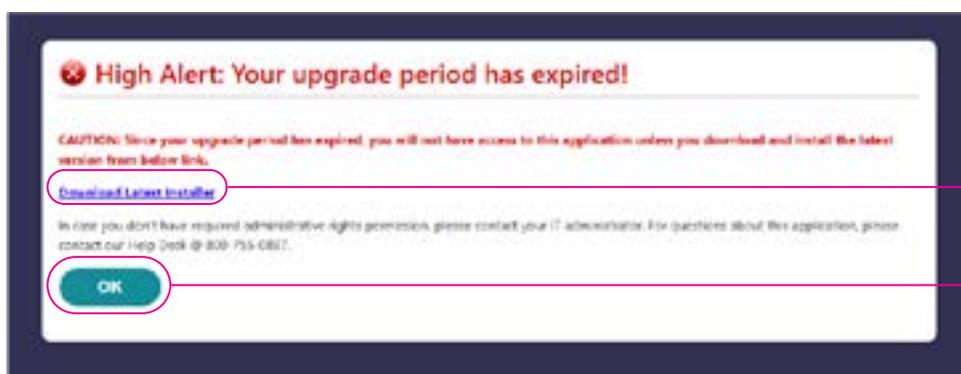


ALERT MESSAGES



Within 14 days of receiving this message, click on “Download Latest Installer” to update your application

Click “OK” to exit



This message will appear if you have not downloaded the most recent installer within the last 14 days

Click “OK” to exit



If there is a problem with your internet connection while using the application, you will receive this message. Click “OK” to exit



Click “Close” to go back to review prescription information



Click “OK” to close window

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intrauterine system) 19.5 mg

Mirena[®]
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(levonorgestrel-releasing
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