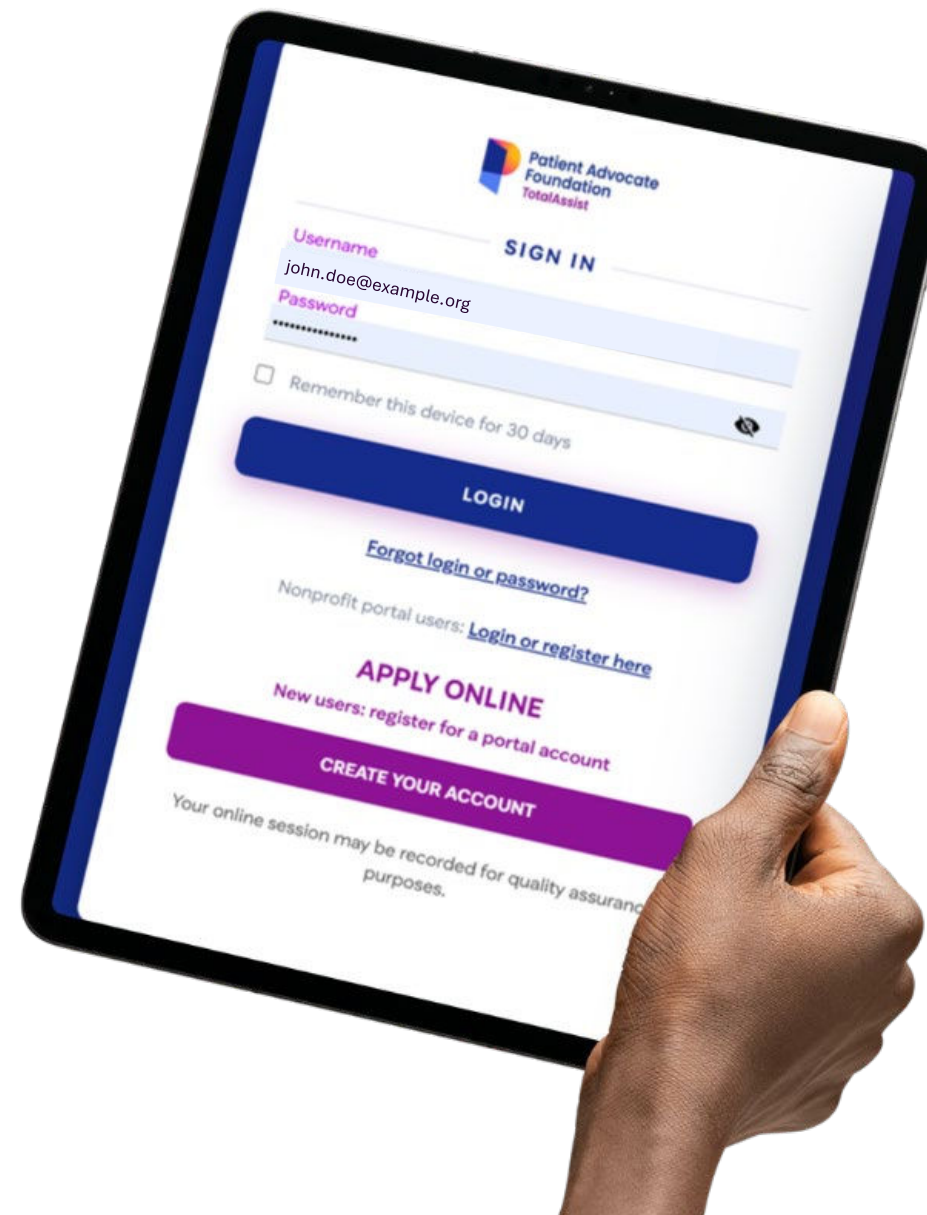


Getting started with the TotalAssist provider portal

What's in a portal account?

You can log in to your TotalAssist portal 24/7 to:

- Apply for **new** TotalAssist grants for your patients
- Apply for **renewal** TotalAssist grants for your patients
- Access your patient's virtual pharmacy card
- Submit claims and upload documents
- Check information like approval status, grant balances, eligibility dates, and claims status
- Access important documents and updates



Login screen: Portal.TotalAssist.org

Log in or register for a TotalAssist portal account.

TotalAssist Portal Login & Quick Action Tools



SIGN IN

Username
john.doe@example.org

Password

☐ Remember this device for 30 days

LOGIN

[Forgot login or password?](#)

Nonprofit portal users: [Login or register here](#)

APPLY ONLINE

New users: register for a portal account

CREATE YOUR ACCOUNT

Your online session may be recorded for quality assurance purposes.

QUICK ACTION TOOLS - NO LOGIN NEEDED

Quickly check award and claims information

- Account status, grant balance, award amount, award dates
- Claim status, payee, payment date, and check number

Quick search

Notifications when funds open

Sign up or update preferences

New transportation grants

Activate travel VISA card

Need help with grants, claims, or your portal account?

Search help center

Live chat help from a support specialist:
Mon - Fri, 8:30am - 5:30pm ET
or call [1-866-512-3861](tel:1-866-512-3861)

[Find a TotalAssist fund](#) [Portal updates and news](#)





Quick action tools – no portal log in required

- Quickly check award and claims information
- Sign up for TotalAssist fund opening notifications
- Search our help center
- And more!

Logging in for existing PAF CPR or PAN portal users

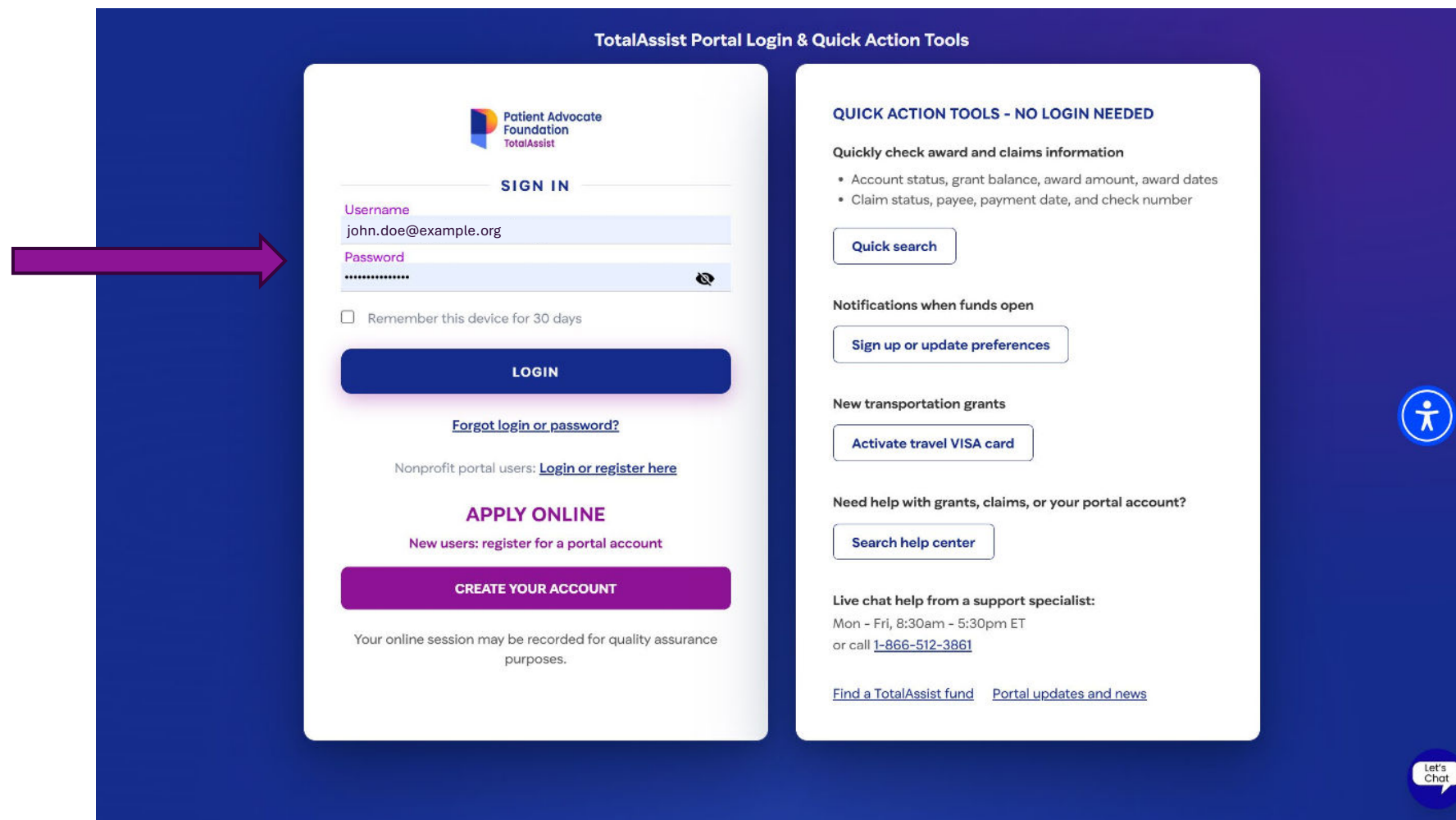
PAF CPR portal users:

Enter your CPR portal username (email) and password to log in. *(This will also be the process if you have BOTH a PAF CPR and PAN portal account.)*

PAN portal users:

Select 'Forgot login or password.' Enter your PAN portal username (email) and follow prompts to reset password.

portal.TotalAssist.org



The screenshot shows the 'TotalAssist Portal Login & Quick Action Tools' page. On the left, there is a 'SIGN IN' section with fields for 'Username' (containing 'john.doe@example.org') and 'Password' (masked with dots). Below these fields is a checkbox for 'Remember this device for 30 days' and a large blue 'LOGIN' button. Under the login button are links for 'Forgot login or password?' and 'Nonprofit portal users: Login or register here'. Below that is an 'APPLY ONLINE' section with a link 'New users: register for a portal account' and a large purple 'CREATE YOUR ACCOUNT' button. At the bottom of this section is a note: 'Your online session may be recorded for quality assurance purposes.' On the right, there is a 'QUICK ACTION TOOLS - NO LOGIN NEEDED' section. It includes a 'Quickly check award and claims information' section with links for account status, grant balance, award amount, award dates, claim status, payee, payment date, and check number. Below this is a 'Quick search' button. Then, a 'Notifications when funds open' section with a 'Sign up or update preferences' button. Next is a 'New transportation grants' section with an 'Activate travel VISA card' button. Then, a 'Need help with grants, claims, or your portal account?' section with a 'Search help center' button. At the bottom of this section is a 'Live chat help from a support specialist:' section with hours 'Mon - Fri, 8:30am - 5:30pm ET' and a phone number '1-866-512-3861'. Below this are links for 'Find a TotalAssist fund' and 'Portal updates and news'. On the far right, there is a circular icon with a person and a 'Let's Chat' button.

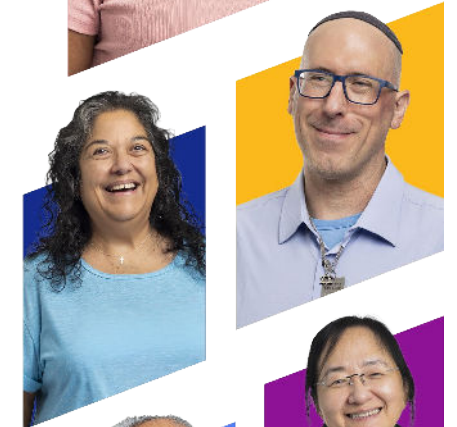
Understanding what legacy portal data migrates

PAF CPR portal data

- All active portal users (login within last 12 months) will be migrated to the TotalAssist portals.
- CPR data related to all active and expired patient grants will be migrated.
- CPR claims submitted prior to July 1, 2026, will be visible based on portal user rules. *(Patients can see all claims and provider/pharmacy users will only see claims they submitted.)*

PAN portal data

- All active portal users (login within last 12 months) will be migrated to the TotalAssist portals.
- PAN data related to active patient grants (currently active or enrollment date of January 1, 2025, or later) will be migrated.
- PAN claims paid prior to July 1, 2026, will not be visible in the TotalAssist Portal. *(Patient grant balance will reflect claims paid prior to July 1, 2026.)*
- If you would like to retain grant details for additional patients, we recommend saving this information before the PAN portal closes on June 26 at 5:30 PM ET. (For assistance, email providerhelp@patientadvocate.org)



Creating a NEW TotalAssist portal account

Don't have either a PAF CPR
or PAN portal account?
Click 'Create your account'!

portal.TotalAssist.org

TotalAssist Portal Login & Quick Action Tools



SIGN IN

Username
john.doe@example.org

Password

☐ Remember this device for 30 days

LOGIN

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Nonprofit portal users: [Login or register here](#)

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[Find a TotalAssist fund](#) [Portal updates and news](#)



Creating a NEW TotalAssist portal account

Beginning July 1, if you do not have an active PAF CPR or PAN Foundation portal account, you can sign up for a new TotalAssist portal account in a few easy steps:

- 1 Visit **portal.TotalAssist.org**. Bookmark the log in page for easy access.
- 2 Find and click 'Create your account.'
- 3 Select the type of user you are (e.g., Provider registration or Pharmacy registration).
- 4 Follow the prompts and complete the required fields, then click 'Register.'
- 5 You'll receive a registration confirmation email with a link to confirm your portal account and verify your email. The link in the email is valid for 2 hours. (NOTE: If you do not receive an email confirmation, please check your junk/spam folder).
- 6 At sign in, you'll be prompted to complete multi-factor authentication. Check your email and enter your unique code to access your account.