

# Resource Guide

Your one source  
for patient support

Providing resources to help your patients  
start and stay on the Janssen medications you prescribe



**Need help?**

Call **877-CarePath** (877-227-3728)  
Monday–Friday, 8:00 AM–8:00 PM ET  
Multilingual phone support available



Sign up or log in to the Provider Portal at  
[JanssenCarePathPortal.com](https://www.janssencarepathportal.com)



Visit us online  
[JanssenCarePath.com](https://www.janssencarepath.com)

Please read full Prescribing Information and Medication Guide for **INVOKANA**<sup>®</sup>. Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for **INVOKAMET**<sup>®</sup>/**INVOKAMET XR**<sup>®</sup> and **XARELTO**<sup>®</sup>. Provide the Medication Guide to your patients and encourage discussion.

## We can help make it simple for you to help your patients

Janssen CarePath is your one source for access, affordability, and treatment support for your patients. Our dedicated Care Coordinator team supports the Janssen medications you prescribe. We can help make it easier for you and your patients to get the resources you both may need.



**Access support**  
to help navigate  
payer processes

Janssen CarePath helps verify insurance coverage for your patients taking Janssen medications and provides reimbursement information.

Our offerings include:

- Benefits investigation support
- Prior authorization support and status monitoring
- Formulary exceptions research
- Coding information
- Information on the exceptions and appeals process
- Provider Portal at [JanssenCarePathPortal.com](https://www.janssencarepathportal.com) for online benefits investigation, prior authorization support, and other resources
- Online Secure Messaging to ask a question, request a status update, or send missing information related to an existing case

**Create a Janssen CarePath Provider Portal Account today!**  
**Visit [JanssenCarePathPortal.com](https://www.janssencarepathportal.com)**

The screenshot shows the Janssen CarePath Provider Portal login page. At the top, there are navigation links: "Indication & Important Safety Information", "Prescribing Information", and "Need Help?". The Janssen CarePath logo is in the top left. The main heading is "Welcome to Janssen CarePath". Below this is a paragraph of text: "Janssen CarePath provides resources focused on access, affordability and treatment support to help your patients get started and stay on the Janssen medications you prescribe. On the Janssen CarePath Portal, you can request benefits investigations; review the status of benefits investigation requests; enroll eligible, commercially-insured patients in the Janssen CarePath Savings Program; and view savings program transactions for your patients." Below the text is contact information: "If you have any questions, please contact us at: 877-CarePath (877-227-3728) Monday-Friday 8.00 AM to 8.00 PM ET." There are two input fields: "Username / Email" and "Password". A link "Forgot your password?" is next to the password field. At the bottom are "Cancel" and "Log In" buttons. At the very bottom, it says "No account? [Sign Up](#)."

**Bookmark this  
link for quick and  
easy access!**

**Patients can also create  
their own account at  
[MyJanssenCarePath.com](https://www.janssencarepath.com)**



**Affordability support**  
to help your patients start  
and stay on the Janssen  
treatment you prescribe

Janssen CarePath can help you find out what affordability assistance may be available for your patients taking Janssen medications.

**Support for patients using commercial or private insurance:**

- Janssen CarePath Savings Program
  - For INVOKANA®, INVOKAMET®, and INVOKAMET® XR, eligible patients **pay \$0 per month**, subject to monthly program benefit limits. There is no limit to this benefit for the first month of treatment, and then a \$200 limit for each month thereafter. There is a \$3,000 maximum program benefit per calendar year
  - For XARELTO®, eligible patients pay \$10 for each 30-day to 90-day prescription, subject to program benefit limits. There is no limit to this benefit for the first 90 days, and then a \$200 limit for each 30-day supply thereafter. There is a \$3,400 maximum program benefit per calendar year
  - Not valid for patients using Medicare, Medicaid, or other government-funded programs to pay for their medications. Terms expire at the end of each calendar year and may change
  - [JanssenCarePathPortal.com](https://www.janssencarepath.com) allows you to enroll eligible patients in Savings Programs and view program benefits
  - See [JanssenCarePath.com](https://www.janssencarepath.com) for program requirements

**Support for patients using government-funded healthcare programs or patients without insurance coverage:**

- [JanssenCarePath.com](https://www.janssencarepath.com) provides information on affordability programs that may be available



**Treatment support**  
to help your patients  
get informed and stay on  
prescribed treatment

Janssen CarePath provides additional support to your patients taking Janssen medications, including:

**For XARELTO®**

- Patient education videos
- Text, e-mail, and direct-mail communications

**For XARELTO®, INVOKANA®, INVOKAMET®, and INVOKAMET® XR**

- Personalized refill reminders
- Daily medication reminders

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**Johnson & Johnson Patient Assistance Foundation, Inc. (JJPAF)**

The Johnson & Johnson Patient Assistance Foundation, Inc. (JJPAF) is an independent, nonprofit organization. JJPAF gives eligible patients free prescription medicines donated by Johnson & Johnson companies. Patients may be eligible if they don't have insurance.

Do you have patients who may need help? They can see if they are eligible and get an application at [JJPAF.org](https://www.jjpf.org) or call 800-652-6227 (Monday through Friday, 8:00 AM to 8:00 PM ET).

Please read full Prescribing Information and Medication Guide for [INVOKANA®](#). Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for [INVOKAMET®/INVOKAMET® XR](#) and [XARELTO®](#). Provide the Medication Guide to your patients and encourage discussion.

## Getting started is easy at [JanssenCarePathPortal.com](https://JanssenCarePathPortal.com)

Provider Portal offers a customizable patient dashboard with real-time status updates

With a [Provider Portal](#) Account you can:

- Request benefits investigations
- Review the status of benefits investigations
- Initiate prior authorizations without benefits investigations
- Enroll your eligible, commercially insured patients in the Janssen CarePath Savings Program
- View Savings Program transactions as requested by enrolled patients
- Receive notifications when new information is available, or action is required on the Portal



### Create a [Provider Portal Account at JanssenCarePathPortal.com](https://JanssenCarePathPortal.com)

- Complete required information, include your practice locations, add administrators and staff to your site, and set communication preferences



### Complete the [Business Associate Agreement \(BAA\)](#) for your practice (one time only)

- The completed BAA allows you to use the Provider Portal without requiring individual patient authorization
  - You can execute the BAA within the Portal and receive immediate verification and access to the Portal, **OR**
  - You can download the BAA at [JanssenCarePath.com](https://JanssenCarePath.com) and upload the signed document via the Portal or fax to the number provided on the form

**OR**



### Secure patient authorization (for each patient)

- Invite each patient to create an online account at [MyJanssenCarePath.com](https://MyJanssenCarePath.com) to secure patient authorization, **OR**
- You can download the Patient Authorization Form at [JanssenCarePath.com](https://JanssenCarePath.com) and upload the signed document via the Provider Portal or fax to the number provided on the form

**Now you are ready to use the [Provider Portal](#)!**

## How to request a benefits investigation on the Provider Portal



### Investigate your patient's pharmacy benefits online\*

- Add your patient to the Patient Dashboard. Select your patient and navigate to their Insurance Coverage page
- Initiate a benefits investigation from your patient's Insurance Coverage page
- View patient's benefits investigations status in the Provider Portal

### We complete the benefits investigation for your patient



- Perform a real-time benefits investigation for pharmacy benefit requests, when available from the payer. If real-time benefits investigation is unavailable, then review of benefits is typically provided within 4 to 6 business hours
- Review the benefits with you and your patient†
- Inform your patient about cost support options and care coordination support
- Keep you informed of any issues that come up with timely alerts, such as prior authorizations



### We can provide Prior Authorization (PA) assistance‡

- Research patient's health plan for PA requirements
- Provide payer-specific PA form for online completion by the provider in the portal
- Monitor status of the PA submission and notify your office 30 days before PA expiration



### Other support resources

- Create a Letter of Medical Necessity on [JanssenCarePathPortal.com](https://www.janssencarepathportal.com)
- Sample Letter of Medical Necessity and Exception Letter templates are also available on [JanssenCarePath.com](https://www.janssencarepath.com)
- Information on the appeals process for administrative denials§
- Request appeals research and tracking
- Coding information§

\*Janssen CarePath cannot accept any patient information without an executed BAA or individual patient authorization. In addition, a benefits investigation must be submitted for each patient for whom treatment with Janssen medication is requested.

†Healthcare professionals may request that patients not be called concerning insurance benefits investigation by requesting a limitation of services. However, patients may request these services by contacting Janssen CarePath.

‡We do not fill out any information that requires the medical judgment of the prescriber, and only the prescriber can determine whether to pursue a prior authorization.

§Available at [JanssenCarePath.com](https://www.janssencarepath.com).

## Janssen CarePath Savings Program

### Support for patients using commercial or private insurance to pay for medication

- Janssen CarePath Savings Program can help eligible patients save on their out-of-pocket costs for their Janssen medication. Depending on the patient's health insurance plan, savings may apply toward co-pay, co-insurance, or deductible
- **Not valid for patients using Medicare, Medicaid, or other government-funded programs to pay for their medications. Terms expire at the end of each calendar year and may change.** There is no income requirement. Patients must meet the program requirements every time they use the card. See program requirements at [JanssenCarePath.com](http://JanssenCarePath.com)
- All enrollments into Janssen CarePath Savings Program include a check of a third-party database to confirm patient does not have government-funded healthcare coverage

Eligible patients pay  
**\$10 for each 30-day to 90-day prescription,**  
subject to program benefit limits



There is no limit to this benefit for the first 90 days, and then a \$200 limit for each 30-day supply thereafter. There is a \$3,400 maximum program benefit per calendar year. Patients prescribed XARELTO® 10 mg because of a recent non-surgical hospital discharge or because they have recently undergone hip or knee replacement surgery are not eligible.

Eligible patients pay  
**\$0 per month,**  
subject to monthly program benefit limits



There is no limit to this benefit for the first month of treatment, and then a \$200 limit for each month thereafter. There is a \$3,000 maximum program benefit per calendar year.



### Here's how your eligible patients can get started:

#### Create a Patient Account at [MyJanssenCarePath.com](http://MyJanssenCarePath.com)

- Enroll in the Savings Program and get a card
- Manage Savings Program benefits
- Submit rebate requests, if necessary
- Sign up for treatment support
- Receive timely alerts, program updates, and more

#### Visit [MyJanssenCarePath.com/express](http://MyJanssenCarePath.com/express)

- Enroll in the Savings Program and get a card
- Patients will not have a Janssen CarePath Account and will not be able to view and manage their Savings Program benefits

Or call Janssen CarePath at 877-CarePath (877-227-3728)

Please read full Prescribing Information and Medication Guide for [INVOKANA®](#). Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for [INVOKAMET®/INVOKAMET® XR](#) and [XARELTO®](#). Provide the Medication Guide to your patients and encourage discussion.



**Providers can help eligible patients get started:**

**Create a Provider Portal Account at [JanssenCarePathPortal.com](https://JanssenCarePathPortal.com)**

- Enroll eligible patients in the Savings Program and get a card for your patient
- View patient Savings Program transactions
- Receive notifications when new information is available for your account

**Use Express Enrollment at [JanssenCarePathPortal.com/express](https://JanssenCarePathPortal.com/express)**

- Enroll eligible patients in the Savings Program and get a card for your patient
- Providers will not have a Janssen CarePath Account and will not be able to view patients' Savings Program benefits

**Once enrolled, a patient can use the Savings Program card at a pharmacy**

If a pharmacy is able to process the patient's card:

- Pharmacy collects the patient's co-pay and the patient receives instant savings off the cost of their Janssen medication

If a pharmacy is unable to process the patient's card:

- Pharmacy will collect payment from patient and provide a receipt
- Patient must submit a rebate request and, if eligible, will receive a check payable to patient

**How patients get a rebate:**

- If patient has created an online Janssen CarePath Patient Account, they can submit a rebate request online in their account at [MyJanssenCarePath.com](https://MyJanssenCarePath.com)

**OR**

- Patient downloads a Rebate Form from [JanssenCarePath.com](https://JanssenCarePath.com) and follows the instructions on the form to complete and submit

We can help your patients with other  
affordability options

**Support for patients using government-funded healthcare programs or patients without insurance coverage**

- Call a Janssen CarePath Care Coordinator at 877-CarePath (877-227-3728) or your patients may visit [JanssenCarePath.com](https://JanssenCarePath.com) for more information on affordability programs that may be available

**Insured patients may be eligible for additional support from Janssen:**

Patient assistance from Janssen is available if your patients have commercial, employer-sponsored, or government coverage that does not fully meet their needs. Patients may be eligible to receive Janssen medications free of charge for up to one year. Your patients must meet the eligibility and income requirements for the patient assistance program. See terms and conditions in the [Quick Reference Guide](#).

Resources are always available  
at [JanssenCarePath.com/hcp](https://www.janssencarepath.com/hcp)

Convenient online support for your practice on behalf of your patients

The screenshot shows the Janssen CarePath website interface. At the top, there is a navigation bar with links for 'For Healthcare Professionals', 'For Patients & Caregivers', 'Important Safety Information', 'Prescribing Information', 'Medication Guide', and '877-CarePath (877-227-3728)'. Below this, the Janssen CarePath logo is displayed, along with 'Shortcuts' and 'General Resources' dropdown menus. On the right, there is a 'Provider Portal' section with 'Sign Up' and 'Log In' buttons. The main content area features a large banner for Xarelto (rivaroxaban) with the text 'Support to help your patients start and stay on medication' and a video player for a '60-second Overview'. Below the banner, there are four columns of support topics: Insurance Coverage (Benefits Investigation Support, Formulary Coverage, Prior Authorizations, Exceptions & Appeals, Medicare, Medicaid), Reimbursement (ICD-10 Codes), Affordability (Helping Patients Afford XARELTO®), and Treatment Support (Help Your Patients Start and Stay on XARELTO®).



**Forms available include:**

- [Business Associate Agreement \(BAA\)](#)
- [Patient Authorization Form](#)
- [Benefits Investigation Form \(BIF\) for XARELTO® \(rivaroxaban\)](#)
- [Benefits Investigation Form \(BIF\) for INVOKANA® \(canagliflozin\), INVOKAMET® \(canagliflozin/metformin HCl\), and INVOKAMET® XR \(canagliflozin/metformin HCl extended-release\)](#)
- [Sample Letter of Medical Necessity for XARELTO®](#)
- [Sample Letter of Medical Necessity for INVOKANA®, INVOKAMET®, and INVOKAMET® XR](#)
- [Sample Exception Letter for XARELTO®](#)
- [Sample Exception Letter for INVOKANA®, INVOKAMET®, INVOKAMET® XR](#)

All of these resources are also included in the Provider Portal.

Please read full Prescribing Information and Medication Guide for [INVOKANA®](#). Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for [INVOKAMET®/INVOKAMET® XR](#) and [XARELTO®](#). Provide the Medication Guide to your patients and encourage discussion.



Helpful access and affordability resources are available on the General Resources tab at [JanssenCarePath.com/hcp](https://www.janssencarepath.com/hcp)

**General Resources**

**Access Support** to help navigate payer processes

- Know Your State Interactive Tool**  
Learn about access and affordability options for patients in your state.
- Uninsured Patient Resource**  
Options for your patients to consider when they've lost their health insurance.
- Supporting Appropriate Payer Coverage Decisions Brochure**  
Learn what information payers may require to cover medications.  
**Supporting Appropriate Payer Coverage Decisions Brochure (en español)**
- Prior Authorization Considerations Checklist**  
A checklist to guide you through the prior authorization process.  
**Prior Authorization Considerations Checklist (en español)**
- Exception Considerations Checklist**  
A guide to submitting a formulary exception request.  
**Exception Considerations Checklist (en español)**
- Appeal Considerations Checklist**  
See what information you may need when filing an appeal.  
**Appeal Considerations Checklist (en español)**
- Ejemplo de carta de necesidad médica (en español para Puerto Rico)**  
A Letter of Medical Necessity template to help you create your own letter to submit with the initial claim to show the medical necessity of treatment.
- Ejemplo de carta de excepción (en español para Puerto Rico)**  
A Letter of Exception template to create and submit your own letter when requesting an exception.

**Affordability Support** to help your patients start and stay on the treatment you prescribe

- Affordability Options for Prescription Drugs Summary**  
See what resources are available to help your patients with medication costs.
- Health Insurance Open Enrollment Guide**  
Help your patients check their health insurance options for the next plan year.
- Medicare Resource Guide**  
Learn about the different parts of Medicare. Also see what it may cover, including medications.

## Treatment support for your patients

Helping you help your patients get started with the Janssen medication you prescribed and supporting them along the way



### [MyJanssenCarePath.com](https://myjanssencarepath.com)

Patients and caregivers can create an online account where they can learn about their health insurance coverage,\* enroll in the Janssen CarePath Savings Program and manage their benefits, sign up for prescription reminders, and find support throughout their treatment journey.



### Care coordination

Janssen CarePath provides additional support that your patients may need to get started with their treatment. A personally assigned Janssen CarePath Care Coordinator will work closely with you and your patients to provide the support you direct.



### Janssen CarePath Trial Offer

A free 30-day trial offer is available for eligible patients to determine if XARELTO® (rivaroxaban), INVOKANA® (canagliflozin), INVOKAMET® (canagliflozin/metformin HCl), or INVOKAMET® XR (canagliflozin/metformin HCl extended-release) is right for them. At the conclusion of the program, you and your patient decide whether to continue treatment.

**janssen**  
**CarePath**



**Xarelto®**  
rivaroxaban tablets

**Free 30-Day Trial Offer**

**BIN:** 610020

**GROUP:** 99992170

**ID:**

**PCN:** If required use "PDMI"

Please read full Prescribing Information, including Boxed Warnings, and Medication Guide for XARELTO®, and discuss any questions you have with your doctor.

PROGRAM REQUIREMENTS APPLY.

**janssen**  
**CarePath**



**Invokana®**  
(canagliflozin) tablets

**Invokamet®** **Invokamet XR®**  
canagliflozin/metformin HCl extended-release tablets

**Free 30-Day Trial Offer**

**BIN:** 610020

**GROUP:** 99992247

**ID:**

Please read full Product Information and Medication Guide for INVOKANA® and discuss any questions you have with your doctor. Please read full Product Information, including Boxed Warning, and Medication Guide for INVOKAMET®/INVOKAMET® XR and discuss any questions you have with your doctor.

PROGRAM REQUIREMENTS APPLY.

One (1) use is allowed per product, per lifetime. Terms expire at the end of each calendar year and may change. Please refer to the Janssen CarePath Trial Offer brochure for program requirements.

For XARELTO®, the Trial Offer requires a valid signed 30-day prescription for any XARELTO® dose other than 10-mg tablet or 1 mg/mL oral suspension.

\*Available only for INVOKANA®, INVOKAMET®, and INVOKAMET® XR.

Please read full Prescribing Information and Medication Guide for [INVOKANA®](#). Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for [INVOKAMET®/INVOKAMET® XR](#) and [XARELTO®](#). Provide the Medication Guide to your patients and encourage discussion.

## Ongoing support

Help your patients better understand their disease, and help them stay on therapy as you prescribe.



For XARELTO® (rivaroxaban)

### Patient education videos

Useful information for your patients about their disease and treatment to help supplement the education you provide.



### Text, e-mail, and direct-mail communications

Designed to help patients learn more about their disease, so they can better manage it, and support adherence to therapy as prescribed.



For XARELTO®, INVOKANA® (canagliflozin), INVOKAMET® (canagliflozin/metformin HCl), and INVOKAMET® XR (canagliflozin/metformin HCl extended-release)

### Daily pills and prescription refill reminders

Patients can sign up for phone calls,\* text messages, or e-mails that remind them to take their medication as directed.

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## Once you have decided

**XARELTO®, INVOKANA®, INVOKAMET®, or INVOKAMET® XR is right for your patient,**  
Janssen CarePath patient resources – in English and Spanish – can help  
your patients stay on track with their prescribed treatment.

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\*Available only for XARELTO®.

Please read full Prescribing Information and Medication Guide for [INVOKANA®](#). Please read full Prescribing Information, including Boxed WARNINGS, and Medication Guides for [INVOKAMET®/INVOKAMET® XR](#) and [XARELTO®](#). Provide the Medication Guide to your patients and encourage discussion.

## We can help make it simple for you to help your patients



**Access support**  
to help navigate  
payer processes



**Affordability support**  
to help your patients start and stay on  
the Janssen medication you prescribe



**Treatment support**  
to help your patients get informed  
and stay on prescribed treatment



**Single, dedicated Care Coordinator team  
supporting you and your patients**



### **Convenient online Provider Portal at [JanssenCarePathPortal.com](https://JanssenCarePathPortal.com)**

**With an executed BAA or individual patient authorization on file, you can:**

- Request benefits investigations and prior authorizations electronically
- Track and monitor status of benefits investigations and prior authorizations for your patients
- Enroll your eligible, commercially insured patients in the Savings Program and view program benefits
- Receive notifications when new information is available, or action is required on the Portal

### **Visit [JanssenCarePathPortal.com/express](https://JanssenCarePathPortal.com/express)**

- Check patients' eligibility and enroll eligible patients in the Janssen CarePath Savings Program without a Provider Portal Account



**Need  
help?**

Call **877-CarePath** (877-227-3728)  
Monday–Friday, 8:00 AM–8:00 PM ET  
Multilingual phone support available



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Visit us online  
[JanssenCarePath.com](https://JanssenCarePath.com)