Customer Support Center

Nexplanon®
(etonogestrel implant) 68mg
Radiopaque

CSCN Provider Portal: User Guide

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Provider Portal Overview

The CSCN Provider Portal is a secure online resource tool that provides 24/7 access to:

- ✓ Electronic enrollment and e-Signature functionality
- ✓ Status updates on enrollment form submissions
- ✓ Real-time notification alerts
- ✓ Uploading of supplemental documentation

Who can use the CSCN Provider Portal?

Healthcare professionals and authorized users at the physician's office can access and utilize the CSCN Provider Portal.

Where can I find the CSCN Provider Portal?

You can access the CSCN Provider Portal by clicking on the "Enroll Now" button on:
www.Organon-CSCN.com

You may also access the portal directly at:
www.Portal-Organon-CSCN.com

How can I receive additional Provider Portal assistance?

Please contact the CSCN at:
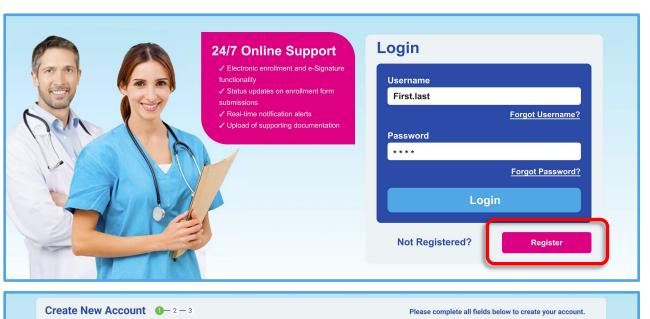*1-844-639-4321 (option 1) from 8 AM to 8 PM ET, Monday through Friday.*
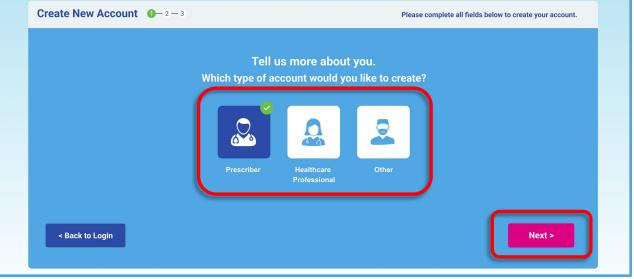
How to Register a New Account

New users can register by selecting the **Register** button.

Users will select an account type then click the **Next** button.

Note: Only a prescriber with a valid NPI number should use the "Prescriber" account type.

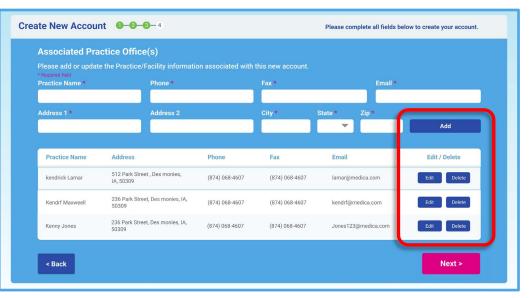*Note: Only one email address can be used per account.*

How to Register a New Account

Fill out all required fields on the "Create New Account" page. Required fields will vary depending on the type of account being created.

The user will also have the option to enter one or more practice office(s) to their newly created account.

How to Register a New Account

Here, the user may enter the information for the Healthcare Provider(s) that will be associated with the newly created account.

Once added, users may edit/delete provider practice office(s) information by following the appropriate prompts.

After clicking the **Save and Register** button, the registration process will be complete.

1ˢᵗ Time Login – Security Questions

For your security, the first time a user logs into their account, they will be required to set up 3 security questions.

Account Settings: *How to Update Facility Information*

Users can update practice office information by clicking **Account Settings** and selecting the **Facility** tab.

From here, the user may **add**, **edit**, and **delete** practice offices by clicking on the appropriate buttons.

Note: New facilities added on this screen must be linked to a provider using the "Provider" tab.

Account Settings: *How to Update Provider Information*

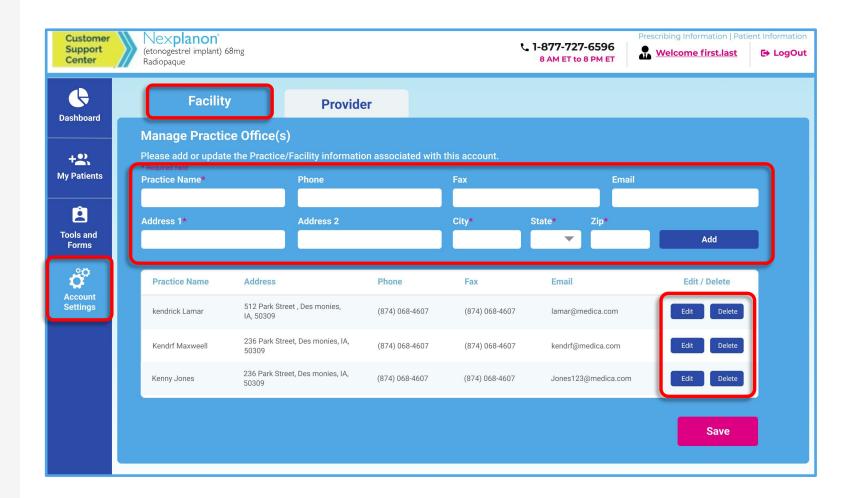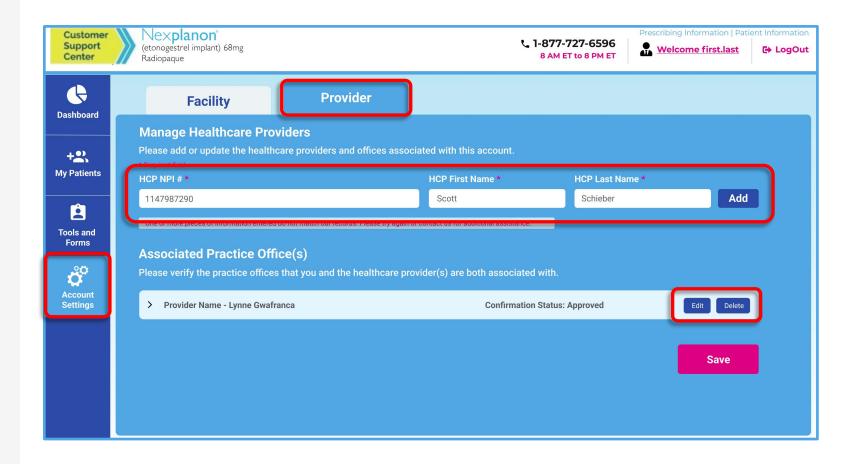Users can add, delete, or update providers associated with the account by clicking **Account Settings** and selecting the **Provider** tab.

If adding a new provider, they must be linked to a practice office by clicking the **Edit** button on the bottom of the page.

Note: Only non-prescriber accounts have the ability to add providers to the account.

Account Settings: *E-Signature Functionality*

Users can obtain E-Signature functionality by clicking **Account Settings** and selecting the **E-Signature** tab.

For your security, the user must take an authentication step by clicking on the **Verify With ID.me** button and following the prompts.

Note: Only the "Prescriber" account type has the option to obtain E-Signature functionality.

My Patients: *Overview*

Clicking on the **My Patients** tab will take the user to a screen where they can view individual patient profile information, such as:

— A list of existing patients and their cases

— Case details/Status updates

— Action items

My Patients: *Overview*

By clicking on any single patient's Patient ID number, users may access the following:

— Additional patient and case details

— Patient specific action items via the Case Alerts section

— Access to view case documents via the Case Document(s) section

— Option to upload documents by clicking the **Upload Supplemental Documents** button

Submitting a CSCN Enrollment Form

Users can click on the **Submit CSCN Enrollment Form** button to start the process of completing and submitting an enrollment form through the provider portal.

Note: The Submit CSCN Enrollment Form button is available to "Prescriber" and "Healthcare Professional" account types only.

Submitting a CSCN Enrollment Form

Both "Healthcare Professional" and "Prescriber" portal account types can complete an enrollment form through the portal.

"Healthcare Professional" accounts start the enrollment form by selecting the patient's prescriber and practice location.

"Prescriber" accounts start the enrollment form by selecting the practice location.

Submitting a CSCN Enrollment Form

The user will complete Steps 1 - 5 as prompted.

Support options, required fields, program terms, and authorizations are all identical to the downloadable CSCN Enrollment Form.

Note: Users will be unable to advance to the next page if required information is not provided.

Submitting a CSCN Enrollment Form: *Printing & Signing*

Prescribers may sign the CSCN Enrollment Form electronically but may also print and sign the form manually at any time.

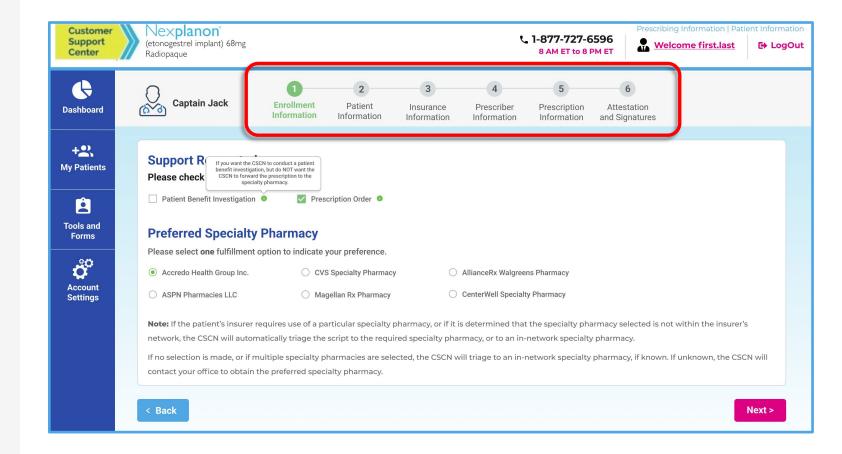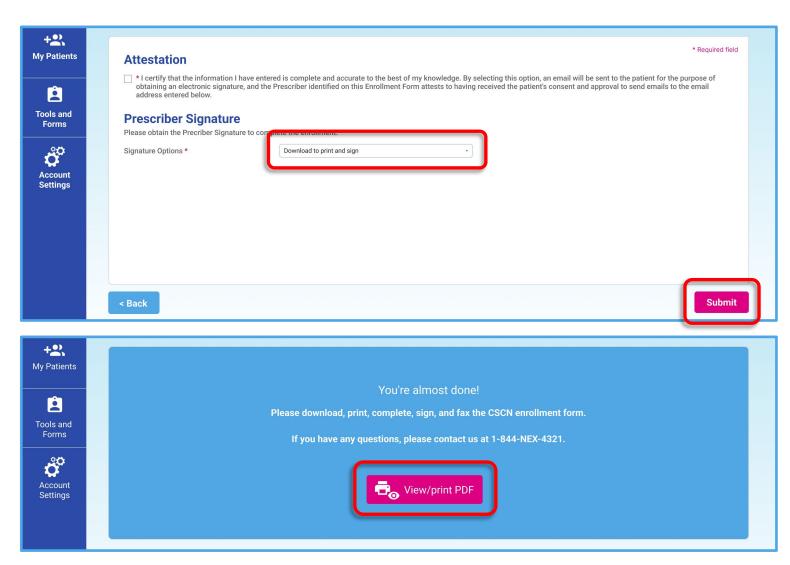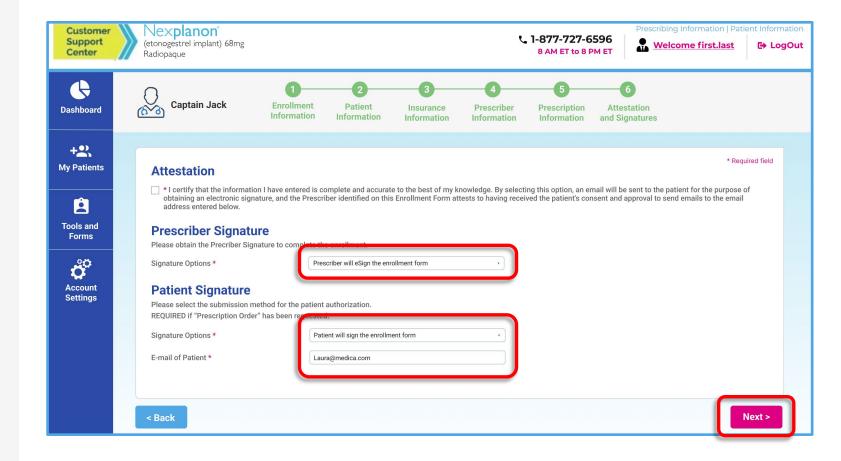To print and sign, the user can select the **Download to print and sign** option from the dropdown, click **Submit**, and follow the prompts to view and print a PDF version of the form.

My Patients

Tools and Forms

Account Settings

* Required field

Attestation

☐ * I certify that the information I have entered is complete and accurate to the best of my knowledge. By selecting this option, an email will be sent to the patient for the purpose of obtaining an electronic signature, and the Prescriber identified on this Enrollment Form attests to having received the patient's consent and approval to send emails to the email address entered below.

Prescriber Signature

Please obtain the Precriber Signature to complete the enrollment.

Signature Options *   Download to print and sign   ▾

< Back   Submit

My Patients

Tools and Forms

Account Settings

You're almost done!

Please download, print, complete, sign, and fax the CSCN enrollment form.

If you have any questions, please contact us at 1-844-NEX-4321.

View/print PDF

Submitting a CSCN Enrollment Form: *E-Signature*

Prescribers who have completed the authentication step through ID.me (and their patients) may sign the CSCN Enrollment Form electronically.
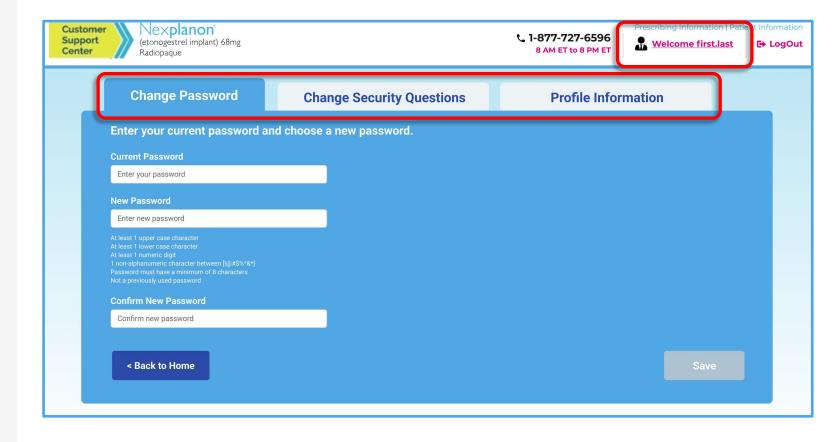
To E-Sign, the user can select the **Prescriber will eSign the enrollment form** option from the dropdown, complete the associated **Patient Signature** options, click **Next**, and follow the DocuSign prompts to complete the E-Signature process.
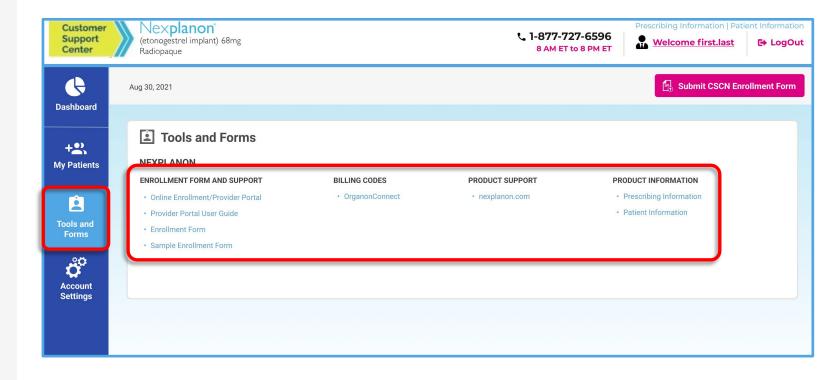
Updating Account Information

By clicking on the **Welcome first.last name** link in the upper right-hand corner, a user can update the following information at any time:

– Password

– Security Questions

– Profile Information

Tools & Forms

By clicking on the **Tools and Forms** button on the left-hand side of the screen, the user may obtain access to additional helpful information and resources.

Contact Us

Customer Support Center for NEXPLANON® (etonogestrel implant) 68mg Radiopaque

For any questions about the Provider Portal, or if you need registration assistance, please contact the CSCN for live support.

844-NEX-4321 (844-639-4321)
Monday – Friday
8:00 AM – 8:00 PM ET

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