

Bosentan REMS Transition Q/A

1. *When will the transition take place?*
 - The Bosentan REMS will transition to the new REMS Administrator on Monday, June 27, 2022.
2. *When will the Bosentan REMS Contact Center and Website be unavailable during the system transition weekend?*
 - The Bosentan REMS Contact Center and Website will be **unavailable** during the system transition weekend, beginning 8:00pm ET Friday, June 24, 2022.
 - The Bosentan REMS Contact Center and Website will be **available** following the system transition, beginning 8:00am ET Monday, June 27, 2022.
 - Contact information for the Bosentan REMS will remain the same
 - Website: www.BosentanREMSProgram.com
 - Phone Number: 1-866-359-2612
 - Fax Number: 1-800-730-8231
3. *Will I or my pharmacy need to recertify/re-enroll in the Bosentan REMS?*
 - All currently certified pharmacies and the associated Authorized Representative and enrolled Pharmacy will remain certified/enrolled in the Bosentan REMS following the transition.
 - All pharmacy locations for chain pharmacies will transfer to the new REMS Administrator and no action specific to recertifying or reenrolling is needed prior to or after the transition by the Authorized Representative.
4. *How should pharmacy staff prepare for the transition?*
 - Currently enrolled Pharmacy Staff should ensure that they are able to log into the Bosentan REMS Website, update their email address (if necessary), and note their Enrollment IDs.
 - Pharmacy Staff that support a pharmacy currently using the REMS Pharmacy Network “Switch” should create a user ID if they do not already have one.
 - Where can pharmacy staff locate their enrollment ID?
 - Enrollment IDs are located under the ‘My Profile’ section (see screenshot on page 3)
 - Educate all staff about upcoming changes.
 - On Sunday, June 26, 2022, users will receive an email with a link to reset their passwords.
5. *What is changing as part of the transition?*
 - For outpatient pharmacies that previously used the Contact Center or the Bosentan REMS Website to generate a Pre-Dispense Authorization (PDA), there is no change.
 - For outpatient/chain pharmacies that previously used the REMS Pharmacy Network “Switch” to obtain a PDA, the switch will not be available after 8:00pm ET Friday, June 24, 2022.

- Pharmacies will need to obtain PDA by either logging into the Bosentan REMS Website or calling the Contact Center
 - For inpatient pharmacies, there is no change to the process for completing an Inpatient REMS Requirements Check
 - Pharmacies **will be able** to enter Patient Testing and Counseling Information via the Bosentan REMS Website.
 - If the liver testing, the pregnancy testing, or the patient counseling has not been confirmed, the pharmacy can confirm with the patient or prescriber that the testing or counseling has been completed and enter this confirmation on the Bosentan REMS Website.
 - Pharmacies **will no longer be able** to enter Patient Testing and Counseling via Interactive Voice Response (IVR) system.
 - Prescribers **will have ability** to add Prescriber Designee(s) via the Bosentan REMS Website
 - Prescriber Designees must complete their enrollment on the Bosentan REMS Website following being added by the prescriber
 - Prescriber Designees will be able to update patient information after the patient has been enrolled
 - Prescriber Designees will be able to confirm completion of liver testing and/or pregnancy testing and patient counseling
6. *Where can I learn more about this transition?*
- The pre-recorded webinar can be viewed at www.BosentanREMSwebinars.com.
7. *Will my current login work on Monday, June 27, 2022, post-transition?*
- As part of the transition, all information, except for your password, will be migrated to the new REMS Administrator. If you have not reset your password via the link provided to your email on Sunday, June 26, 2022, you will be prompted to create a new password at initial login to the Bosentan REMS Website following the transition.
 - For Prescribers, you will need to verify your Certification ID and NPI number, along with your email address.
 - For Pharmacy ARs, you will need to verify your Enrollment ID and NPI, NCPDP, or DEA, along with your email address.
 - For Pharmacy Staff, you will need to verify your Enrollment ID and NPI, NCPDP, or DEA, along with your email address.
8. *Will patients experience any changes?*
- No, patient requirements remain the same in the Bosentan REMS.
9. *How many days is a generated PDA valid for?*
- There will be no change with the transition. There is no expiration date for a PDA. If bosentan is not dispensed, the pharmacy should reverse the PDA on the Bosentan REMS Website.
10. *Will an outpatient or chain pharmacy location be able to dispense bosentan during the system transition weekend, beginning 8:00pm ET Friday, June 24, 2022 until 8:00am ET Monday, June 27, 2022?*
- Bosentan will not be able to be dispensed during the time that the Bosentan REMS Website will be unavailable due to the system transition. As inpatient pharmacies do not

need to receive a PDA prior to the dispensing, bosentan will still be available via an inpatient setting over the transition weekend.

11. As a pharmacy staff member, how do I update my email and locate my Enrollment ID?

- Upon login to the application, you will choose “Edit Profile” from the dropdown next to “Username”. You will be able to view and edit your email address. Your Enrollment ID will be in the bottom left. See below for screenshot.

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Username My Dashboard

Change Username
Change Password
Edit Profile
Sign Out

Prescribers Pharmacies Patients Ph

FAQs

My Profile

Edit

My Information

First Name:

Last Name:

Email Address:

Phone: Extension (Optional):

Fax:

Preferred Method of Contact:

My Enrollment

Enrollment ID: **HCP22200088**

For additional information about the Bosentan REMS Program, please call 1-866-359-2612.

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12. As a prescriber, how do I update my email?

- Upon login to the application, you will choose “Edit Profile” from the dropdown next to “Username”. You will be able to view and edit your email address. See below for a screen shot.

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My Profile

[Edit](#)

My Information

First Name	<input type="text" value="John"/>	MI	<input type="text" value="S"/>
Last Name	<input type="text" value="Doe"/>		
Email	<input type="text" value="johndoe@email.com"/>		
Professional Designation	<input type="text" value="MD"/>		
Medical Specialty	<input type="text" value="Cardiology"/>		
Clinic / Practice Name (Optional)	<input type="text" value="Good Health Clinic"/>		
Address	<input type="text" value="1 Main Street"/>		
City	<input type="text" value="New York"/>		
State	<input type="text" value="New York"/>	Zip	<input type="text" value="10001"/>
Phone	<input type="text" value="555-555-5555"/>	Ext (Optional)	<input type="text" value="100"/>
Fax	<input type="text" value="555-555-8000"/>		
Preferred Method of Contact	<input type="text" value="Email"/>		

Prescriber Identifiers

DEA	<input type="text" value="A823423412"/>
NPI	<input type="text" value="23423423423"/>

My Certification

Certification ID: **HCP123112312**

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