

PROVIDER TIP SHEET: REQUESTING Prolia® (denosumab) injection for Bone Health

If your patient has been approved to receive assistance from Amgen Safety Net Foundation and an initial shipment of Prolia® has been processed, you may choose to refill your patient's prescription online through **ONLINE ACCESS**, our online portal. To use **ONLINE ACCESS**, you must first obtain an invitation code to be set up. If you have not used **ONLINE ACCESS** before, please refer to the "ONLINE ACCESS Tip Sheet for First-Time Users" for more information.

How do I request a refill online?

Step 1: Log in to ONLINE ACCESS

- Go to our website at www.amgensafetynetfoundation.com and click on the **ONLINE ACCESS** link.
- Under "Provider Access", log in using your secure username and password.

Step 2: Select a patient

- On the Dashboard tab, select the patient for whom you wish to request a refill.

Step 3: Request refill.

- On the Prescriptions tab, review the current prescription and if correct, click **Request Refill**.

Step 4: Verify the shipping address

- The address that the medication was previously shipped to is displayed. If the shipping address is correct, click **Continue**.
- If the shipping address is incorrect, call us at **1-888-762-6436** and choose **option 5** to speak to one of our patient assistance counselors.

Step 5: Select a delivery date

- Select a specific date you would like the product delivered. Deliveries cannot be scheduled for Saturday, Sunday, or Monday.
- Click on the check box to confirm someone will be available to accept the shipment. If no one is available to receive the shipment, the product may be returned to the Foundation and cannot be reshipped. Click **Submit Request**.

I need to request a refill or make a change to the prescription. How can I do this?

To make a change to the prescription, you can create a new prescription by clicking on the Prescriptions tab or by calling us at **1-888-762-6436** and choosing **option 6** to speak to one of our patient assistance counselors.

Why am I am getting a message "Cannot Process Online"?

We are unable to process your refill request online because you indicated the shipping address is incorrect. Please call us at **1-888-762-6436** and choose **option 6** to speak to one of our counselors.

Why am I am getting a message "Invalid Refill Request"?

We need an updated prescription for this patient. Please call us at **1-888-762-6436** and choose **option 6** to speak to one of our counselors.

How will my patient receive medication?

Your patient's Prolia® injection will be shipped to your office on behalf of the patient.

If you have other questions?

Go to www.amgensafetynetfoundation.com and click on the **Resources** tab for answers to Frequently Asked Questions and other Tip Sheets. You can speak to a patient assistance program counselor by calling **1-888-762-6436**, Monday through Friday, 9am to 8pm Eastern Time.