

Submitting and managing claims

TotalAssist virtual pharmacy card

The screenshot shows the TotalAssist application portal. At the top, there is a purple header with the Patient Advocate Foundation TotalAssist logo on the left and a 'Logout' button on the right. Below the header, there are navigation tabs for 'Dashboard' and 'Applications'. The main content area displays 'APPLICATION REF: APPTAA20264041006' and 'Breast Cancer'. A green banner with a checkmark and the text 'CONGRATULATIONS Your Application has been approved' is prominent. Below this, a message reads: 'Congratulations! Your application has been approved. All patients' diagnosis must be confirmed by their treating provider to be eligible for assistance. The patient's treating provider must sign and submit the diagnosis verification form within 30 days, or the grant will be rescinded.' A section titled 'Patients and caregivers:' states: 'A diagnosis verification form has been faxed to the treating provider listed on the application. Please follow up with your treating provider to ensure the form is completed and submitted before the deadline.' A box contains the following information: 'Patient Name: JUANITA RIVERA', 'Eligibility Period: 12/21/2025 - 06/19/2027', 'Card Holder: 1000544964', 'BIN: 610020', 'PCN: PXXPDMI', 'Group: 99999999', 'For pharmacy inquiries contact PDMI at 855-552-0274.', and 'For patient inquiries contact PAF at 866-512-3861.' Below this box, there is a link to 'TotalAssist Claim Guide' and a button to 'Click to take a quick survey'. The footer of the page reads 'Copyright © 2026 . All rights reserved.'

When using your grant for medication copays, simply share your **Virtual Pharmacy Card** details with your pharmacy or specialty pharmacy.

You can access it any time from the **'Application Status/Pharmacy Card'** section of your application.

TotalAssist Claim Guide

The screenshot shows the TotalAssist application portal interface. At the top, there is a purple header with the Patient Advocate Foundation logo and a 'Logout' button. Below the header, there are navigation tabs for 'Dashboard' and 'Applications'. The main content area displays 'APPLICATION REF: APPTAA20264041006' and 'Breast Cancer'. A green banner with a checkmark and the text '✓ CONGRATULATIONS Your Application has been approved' is prominent. Below this, there is a message: 'Congratulations! Your application has been approved. All patients' diagnosis must be confirmed by their treating provider to be eligible for assistance. The patient's treating provider must sign and submit the diagnosis verification form within 30 days, or the grant will be rescinded.' A section titled 'Patients and caregivers:' contains a message: 'A diagnosis verification form has been faxed to the treating provider listed on the application. Please follow up with your treating provider to ensure the form is completed and submitted before the deadline.' Below this is a box containing patient information: 'Patient Name: JUANITA RIVERA', 'Eligibility Period: 12/21/2025 - 06/19/2027', 'Card Holder: 1000544964', 'BIN: 610020', 'PCN: PXXPDMI', 'Group: 999999999', 'For pharmacy inquiries contact PDMI at 855-552-0274.', and 'For patient inquiries contact PAF at 866-512-3861.' At the bottom of the main content area, there is a link 'TotalAssist Claim Guide' which is highlighted with a red box and a callout arrow. Below the link is a button that says 'Click to take a quick survey'. The footer of the page contains the text 'Copyright © 2026 . All rights reserved.'



Don't forget! You can always view the full **TotalAssist Claim Guide** right from the 'Application Status/Pharmacy Card' section of your application.

TotalAssist Claim Guide

Submitting a claim

1

Payable to

- Select who the claim is payable to
- Search for the treating facility or service provider (*skip if payable to 'Patient/Guardian'*)
- Confirm the correct address for the claim

2

Documents

- For a full list of required documents for each claim type, see the **TotalAssist Claim Guide**.

3

Signature

- Read and review the attestation
- Complete the E-signature and submit

Submitting a claim – from the ‘Applications’ tab

To start a claim submission:

1. Go to the **‘Applications’** tab, find the grant you’d like to submit a claim for, then click **‘View application details’**.

2. Click **‘Claims’** in the lefthand menu.

The screenshot shows the Patient Advocate Foundation TotalAssist web application interface. At the top, there is a purple header with the logo on the left and a 'Logout' button on the right. Below the header, there are two tabs: 'Dashboard' and 'Applications', with 'Applications' selected and highlighted by a purple box. The main content area displays 'APPLICATION REF: APPTAA20264041006' and 'Breast Cancer'. On the left, there is a vertical menu with various options: 'Award Info', 'Patient Info', 'Authorized Person', 'Insurance Details', 'Physician/Diagnosis', 'Upload Documents', 'Correspondence', 'Claims', and 'Application Status / Pharmacy Card'. The 'Claims' option is highlighted with a purple box and an arrow pointing to it from the text box on the left. The main content area shows a 'CLAIMS' section with the text 'No claim found!' and a '+SUBMIT A CLAIM' button in the upper right corner, which is also highlighted with a purple box and an arrow pointing to it from the text box on the right.

3. Click the **‘+ Submit a Claim’** button in the upper right corner to begin your claim.

Patient data is fictional.

Step 1: Payable To

Dashboard Applications

CREATE CLAIM Cancel

CLAIM SUBMISSION

Juanita Rivera | APPTAA20264041006

1 PAYABLE TO 2 DOCUMENTS 3 SIGNATURE

Payable To
Patient/Guardian

Payable to

Patient/Guardian
Juanita Rivera
421 Butler Farm Rd,
Hampton,
VA, 23666, US

NEXT

Using the dropdown menu, select who the claim is payable to:

- Patient/Guardian
- Provider
- Insurance
- Other

Once you've made your selection and confirmed the address, click **'Next'**.

Step 2: Documents

Dashboard Applications

CREATE CLAIM Cancel

CLAIM SUBMISSION

Juanita Rivera | APPTAA20264041006

1 PAYABLE TO 2 DOCUMENTS 3 SIGNATURE

Please upload supporting documentation

To ensure your document is uploaded successfully, please ensure the file name is unique and does not contain any special characters.
Example of correct format: John Doe Income 1.1.25

Drag 'n' drop some files here, or click to select files

* Maximum File Size is 10MB Per File. Attachments Cannot Exceed 15MB Total. Acceptable File Formats: PDF, JPEG, JPG, PNG, HEIF

16 KB
Juanita Winfr...

PREVIOUS NEXT

Tip: For a full list of required documents for each claim type, see the **TotalAssist Claim Guide**.

To upload documents, you can drag and drop into the outlined box or click to select files from your computer.

Successfully uploaded documents will display here. Once complete, click **'Next'**.

Step 3: Signature

Patient Advocate Foundation TotalAssist

Logout

Dashboard Applications

CREATE CLAIM Cancel

CLAIM SUBMISSION

Juanita Rivera | APPTAA20264041006

1 PAYABLE TO 2 DOCUMENTS 3 SIGNATURE

I attest that the information supplied is complete, accurate and supported in the patient's medical records. I understand this information is for the sole use of the Patient Advocate Foundation TotalAssist Program, its representatives, and/or agents selected in order to assess the patient's eligibility for participation in the program. I understand that the assistance is temporary, and the patient may be asked to reapply at designated intervals.

Electronic Signature:

I hereby certify that the foregoing statements, including any accompanying statements and/or documents submitted are true, complete and accurate to the best of my knowledge. Please enter a value in the field below that represents you signing this document.

E-Signature (Your Name)
Juanita Winfree

PREVIOUS SIGN AND SUBMIT

Read and review the attestation.

Type your name into the **'E-Signature'** field to add your signature to the claim, then click **'Sign and submit'**.

Claim submission complete

The screenshot shows the Patient Advocate Foundation TotalAssist dashboard. At the top, there is a navigation bar with the logo on the left, a user profile area, and a 'Logout' button. A green notification box in the top right corner displays 'Claim created Successfully' with a close button. Below the navigation bar, there are tabs for 'Dashboard' and 'Applications'. The main content area is titled 'Patient Dashboard' and contains three panels: 'Recently Created Application' for JUANITA RIVERA with a \$6,500.00 award, 'Recent Activities' showing pending and approved applications, and 'Actions Required' with a table of tasks.

Ref	Patient	Actions
Awaiting Diagnosis Verification	JUANITA RIVERA	Complete Action

After submitting your claim, you will be taken to the main dashboard and receive an on-screen pop-up notification.

The notification will be green if the claim was submitted successfully.

Reviewing details of submitted claims

The screenshot shows the Patient Advocate Foundation TotalAssist interface. At the top, there is a purple header with the logo and a 'Logout' button. Below the header, there are navigation tabs for 'Dashboard' and 'Applications'. The main content area displays 'APPLICATION REF: APPTAA20264041006' and 'Breast Cancer'. On the left, there is a sidebar menu with options like 'Award Info', 'Patient Info', 'Authorized Person', 'Insurance Details', 'Physician/Diagnosis', 'Upload Documents', 'Correspondence', 'Claims', and 'Application Status / Pharmacy Card'. The 'CLAIMS' section is highlighted, showing a '+SUBMIT A CLAIM' button and a table with columns: POE ID, Check No, Submissio..., Amount Su..., Status, and Action. The table contains one entry with POE ID 'P-1640007', Submission date '06/19/2026', and Amount '\$0.00'. The 'Action' column for this entry has a 'View Claim' button and an eye icon, which is highlighted by a purple box and a purple arrow. Below the table, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and 'Page 1 of 1'.

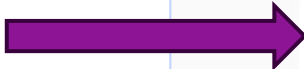
To review details of submitted claims, navigate to the **'Claims'** tab.

All claims connected to your grant(s) will be listed.

To view full details of a claim, click the eye icon under the **'Action'** column.

Full claim details

Click on the lefthand menu to view additional items, including denial reasons (if denied), who the claim is payable to, and any attached claims documents you submitted.



The screenshot shows the 'Full claim details' page in the Patient Advocate Foundation TotalAssist system. The page has a purple header with the logo and a 'Logout' button. Below the header are navigation links for 'Dashboard' and 'Applications'. The main content area is titled 'CLAIMS DETAILS' and contains a summary table with the following information:

Patient Name: Juanita Rivera	Application Ref: APPTAA20264041006	Claim ID: P-1640007	Status: Pending
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Below the summary table is a left-hand menu with four items: 'Claims Info', 'Denial Reasons', 'Payable To', and 'Attachments'. A purple arrow points to the 'Claims Info' item. To the right of the menu is a section titled 'PAYABLETO' with the following details:

PayableTo : Juanita Rivera	Payee Address : 421 Butler Farm Rd	Payee ZIP : 23666	Payment Type : Check
Payee City : Hampton	Payee State : VA		