Get started in 3 simple steps


2. **ENTER YOUR CONTACT AND OFFICE INFORMATION AND SUBMIT** Once validated, you will receive a confirmation email to set your password.

3. **SET YOUR PASSWORD** by following the instructions sent via email, then log into www.myamgenportal.com using your email address and new password.

**IMPORTANT NOTE:**
Please use Google Chrome with the customer portal. It is not compatible with other browsers.

LOOK INSIDE FOR MORE DETAILED STEPS AND INFORMATION
Use the dashboard to access portal functions

Logging into Amgen Assist® Customer Portal takes you to your office’s dashboard. From here, you can access all of the Portal functions, including service initiation for patients, benefit verification requests, monitoring of actions and status, and the delegation of an admin user.

INITIATE SERVICE FOR PATIENTS

1. To get started, click the “Initiate Service for Patient” button on the dashboard.

2. To search for an existing patient by entering his or her first and last names and date of birth in the appropriate fields. If the patient is not in the system, select “Add new patient” and enter basic patient information following the system prompts.

3. Depending on the Amgen product you choose, click “Medical” or “Pharmacy”, or “Medical + Pharmacy (only for Prolia)” at the bottom of the screen to continue.
Enter patient, provider, and payer information to submit a benefit verification request

The **Patient Medical Information** page is where you must select the primary diagnosis. You can add other medical information as needed.

Select **“Save and Exit”** or **“Continue”** at the bottom right to move through all pages.

**TIP**

By clicking “Save and Exit,” the Portal will open to the same spot when you return to complete the record.

On the final page, you can review the submission. Then click **“Submit”** to initiate the benefit verification request.
Monitor actions and status

Once service has been initiated for your patients, the dashboard makes it easy to view and edit profiles, verify benefits, and address missing information.

Use the search bar at the top of the screen to search for patients by name, birth date, or patient ID number.

Once the patient is found, click on their name to view the profile.

Click on the “Incomplete Enrollment” box to resume work on a request.

Click on the “Missing Information” tab to access a list of patients whose information needs updating.

Open the “All Active Patients” box to see your patient’s status, including if a patient’s benefit verification is in progress, if it is missing information or completed, as well as other status updates.
Features specific to EVENITY® (romosozumab-aqqg) and Prolia® (denosumab)

You can easily view patients due for reverification or ready to transition therapy, as well as set treatment reminders.

For Prolia® only, click on the “Due for reverification” box to view a full list of patients who are due to be reverified within 30 days.

For EVENITY®, click on the “Transfer EVENITY® to Prolia” box to view a list of patients who are ending treatment with EVENITY® and can be transitioned to Prolia®.

Please see Full Prescribing Information including Boxed WARNING, and Medication Guide for EVENITY® (romosozumab-aqqg)
Delegate an admin user for your office

An admin user can create new users, manage users, add physicians, and reset passwords. To become the admin for your office, open the dashboard and click on the menu symbol at the top right corner.

From the drop-down menu, select “Request Delegated Admin Rights.” You’ll be notified by email once your request is approved.

It is highly recommended that practices delegate an admin user. Please note that only 1 admin user is permitted per office.

Need additional support or more information?

Contact Amgen Assist® at 1-866-AMG-ASST (1-866-264-2778), Monday - Friday, 9 AM - 8 PM ET.

Information is provided as a courtesy only and is not comprehensive or instructive. Coding and coverage policies can change without warning. The HCP is solely responsible for determining coverage, coding, and reimbursement. Amgen does not guarantee coverage or reimbursement.