

Customer
Support
Center



Nexplanon[®]
(etonogestrel implant) 68mg
Radiopaque

CSCN Provider Portal: User Guide

Table of Contents

Provider Portal Overview	2
Registering a New Account	3
1 st Time Login	6
Updating Facility Information	7
Updating Provider Information	8
E-Signature Functionality	9
My Patients Overview	10
Submitting a CSCN Enrollment Form	12
Updating Account Information	17
Tools & Forms	18
Contact Information	19

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.*

24/7 Online Support

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

Login

Username
First.last [Forgot Username?](#)

Password
**** [Forgot Password?](#)

Login

Not Registered? **Register**

Create New Account 1-2-3 Please complete all fields below to create your account.

Tell us more about you.
Which type of account would you like to create?

Prescriber Healthcare Professional Other

< Back to Login **Next >**

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.

Create New Account 1-2-3-4 Please complete all fields below to create your account.

Account Information

Please enter your information for the new account profile.

* Required field

First Name * Last Name * Phone * Fax *

Email *

Create a username and password to access your new online account.

Create Login Username Password Confirm Password

At least 1 upper case character
At least 1 lower case character
At least 1 numeric digit
1 non-alphanumeric character between [!@#\$%^&*]
Password must have a minimum of 8 characters
Not a previously used password

< Back Next >

Create New Account 1-2-3-4 Please complete all fields below to create your account.

Associated Practice Office(s)

Please add or update the Practice/Facility information associated with this new account.

* Required field

Practice Name * Phone * Fax * Email *

Address 1 * Address 2 City * State * Zip *

Add

Practice Name	Address	Phone	Fax	Email	Edit / Delete
kendrick Lamar	512 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	lamar@medica.com	Edit Delete
Kendrf Maxwell	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	kendrf@medica.com	Edit Delete
Kenny Jones	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	Jones123@medica.com	Edit Delete

< Back Next >

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.

Create New Account 1-2-3-4 Please complete all fields below to create your account.

Associated Healthcare Provider(s)
Please enter the information for each healthcare provider (HCP) associated with this new account.

HCP NPI # *	HCP First Name *	HCP Last Name *	Add
1147987290	Scott	Schieber	

Associated practice office(s)
Please verify the practice offices that you and the healthcare provider(s) are both associated with.

▼ Provider Name - Scott Schieber Edit Delete

Practice Name	Address	Address2	City	State	Zip
Kgf Practice	512 Park Street	236 Park Street	Des monies	IA	50309
Kgf Practice	512 Park Street	236 Park Street	Des monies	IA	50309

> Provider Name - Lynne Gwafranca Edit Delete

< Back **Save and Register**

Associated Practice Office(s)
Please verify the practice offices that you and the healthcare provider are both associated with.

Provider Name: Scott Schieber

	Practice Name	Address	Phone	Fax	Email
<input type="checkbox"/>	Kgf Practice	512 Park Street , Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	lamar@medica.com
<input checked="" type="checkbox"/>	Kgf Practice	512 Park Street , Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	kendrf@medica.com
<input checked="" type="checkbox"/>	Kgf Practice	512 Park Street , Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	Jones123@medica.com

Done

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.

The screenshot shows the 'Account Security Questions' page for Nexplanon. At the top, there is a header with the 'Customer Support Center' logo, the Nexplanon logo (etonogestrel implant) 68mg Radiopaque, a phone number 1-877-727-6596 (8 AM ET to 8 PM ET), and a user profile section with 'Welcome first.last' and a 'LogOut' button. The main content area is titled 'Account Security Questions' and contains a section 'Select New Account Security Questions'. Below this, there is a instruction: 'Select 3 security questions below. These questions will help us verify your identity in the event you forget your password.' A red asterisk indicates a required field. The first question is 'In what city were you born?' with a dropdown menu showing 'San Francisco' and an answer field containing 'San Francisco'. The second question is 'What is your mother's maiden name?' with a dropdown menu showing 'Amanda Miller' and an answer field containing 'Amanda Miller'. The third question is 'What is your pet's name?' with a dropdown menu showing 'Jerry' and an answer field containing 'Jerry'. A pink 'Continue' button is located at the bottom right of the form.

Customer Support Center

Nexplanon[®]
(etonogestrel implant) 68mg
Radiopaque

1-877-727-6596
8 AM ET to 8 PM ET

Prescribing Information | Patient Information

Welcome first.last | LogOut

Account Security Questions

Select New Account Security Questions

Select 3 security questions below. These questions will help us verify your identity in the event you forget your password.

* Required field

Select a Question *

In what city were you born?

Your Answer *

San Francisco

Select a Question *

What is your mother's maiden name?

Your Answer *

Amanda Miller

Select a Question *

What is your pet's name?

Your Answer *

Jerry

Continue

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.*

The screenshot displays the Nexplanon account settings interface. At the top, the header includes the Customer Support Center logo, the Nexplanon product name (etonogestrel implant) 68mg Radiopaque, a contact number (1-877-727-6596), and a user welcome message. The main navigation sidebar on the left contains icons for Dashboard, My Patients, Tools and Forms, and Account Settings (highlighted with a red box). The main content area is titled 'Manage Practice Office(s)' and features two tabs: 'Facility' (highlighted with a red box) and 'Provider'. Below the tabs is a form for adding or updating practice office information, with fields for Practice Name*, Phone, Fax, Email, Address 1*, Address 2, City*, State*, and Zip*. An 'Add' button is located at the bottom right of the form. Below the form is a table listing existing practice offices with columns for Practice Name, Address, Phone, Fax, Email, and Edit / Delete. The Edit / Delete column contains 'Edit' and 'Delete' buttons for each row (highlighted with a red box). A 'Save' button is located at the bottom right of the page.

Practice Name	Address	Phone	Fax	Email	Edit / Delete
kendrick Lamar	512 Park Street , Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	lamar@medica.com	Edit Delete
Kendrf Maxwell	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	kendrf@medica.com	Edit Delete
Kenny Jones	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	Jones123@medica.com	Edit Delete

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.*

The screenshot displays the Nexplanon account settings interface. At the top, the header includes the Customer Support Center logo, the Nexplanon product name (etonogestrel implant) 68mg Radiopaque, a contact number (1-877-727-6596), and a welcome message for the user. The main navigation menu on the left includes Dashboard, My Patients, Tools and Forms, and Account Settings (highlighted with a red box). The main content area is titled 'Manage Healthcare Providers' and features a 'Provider' tab (highlighted with a red box). Below the tab, there is a form to add a new provider with fields for HCP NPI # (1147987290), HCP First Name (Scott), and HCP Last Name (Schieber), along with an 'Add' button (highlighted with a red box). Below the form, there is a section for 'Associated Practice Office(s)' with a table showing one office: 'Provider Name - Lynne Gwafranca' with a 'Confirmation Status: Approved' and 'Edit' and 'Delete' buttons (highlighted with a red box). A 'Save' button is located at the bottom right of the page.

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.*

The screenshot displays the Nexplanon patient portal interface. At the top, the header includes the Customer Support Center logo, the Nexplanon logo (etonogestrel implant) 68mg Radiopaque, a phone number 1-877-727-6596 (8 AM ET to 8 PM ET), and a user welcome message 'Welcome first.last' with a LogOut button. The main navigation menu on the left includes Dashboard, My Patients, Tools and Forms, and Account Settings (highlighted with a red box). The main content area shows the 'E-Signature' tab (highlighted with a red box) selected. The page title is 'Create Your New E-Signature Account'. The text explains that users with an existing Adobe Sign username should create a new ID.me account, while new users should create an account with ID.me. A list of required items for verification is provided: Photo ID (Driver's License, Passport, Passport Card, or State ID card), a 'live' selfie using a mobile device, the user's Social Security Number, and Prescribing information such as DEA and NPI numbers. A prominent green button labeled 'Verify With ID.me' (highlighted with a red box) is displayed. Below the button, a paragraph explains that ID.me is a trusted technology provider for digital identity protection and that the portal has partnered with ID.me to elevate verification security to NIST standards. A footer note provides the CSCN contact number: 1-844-NEX-4321.

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

Customer Support Center | Nexplanon (etonogestrel implant) 68mg Radiopaque | 1-877-727-6596 8 AM ET to 8 PM ET | Prescribing Information | Patient Information | Welcome first.last | LogOut

Aug 30, 2021 | Submit CSCN Enrollment Form

Dashboard | **My Patients** | Tools and Forms | Account Settings

My Patients

Patient Id	First Name	Last Name	Date of Birth	Provider	Collaborating Provider	Date Submitted	Enrollment Status	Product	Action Needed
4038	John	Doe	6/21/1989	Captain Jack	Captain Jack	8/01/2022	Request Initiated	Nexplanon	Yes
9171	Sarah	Jones	7/12/2000	Captain Jack	Captain Jack	7/16/2022	BI Completed	Nexplanon	No
9174	Eric	Wyndham	12/2/1996	Captain Jack	Captain Jack	8/12/2022	Order Completed	Nexplanon	Yes

Navigation: << 01 >>

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

Aug 30, 2021

[Upload Supplemental Documents](#) [Submit CSCN Enrollment Form](#)

John Doe (Patient ID: 12345) [Back](#) [Print](#)

Patient Cases

Case ID	Date Submitted	Enrollment Status	Product	Action Needed
OGN4772	8/15/2022	BI Completed	Nexplanon	No
OGN4766	8/12/2022	Request Initiated	Nexplanon	Yes
OGN4765	8/12/2022	Order Completed	Nexplanon	No
OGN4753	8/04/2022	BI Completed	Nexplanon	No
OGN4752	7/28/2022	Order Completed	Nexplanon	No

Patient Demographics

Case ID	: OGN4766	Address 1	: 1806 Swansea Road
Gender	: Male	Address 2	:
Date of Birth	: 6/21/1989	City	: Rockville
Enrollment Status	:	State	: MD
Product	: Nexplanon	Zip	: 20851
Primary Insurance	: Humana		
Secondary Insurance	:		

Case Alerts

Date & Time	Action Needed	Acknowledge
08/24/2022, 4:04 PM	Prescriber signature needed	Acknowledge

Case Document(s)

Document Name and Type	Date
RE - Referral Form - NEXPLANON (PDF)	8/20/2014

Customer Support Center **Nexplanon**
(etonogestrel implant) 68mg Radiopaque **Enrollment Form**
Version 2.0

Phone: 844-NEX-4321 (844-639-4321) • Fax: 844-232-2618

TO GET STARTED, COMPLETE THE ENROLLMENT FORM AND FAX IT TO 844-232-2618.

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.*

The screenshot shows the Nexplanon provider portal dashboard for August 20, 2022. The header includes the Customer Support Center, Nexplanon (etonogestrel implant) 68mg Radiopaque, a phone number (1-877-727-6596), and user information (Welcome first.last, LogOut). The dashboard features a sidebar with navigation options: Dashboard, My Patients, Tools and Forms, and Account Settings. The main content area displays a bar chart titled 'My Patients' with the following data:

Category	Number of Patients
Enrollment Forms In Progress	6
Patient Benefit Investigation Completed	3
Prescription Orders Completed	3
Total Patients	12

To the right of the chart is a summary panel with the following items:

- Enrollment Forms In Progress: 6
- Patient Benefit Investigation Completed: 3
- Prescription Orders Completed: 3
- Total Patients: 12

On the far right, there is an 'Actions Needed' section with a yellow circle containing the number 05 and a list of case IDs: Case ID 1, Case ID 2, Case ID 3, Case ID 4, and Case ID 5. A red box highlights the 'Submit CSCN Enrollment Form' button in the top right corner of the dashboard.

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.

The screenshot shows the Nexplanon portal interface. At the top, there is a header with the Nexplanon logo and product information: (etonogestrel implant) 68mg Radiopaque. To the right of the logo is the Customer Support Center logo, a phone number 1-877-727-6596, and the hours 8 AM ET to 8 PM ET. Further right, there is a 'Prescribing Information | Patient Information' link, a user profile icon with the text 'Welcome first.last', and a 'LogOut' button.

The main content area is titled 'Submit CSCN Enrollment Form'. On the right side of this area, there is a 'Select a Prescriber' dropdown menu with 'Captain Jack' selected. Below this, there is a section titled 'Facilities for Captain Jack' with the instruction 'Please select the facility that will be associated with this enrollment form.' This section contains a table with the following data:

Practice Name	Address	Phone	Fax	Email
kendrick Lamar	512 Park Street , Des monies, IA, Zip-50309	(874) 068-4607	(874) 068-4607	lamar@medica.com
Kendrf Maxweell	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	kendrf@medica.com
Kenny Jones	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	Jones123@medica.com
Kendrf Maxweell	236 Park Street, Des monies, IA, 50309	(874) 068-4607	(874) 068-4607	kendrf@medica.com

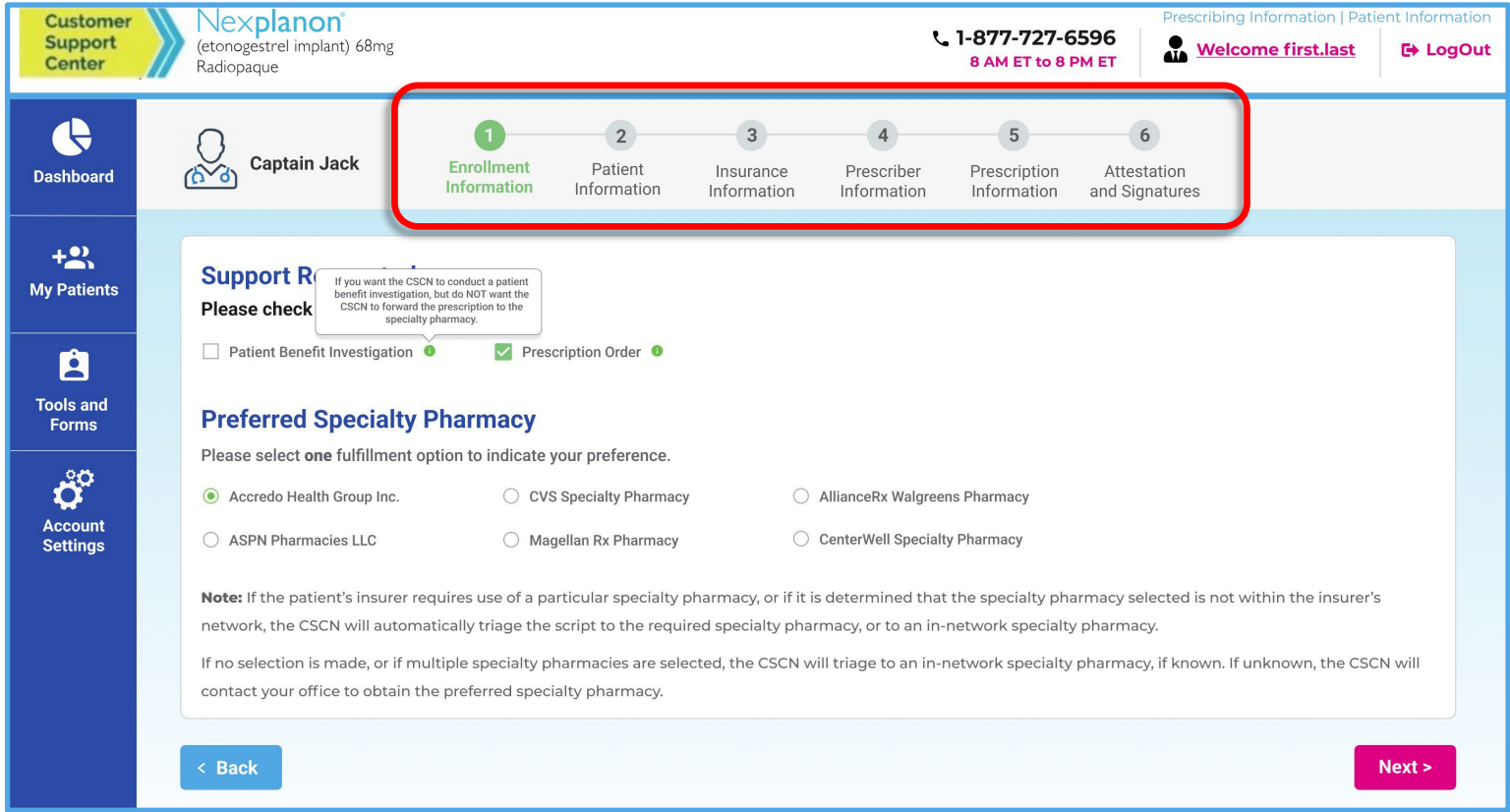
At the bottom of the table, there are navigation arrows and the number '01'. Below the table, there are 'Back' and 'Next >' buttons.

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.

This screenshot shows the 'Attestation' and 'Prescriber Signature' sections of the CSCN Enrollment Form. The 'Attestation' section includes a checkbox for certifying the information's accuracy. The 'Prescriber Signature' section has a dropdown menu with 'Download to print and sign' selected. A 'Submit' button is visible in the bottom right corner.

Attestation * Required field

* 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 Prescriber Signature to complete the enrollment.

Signature Options * Download to print and sign

Submit

< Back

This screenshot shows the completion screen of the CSCN Enrollment Form. It features a blue background with a central message: '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.' A 'View/print PDF' button is highlighted with a red border.

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.

The screenshot shows the Nexplanon enrollment form interface. At the top, there is a header with the Nexplanon logo, contact information (1-877-727-6596), and a user welcome message. A progress bar indicates the current step is 6, 'Attestation and Signatures'. The main content area is titled 'Attestation' and contains a checkbox for certifying the information. Below this are two signature sections: 'Prescriber Signature' and 'Patient Signature'. In the 'Prescriber Signature' section, a dropdown menu is highlighted with a red box, showing the option 'Prescriber will eSign the enrollment form'. In the 'Patient Signature' section, a dropdown menu is highlighted with a red box, showing the option 'Patient will sign the enrollment form', and an 'E-mail of Patient' field is filled with 'Laura@medica.com'. At the bottom right, a 'Next >' button is highlighted with a red box. A '< Back' button is visible at the bottom left.

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

The screenshot shows the Nexplanon patient portal interface. At the top left is the 'Customer Support Center' logo. Next to it is the Nexplanon logo and the text '(etonogestrel implant) 68mg Radiopaque'. On the top right, there is a phone number '1-877-727-6596' with the hours '8 AM ET to 8 PM ET'. To the right of the phone number is a user profile section with a red box around it, containing a person icon, the text 'Welcome first.last', and a 'LogOut' link. Below the header is a navigation bar with three tabs: 'Change Password', 'Change Security Questions', and 'Profile Information'. The 'Change Password' tab is selected and highlighted with a red box. The main content area is a blue box with the heading 'Enter your current password and choose a new password.' It contains three input fields: 'Current Password' (with placeholder 'Enter your password'), 'New Password' (with placeholder 'Enter new password'), and 'Confirm New Password' (with placeholder 'Confirm new password'). Below the 'New Password' field are the following requirements: 'At least 1 upper case character', 'At least 1 lower case character', 'At least 1 numeric digit', '1 non-alphanumeric character between [!@#%&*]', 'Password must have a minimum of 8 characters', and 'Not a previously used password'. At the bottom left of the blue box is a '< Back to Home' button, and at the bottom right is a 'Save' button.

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.

The screenshot displays the Nexplanon website interface. At the top, the 'Customer Support Center' logo is on the left, followed by the 'Nexplanon' logo and product details: '(etonogestrel implant) 68mg Radiopaque'. On the right, there is a phone number '1-877-727-6596' with the hours '8 AM ET to 8 PM ET', a user profile icon with the name 'Welcome first.last', and a 'LogOut' button. Below the header, a navigation sidebar on the left includes 'Dashboard', 'My Patients', 'Tools and Forms' (highlighted with a red box), and 'Account Settings'. The main content area shows the date 'Aug 30, 2021' and a 'Submit CSCN Enrollment Form' button. The 'Tools and Forms' section is titled and contains a table of resources for 'NEXPLANON'.

ENROLLMENT FORM AND SUPPORT	BILLING CODES	PRODUCT SUPPORT	PRODUCT INFORMATION
<ul style="list-style-type: none">• Online Enrollment/Provider Portal• Provider Portal User Guide• Enrollment Form• Sample Enrollment Form	<ul style="list-style-type: none">• OrganonConnect	<ul style="list-style-type: none">• nexplanon.com	<ul style="list-style-type: none">• Prescribing Information• Patient Information

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