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Provider Portal User Guide

to Reverify Patient Benefits



Contents

- 3** Overview >
- 4** Disclaimer >
- 5** Key Dates >
- 6** Site Participation Opt-In >
- 7** 5-Step Annual Reverification Process >
- 13** Annual Reverification (AR) Tab >
- 14** Reverification Patient List Tab >
- 18** Infusion Date Confirmation (IDC) Tab >
- 19** Patients Not to be Reverified Tab >
- 20** Delivery of Verification of Benefits (VOB) >
- 22** Frequently Asked Questions and Tips >

Overview

The **Provider Portal User Guide to Reverifying Patient Benefits** provides a step-by-step overview to verifying your patients' benefits for 2026 through the J&J withMe Provider Portal.

Disclaimer

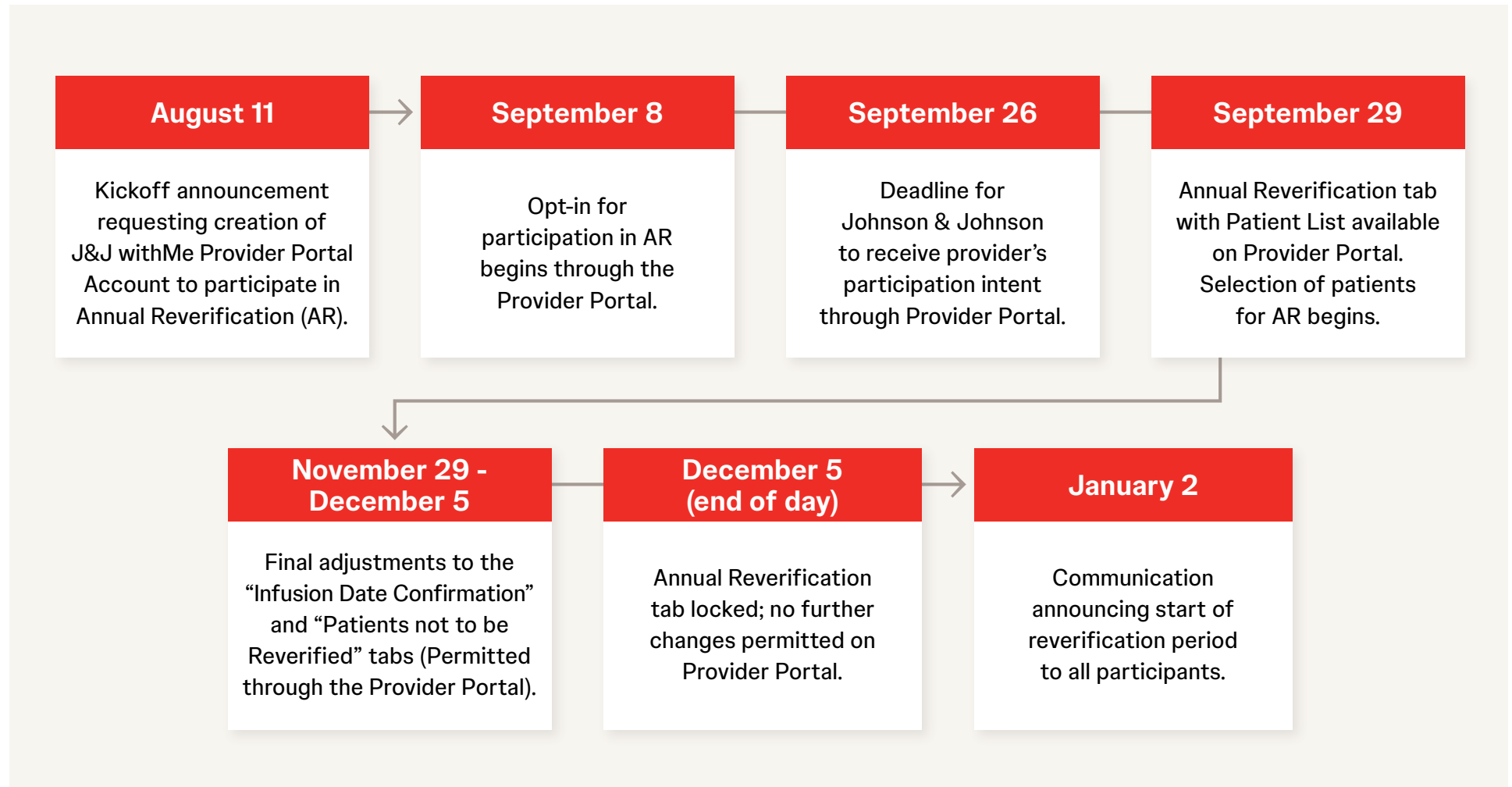
The patient support and resources provided by J&J withMe are not intended to give medical advice, replace a treatment plan from the patient's healthcare provider, offer services that would normally be performed by the provider's office, or serve as a reason to prescribe a J&J medicine.

Information about your patient's insurance coverage, cost support options, and treatment support is given by service providers for J&J withMe. The information you get does not require you or your patient to use any Johnson & Johnson product. Because the information we give you comes from outside sources, J&J withMe cannot promise the information will be complete.

This information is not a promise of coverage or payment. It is not intended to give reimbursement advice or increase reimbursement by any payer. The fact that a treatment is assigned a code and payment rate does not promise that it will be covered. Codes are used to describe products, procedures, or services on insurance claims. Payers use these codes with other information to figure out if treatment will be covered, and how much will be paid if covered. Legal requirements and plan information can be updated frequently. Contact the plan for more information about current coverage, reimbursement policies, restrictions, or requirements that may apply.

Benefits verified on date listed at the top of the form and may change.

Below is a detailed timeline, highlighting each phase of the Annual Reverification Process.



Prior to engaging with the 5-Step Reverification Process, you will be prompted to complete and submit a Site Participation Opt-In.

Select the “Yes” or “No” button to indicate if your site will participate in the annual reverification.

You must acknowledge that you are authorized to submit this form by selecting this box.

Site Participation Opt-In

Please indicate below if your site will participate in the annual reverification. If you are not authorized to complete this form, please exit this form and contact your site administrator. If you have questions or concerns about this survey please contact J&J withMe.

Site Participation	Site Name	Site Address	Attestation
<input type="radio"/> Yes <input type="radio"/> No	Advocate Hospital	1901 S HAWTHORNE RD STE 310, WINSTON SALEM, NC 12345	<input type="checkbox"/> I acknowledge that I am authorized to submit this form on behalf of the site.

Continue **Cancel**

Smith, Sara 01 / 06 / 1950 TREMFA® Enroll Covered N/A 06/05/2025

Please complete the Site Participation Opt-In by September 26, 2025. If you miss the deadline, you may call J&J withMe to participate until December 5, 2025.

Beginning on September 29, 2025, you can log into your J&J withMe account to participate in the 5-Step Annual Reverification Process. On the **All Patients** tab of your **Patient Dashboard**, a notification will appear in a red box, directing you to the **Annual Reverification** tab.

Click the **Continue to Annual Reverification** button to continue.

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Important Safety Information

Prescribing Information

Need Help?


Dashboard

Patient List

Resources

Messages

My Account



Please submit your completed Annual Reverification Patient List no later than November 28, 2025.

To streamline the Annual Reverification of Benefits and as part of our commitment to your patients, J&J withMe is pleased to provide this guided submission process.

Continue to Annual Reverification

Minimize

Filters

Patient Search

Change My Columns

Export List
Download: PHI Included

Add Patient

	Patient Name	Date of Birth	Product	Savings Program	VOB Status	Payment Type	Last Updated
<input type="checkbox"/>	Smith, Sara	01 / 06 / 1970	TREMFYA®	Enroll	Covered	N/A	06/05/2025
<input type="checkbox"/>	Jones, Mary	04 / 23 / 1977	STELARA®	Enrolled	In Progress	Check to Treatment Site	06/04/2025
<input type="checkbox"/>	Kit, Kat	12 / 20 / 1986	DARZALEX®	Enrolled	Covered	Load funds onto card	06/01/2025
<input type="checkbox"/>	Doe, Jane	08 / 15 / 1993	TREMFYA®	Enroll	In Progress	N/A	06/01/2025

Read through each of the five steps of the Annual Reverification Process by using the red forward and back arrows.

Please read everything carefully, as the instructions are key to ensuring that your patients' Verification of Benefits (VOBs) are completed in time for the anticipated infusion date.

Select “**click here**”
to access the 2026
Provider Portal Guide or
visit [JnJwithMe.com/
Reverification-Guide](https://JnJwithMe.com/Reverification-Guide)

All instructions
are shown here
on each “**Step**”

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Important Safety Information Prescribing Information Need Help?

Dashboard Patient List Resources Messages

My Account

Annual Reverification Process

For a more detailed guide, [click here](#).

Step 1 / 5

Review your patient's information on the AR tab for accuracy and completion

Please verify the patients who are on therapy and confirm their insurance information and their ICD-10 code. If the treatment location listed on the AR tab is not the correct site of service, please provide the name of the site where the infusion will occur.

If you don't have the patient's new insurance information, please submit using the current one. Once you have the updated insurance information, you may call J&J withMe or send a secure message from your Message Center.

Not providing the most current insurance information will lead to an inaccurate verification of benefits for your patient.

< Prev Next >

Continue to Reverification Patient List Cancel

NOTE: You will not be able to click **Continue to Reverification Patient List** until you have reviewed and acknowledged that you have read all five steps.

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Important Safety InformationPrescribing InformationNeed Help?

DashboardPatient ListResourcesMessages

My Account

Annual Reverification Process

For a more detailed guide, [click here.](#)

Step 2 / 5

Indicate the anticipated date of the patient's first infusion for the upcoming benefits year

We will use these infusion dates to manage the flow of benefits investigations. Please make every attempt to supply the correct infusion dates. If you don't know your patient's next infusion date, mark it as unknown. Please note, J&J withMe will prioritize patients with a known infusion date over patients where the infusion date is unknown.

In order to return benefits investigations to your office before the scheduled infusion, we have removed infusion dates of January 1-8, 2026. Typically, payers cannot provide benefits for the new calendar year until after the first week of January. J&J withMe will not be able to verify benefits for patients with infusions scheduled between January 1-8, 2026.

< PrevNext >

Continue to Reverification Patient ListCancel

✓

✓

✓

Burns, Pablo

07 / 23 / 1951

ERLEADA®

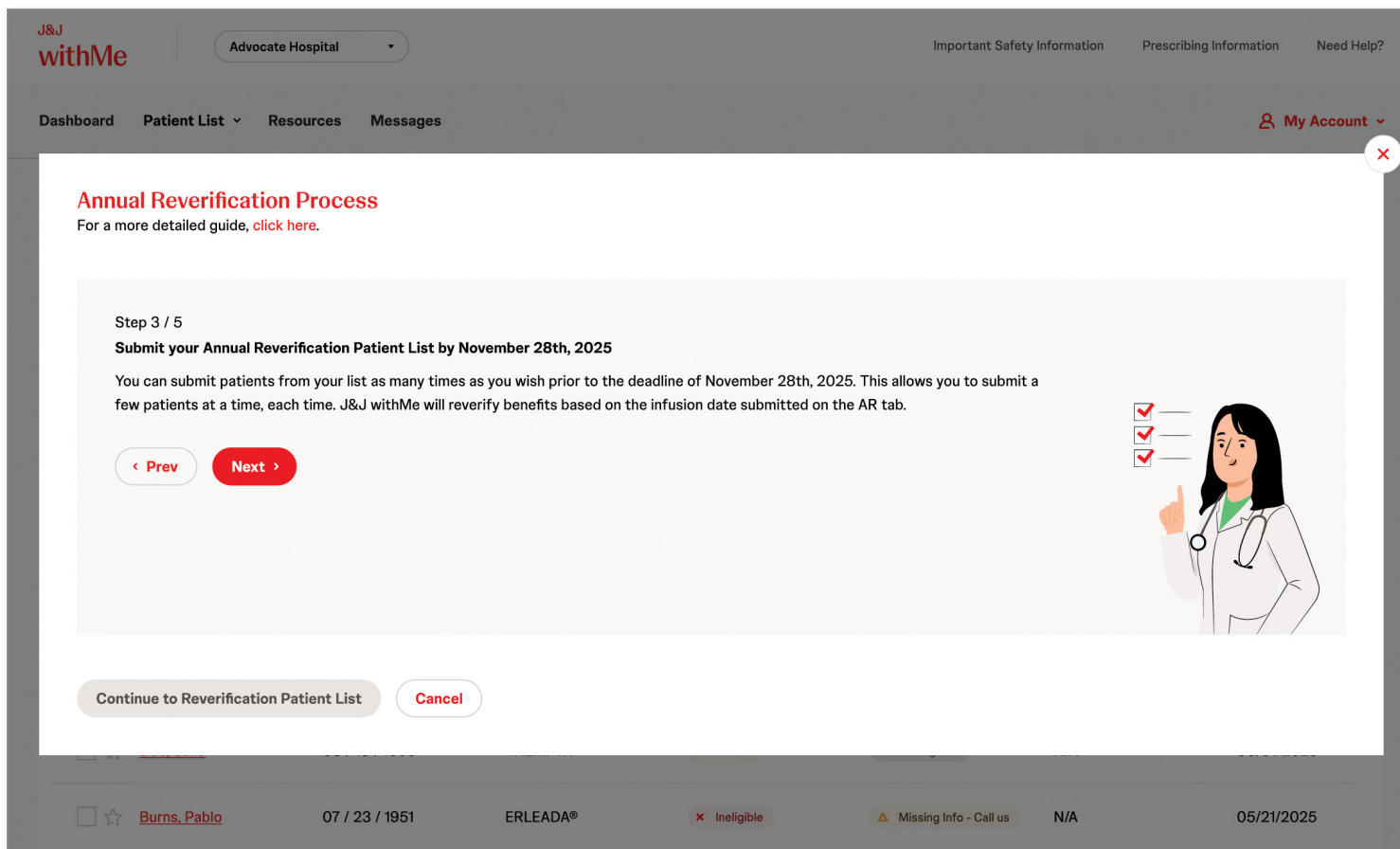
Ineligible

Missing Info - Call us

N/A

05/21/2025

Please read everything carefully, as the instructions are key to ensuring that your patients' VOBs are completed in time for the anticipated infusion date.



Please read everything carefully, as the instructions are key to ensuring that your patients' VOBs are completed in time for the anticipated infusion date.

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Important Safety Information

Prescribing Information

Need Help?

Dashboard

Patient List

Resources

Messages

My Account

Annual Reverification Process

For a more detailed guide, [click here](#).

Step 4 / 5

Your Infusion Date Confirmation (IDC) tab will populate real-time as you submit patients from your AR Patient List

Patients submitted for reverification will appear in two groups on the IDC tab – those with scheduled infusion dates and those with unknown infusion dates. When the Annual Reverification launches on January 2, J&J withMe will prioritize patients with a known infusion date over patients where the infusion date is unknown.

After November 28th, 2025, you may continue editing patients on the "IDC" and "Patients Not To Be Reverified" tabs. Please review both tabs for accuracy. Ensure that all changes are submitted to J&J withMe no later than December 5, 2025.

< Prev

Next >

Continue to Reverification Patient List

Cancel

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Doe, Jane	08 / 15 / 1993	TREMFYA®	Enroll	In Progress	N/A	06/01/2025
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Burns, Pablo	07 / 23 / 1951	ERLEADA®	Ineligible	Missing Info - Call us	N/A	05/21/2025



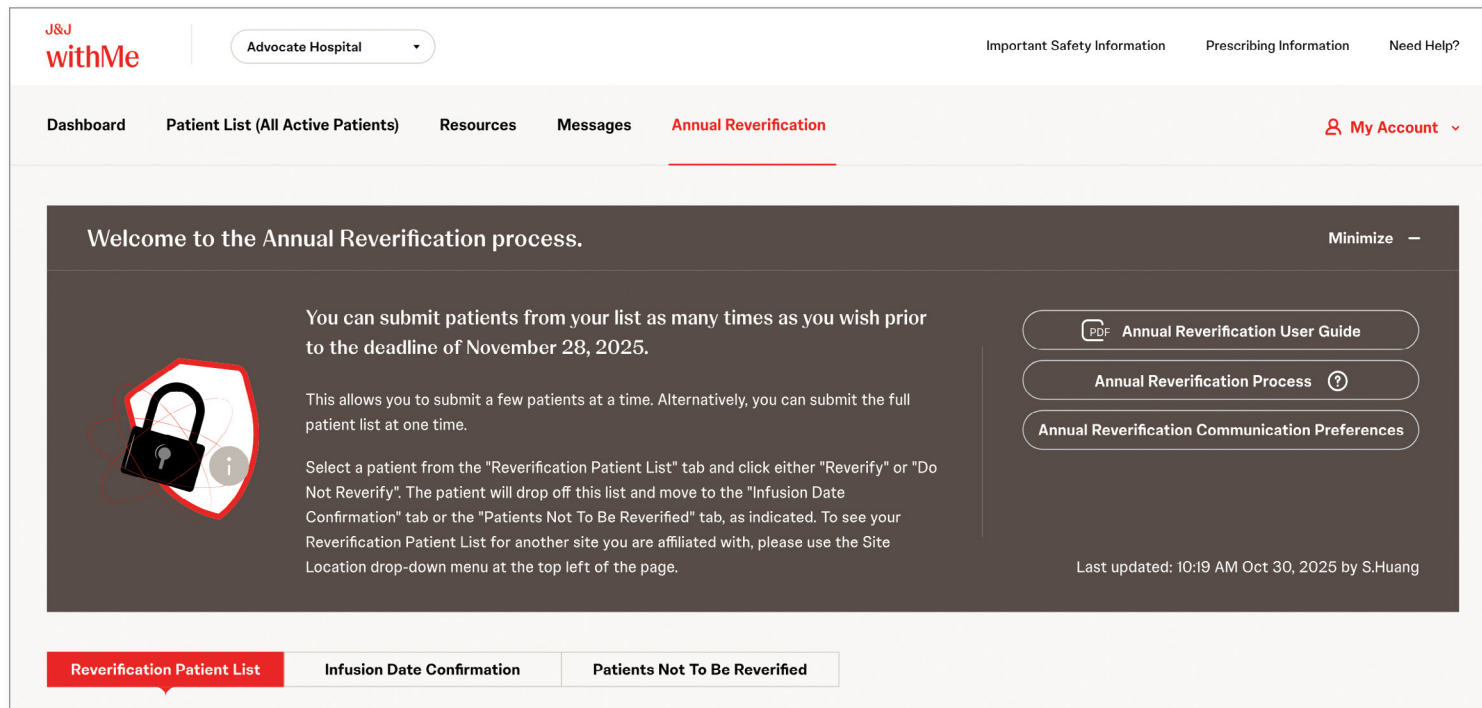
Please read everything carefully, as the instructions are key to ensuring that your patients' VOBs are completed in time for the anticipated infusion date.

The screenshot shows the 'Annual Reverification Process' interface. At the top, there's a navigation bar with 'Dashboard', 'Patient List', 'Resources', and 'Messages'. A 'My Account' link with a close button is in the top right. The main heading is 'Annual Reverification Process' with a link to a detailed guide. The current step is 'Step 5 / 5'. The question asks if the user wants to receive communications via email in addition to portal messages. There are two radio button options: 'Yes, I would like to receive Annual Reverification communications via both portal message and email.' and 'No, I would like to receive Annual Reverification communications via portal message only.' To the right of the options is an illustration of a female doctor pointing upwards. Below the options are 'Prev' and 'Next' buttons. At the bottom of the form, there is a checkbox labeled 'I have read and understood the five steps to the Annual Reverification Process.' which is checked. Below this are 'Continue to Reverification Patient List' and 'Cancel' buttons. Below the form is a table with patient information.

<input type="checkbox"/>	Doe, Jane	08 / 15 / 1993	TREMFYA®	Enroll	In Progress	N/A	06/01/2025
<input type="checkbox"/>	Burns, Pablo	07 / 23 / 1951	ERLEADA®	Ineligible	Missing Info - Call us	N/A	05/21/2025
<input type="checkbox"/>	Ballard, Wallace	07 / 13 / 1981	STELARA®	Ineligible	Covered PA Needed	N/A	05/17/2025
<input type="checkbox"/>

TIP: Ensure that you have checked the box that appears on the bottom of Step 5 indicating that you have read and understood the five steps to the Annual Reverification Process. You will not be able to proceed to your reverification patient list until you have checked the box. You only need to do this once.

Carefully read the instructions provided on the screen before beginning the process. You can see them in full below.



J&J withMe Advocate Hospital Important Safety Information Prescribing Information Need Help?

Dashboard Patient List (All Active Patients) Resources Messages **Annual Reverification** My Account

Welcome to the Annual Reverification process. Minimize

You can submit patients from your list as many times as you wish prior to the deadline of November 28, 2025.

This allows you to submit a few patients at a time. Alternatively, you can submit the full patient list at one time.

Select a patient from the "Reverification Patient List" tab and click either "Reverify" or "Do Not Reverify". The patient will drop off this list and move to the "Infusion Date Confirmation" tab or the "Patients Not To Be Reverified" tab, as indicated. To see your Reverification Patient List for another site you are affiliated with, please use the Site Location drop-down menu at the top left of the page.

PDF Annual Reverification User Guide
Annual Reverification Process ?
Annual Reverification Communication Preferences

Last updated: 10:19 AM Oct 30, 2025 by S.Huang

Reverification Patient List Infusion Date Confirmation Patients Not To Be Reverified

To reverify benefits for your STELARA® (ustekinumab) and Infliximab patients, please follow your normal process of submitting a Benefits Investigation Form for each patient.

Note that the first infusion date available in the calendar is January 9, 2026.

For instructions on how to use the **Add Patient(s) to Annual Reverification List**, [click here](#).

There are three sub-tabs within the **Annual Reverification** tab – **Reverification Patient List**, **Infusion Date Confirmation**, and **Patients Not to be Reverified**.

Please see full Prescribing Information, including Boxed Warning, and Medication Guides for **SIMPONI ARIA® (golimumab)**, **REMICADE® (infliximab)**, and **Infliximab**. Please see full Prescribing Information and Medication Guide for **STELARA® (ustekinumab)**. Provide the appropriate Medication Guide to your patients and encourage discussion.

Welcome to the Annual Reverification process.
Expand

Reverification Patient List
Infusion Date Confirmation
Patients Not To Be Reverified

Select your patients and hit the 'Reverify' button below.

Patient Search
Save Draft
Download List
Warning PHI Included
Add Patient

Selected 2 Patients
Unselect
Reverify
Do Not Reverify

	Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
<input checked="" type="checkbox"/>	Smith, Sara	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Jones, Mary	Rajadhyaksha, Abhijeet	04 / 23 / 1977	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input checked="" type="checkbox"/>	Kit, Kat	Collins, Richard	12 / 20 / 1986	REMICADE®	L40.53	Delaware Center for Digestive Care – Stanton Christiana	Jan 12, 2026	United Healthcare (0033330033) Add Secondary
<input type="checkbox"/>	Doe, Jane	Collins, Richard	08 / 15 / 1993	SIMPONI ARIA®	L40.53	Delaware Center for Digestive Care –	Feb 31, 2026	Anthem Inc (0033330033)

The **Reverification Patient List** tab is where you go to confirm your patient's information for accuracy and submit them for reverification. Your Reverification Patient List will be available beginning on September 29, 2025.

Any changes you make to your patient's information will be highlighted in **red** for easy identification.

You can sort your patient list by clicking the column of interest in the table. For example, to filter by last name in reverse alphabetical order, click the **Patient Name** column (the triangle direction will point up instead of down); to filter by Treatment Location, click that column instead.

If you would like to export this patient list and save and view in Excel, click the **Download Patient List** link above the table.

Save as Draft allows you to save your work without submitting the patient list, however, J&J withMe will autosave your work every 30 seconds. To confirm this, you can always see the last update and who it was done by at the top of the page in red font.

If you need to search your entire Annual Reverification list, simply click the magnifying glass and your list will filter across all columns for the information you enter in the search field.


Please check the box next to each patient's name for whom you would like to have benefits reverified. Review and update the selected patient's information, then submit for reverification by selecting the green **Reverify** button.




Reverification Patient List


Infusion Date Confirmation



Patients Not To Be Reverified






Select your patients and hit the 'Reverify' button below.



 Save Draft  Download List
Warning PHI Included 

Selected 2 Patients 

<input type="checkbox"/>	Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
<input checked="" type="checkbox"/> 	Smith, Sara 	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/> 	Jones, Mary 	Rajadhyaksha, Abhijeet	04 / 23 / 1977	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input checked="" type="checkbox"/> 	Kit, Kat	Collins,Richard	12 / 20 / 1986	REMICADE®	L40.53	Delaware Center for Digestive Care – Stanton Christiana	Jan 12, 2026	United Healthcare (0033330033) Add Secondary

Patients you have chosen to reverify will move to the **Infusion Date Confirmation** tab. Please note: J&J withMe will prioritize patients with a known infusion date over those for whom the infusion date is unknown.

J&J withMe has prefilled all columns for your eligible patients, where information was available. If the patient's record was not complete or you have added a new patient to your site, the missing information fields for those patients in this table will appear blank.

You will not be able to submit these patients for reverification until all fields are filled out. If you click **Submit the Annual Reverification**, these patients will remain in your **Reverification Patient List** until you provide all relevant information, but no later than December 5, 2025.

To make edits to the patient's information, double-click to add the missing patient information highlighted in red:

Selected 2 Patients ✖ Unselect

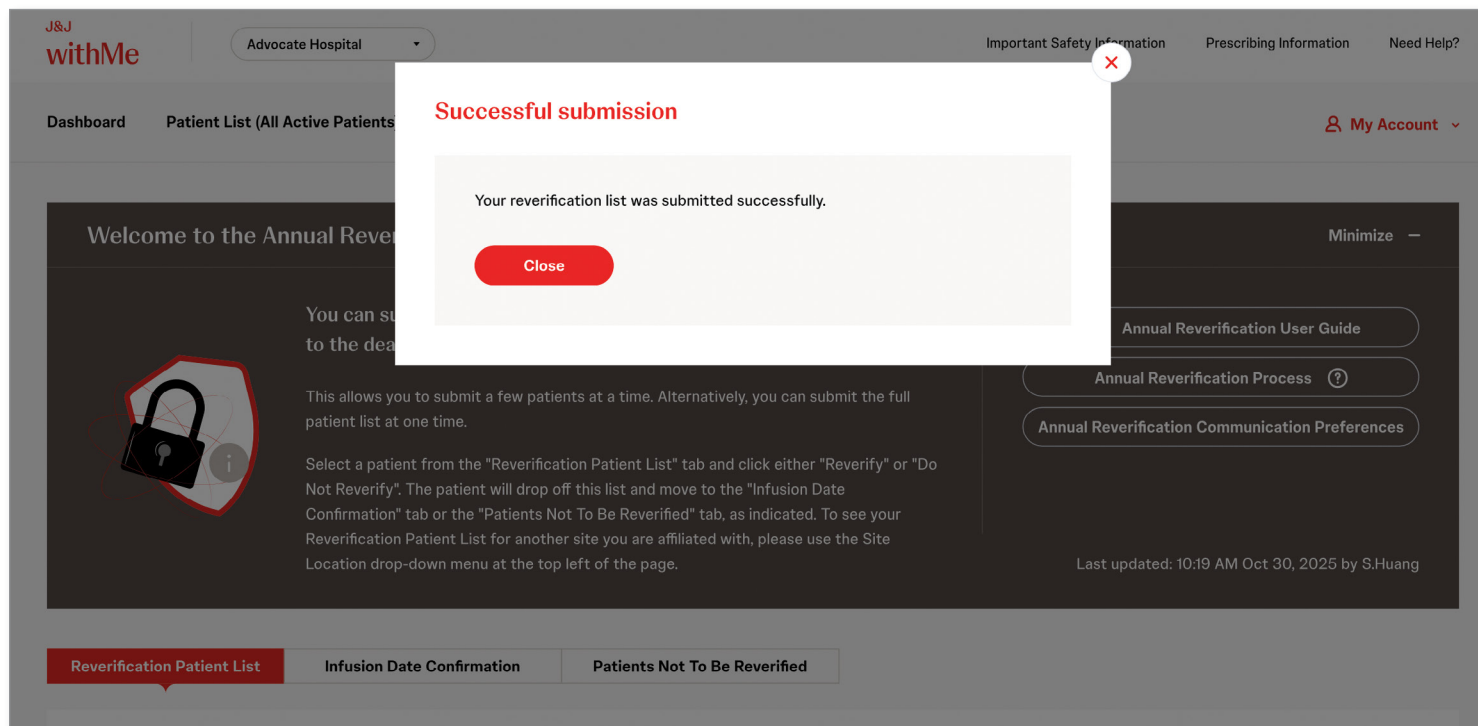
✓ Reverify ✖ Do Not Reverify

! Fields in red are required before a patient can be moved to the Reverify list.

<input type="checkbox"/>	Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
<input type="checkbox"/>	Smith, Sara	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Jones, Mary	Rajadhyaksha, Abhijeet	04 / 23 / 1977	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Kit, Kat	Collins, Richard	12 / 20 / 1986	REMICADE®	L40.53	Delaware Center for Digestive Care – Stanton Christiana	Jan 12, 2026	United Healthcare (0033330033) Add Secondary
<input type="checkbox"/>	Doe, Jane	Collins, Richard	08 / 15 / 1993	SIMPONI ARIA®	L40.53	Delaware Center for Digestive Care – Stanton Christiana	Feb 31, 2026	Anthem Inc (0033330033) Blue Cross Blue Shield of New Jersey (0033330081)
<input type="checkbox"/>	Burns, Pablo	Rajadhyaksha, Abhijeet	07 / 23 / 1971	REMICADE®	C49.M48	Delaware Center for Digestive Care – Stanton Christiana	Feb 31, 2026	Anthem Inc (0033330033) Humana (0033330081)
<input checked="" type="checkbox"/>	Ballard, Wallace	Rajadhyaksha, Abhijeet	07 / 13 / 1981	REMICADE®	Add Code	Arizona Arthritis and Rheumatology Associates PC	Add Infusion Date	United Healthcare (0033330033) Humana (0033330081)
<input checked="" type="checkbox"/>	Oliver, William	Collins, Richard	07 / 13 / 1981	Add Product	C49.M48	Delaware Center for Digestive Care – Stanton Christiana	Mar 12, 2026	Local Initiative Health Authority (0033330033)

Note: Please carefully check and update all information for patients you submit for Annual Reverification. This is especially important for insurance information. Providing inaccurate information may lead to inaccurate VOBs.

After you have submitted your annual reverification patient list, a confirmation will appear on the screen as shown below.



The **Infusion Date Confirmation** tab is where you will see all patients you have selected to reverify. This tab prompts you with an “Unknown” message in the Infusion Date column of those patients for whom you have not yet entered an infusion date.

Dashboard Patient List (All Active Patients) Resources Messages **Annual Reverification** My Account

Welcome to the Annual Reverification process. Minimize

You can submit patients from your list as many times as you wish prior to the deadline of November 28, 2025.

Annual Reverification User Guide
Annual Reverification Process
Annual Reverification Communication Preferences

Last updated: 10:19 AM Oct 30, 2025 by S.Huang

Reverification Patient List **Infusion Date Confirmation** Patients Not To Be Reverified

Patient Search Save Draft Download List Warning PHI Included Add Patient


Selected 2 Patients Unselect Do Not Reverify

	Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
<input checked="" type="checkbox"/>	Smith, Sara	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Unknown	United Healthcare (0033330033) Humana (0033330081)






When the Annual Reverification begins on January 2, 2026, J&J withMe will prioritize patients with a known infusion date over patients whose infusion date is unknown.

J&J withMe is not able to forecast which patients will visit your practice after the Annual Reverification tab goes live. As a result, all of those eligible patients will automatically be added in the second table as patients with unknown anticipated infusion dates. Please make sure to update those patients' information as well.

You can update a patient's infusion date and insurance information in both of these tables until December 5, 2025. All edits made on this tab are saved immediately. The Submit and Save as Draft buttons have been removed. After December 5, 2025, please call J&J withMe if there are any changes you wish to make to any patients' information.

The **Patients Not to be Reverified** tab is where you will see all patients you have selected not to reverify. This tab also contains all patients for whom J&J withMe is unable to verify benefits through the Annual Reverification Process. As a reminder, those patients are marked with a warning sign  because they have policies that do not expire in the beginning of 2026. **Note:** If the patient's insurance has changed, please update it to include the patient in 2026 Annual Reverification.

This tab serves as your confirmation of patients you do not wish to reverify. You can update the information in this tab until December 5, 2025. All edits made on this tab are saved immediately. The Submit and Save as Draft buttons have been removed. After December 5, 2025, please call J&J withMe if there are any changes you wish to make to any of your patients' information.

Infusion Date Confirmation		Patients Not To Be Reverified					
Patient Search 		 Download List Warning PHI Included					
Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
Smith, Sara 	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	C49.M48			United Healthcare (0033330033) Humana (0033330081)
Jones, Mary 	Rajadhyaksha, Abhijeet	04 / 23 / 1977		C49.M48	Arizona Arthritis and Rheumatology Associates PC		United Healthcare (0033330033) Humana (0033330081)
Kit, Kat	Collins, Richard	12 / 20 / 1986		L40.53	Delaware Center for Digestive Care – Stanton Christiana	Jan 12, 2026	United Healthcare (0033330033)
Doe, Jane	Collins, Richard	08 / 15 / 1993		L40.53	Delaware Center for Digestive Care – Stanton Christiana	Feb 31, 2026	Anthem Inc (0033330033) Blue Cross Blue Shield of New Jersey (0033330081)
Burns, Pablo	Rajadhyaksha, Abhijeet	07 / 23 / 1971	REMICADE®	C49.M48			Anthem Inc (0033330033) Humana (0033330081)
Ballard, Wallace	Rajadhyaksha, Abhijeet	07 / 13 / 1981	REMICADE®	L40.53			United Healthcare (0033330033) Humana (0033330081)
Oliver, William 	Collins, Richard	07 / 13 / 1981	SIMPONI ARIA®	C49.M48	Delaware Center for Digestive Care – Stanton Christiana	Mar 12, 2026	Local Initiative Health Authority (0033330033)

Once the Annual Reverification Process starts in January, you will begin seeing VOBs and important updates within your **Annual Reverification** tab.

The BI Case Status shows if a VOB has been delivered (VOB Delivered), if there is missing information keeping us from completing the BI (Pending-Missing Info), or if we are having difficulty reaching a payer (At Risk-Payer Issue).

Infusion Date Confirmation

Patients Not To Be Reverified

Save Draft Download List
Warning PHI Included

Selected 2 Patients

<input type="checkbox"/>	Patient Name	Prescriber Name	Date of Birth	Product	BI Case Status	BI Case Outcome	VOB Delivery Date	Infusion Date	Insurance Provider (Policy #)
<input checked="" type="checkbox"/>	Smith, Sara	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	VOB Delivered	Covered with PA	May 12, 2025	May 20, 2025	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Jones, Mary	Rajadhyaksha, Abhijeet	04 / 23 / 1967	REMICADE®	VOB Delivered	Covered with PA	Feb 31, 2025	Mar 13, 2025	United Healthcare (0033330033) Humana (0033330081)
<input checked="" type="checkbox"/>	Kit, Kat	Collins, Richard	12 / 20 / 1986	REMICADE®	VOB Delivered	Covered with PA	Feb 12, 2025	Mar 11, 2025	United Healthcare (0033330033)
<input type="checkbox"/>	Doe, Jane	Collins, Richard	08 / 15 / 1993	SIMPONI ARIA®	VOB Delivered	Covered with PA	Mar 01, 2025	Mar 13, 2025	Anthem Inc (0033330033) Blue Cross Blue Shield of New Jersey (0033330081)
<input type="checkbox"/>	Burns, Pablo	Rajadhyaksha, Abhijeet	07 / 23 / 1971	REMICADE®	At risk - Payer Issue	<div>J&J withMe has tried multiple times to reach this payer and has been unsuccessful in obtaining benefits for this payer. We will continue to work on obtaining your patient's benefits, but please plan accordingly.</div>	026		Anthem Inc (0033330033) Humana (0033330081)
<input type="checkbox"/>	Ballard, Wallace	Rajadhyaksha, Abhijeet	07 / 13 / 1981	REMICADE®	Received		026		United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Oliver, William	Collins, Richard	07 / 13 / 1981	SIMPONI ARIA®	Received		Mar 12, 2026		Local Initiative Health Authority (0033330033)


Once a VOB has been delivered, you may download it by selecting the patient's name and then clicking the red **Download VOB** button. You can find the downloaded VOBs by selecting the arrow next to “**Download List—Warning PHI Included**”.

You may download VOBs for up to 15 patients at a time.

Select Patient Name
(up to 15) and click
Download VOB

[Dashboard](#) [Patient List \(All Active Patients\)](#) [Resources](#) [Messages](#) [Annual Reverification](#) [My Account](#)

Welcome to the Annual Reverification process. Minimize






You can no longer make edits to your patient list.
Please call J&J withMe for assistance.

Please call J&J withMe at **844-4withMe** (844-494-8463),
Monday–Friday, 8:00 AM to 8:00 PM ET for assistance.

[Annual Reverification User Guide](#)
[Annual Reverification Process](#)
[Annual Reverification Communication Preferences](#)
Last updated: 10:19 AM Oct 30, 2025 by S.Huang

[Infusion Date Confirmation](#) [Patients Not To Be Reverified](#)



 [Save Draft](#)  [Download List](#)
Warning PHI Included [Add Patient](#)

Selected 2 Patients [Unselect](#) [Download VOB](#)

	Patient Name	Prescriber Name	Date of Birth	Product	BI Case Status	BI Case Outcome	VOB Delivery Date	Infusion Date	Insurance Provider (Policy #)
<input checked="" type="checkbox"/>	Smith, Sara	Rajadhyaksha, Abhijeet	01 / 06 / 1970	REMICADE®	VOB Delivered	Covered with PA	May 12, 2025	May 20, 2025	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/>	Jones, Mary	Rajadhyaksha, Abhijeet	04 / 23 / 1967	REMICADE®	VOB Delivered	Covered with PA	Feb 31, 2025	Mar 13, 2025	United Healthcare (0033330033) Humana (0033330081)

Below is a list of answers to the most frequent questions as well as helpful tips. If you cannot find your answer here or you need additional assistance, please call J&J withMe at 877-227-3728, Monday–Friday, 8:00 AM–8:00 PM ET.

I am unable to “Continue to Reverification Patient List”

Ensure that you have checked the box that appears on the bottom of Step 5 indicating that you have read and understood the five steps to the Annual Reverification Process.

You will only need to do this once.

Why are some patients not showing on my “Reverification Patient List”?

Your Annual Reverification Patient List will include only those patients on REMICADE® (infliximab) or SIMPONI ARIA® (golimumab) whose insurance policy is scheduled to terminate in the beginning of 2026 and who have had a Benefits Investigation (BI) run for them in 2025.

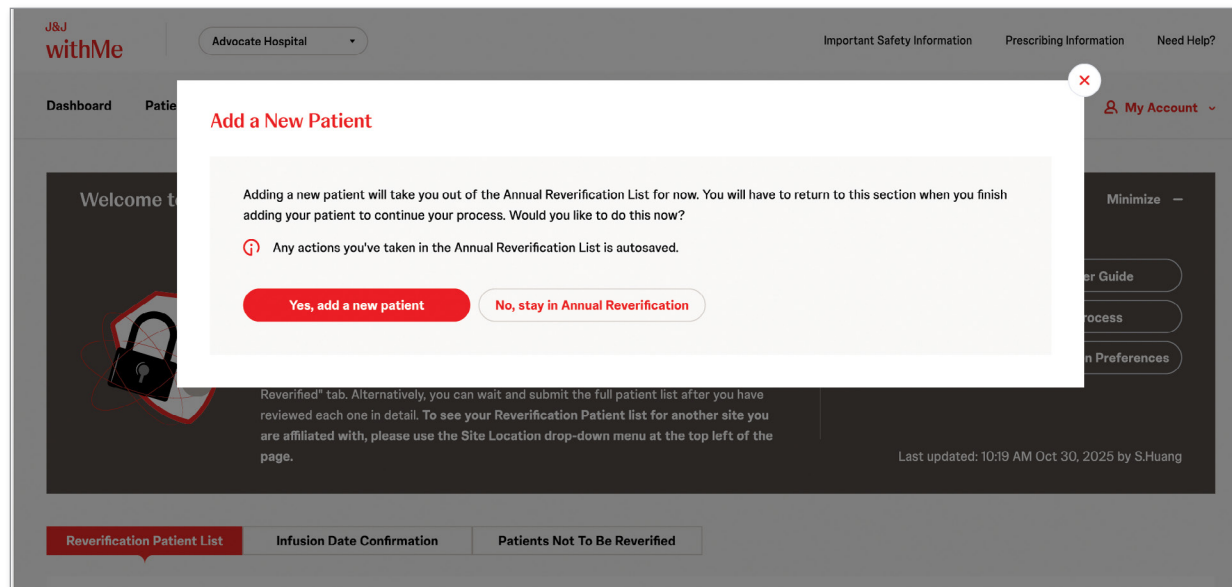
My “Annual Reverification” tab is blank

This may happen if you had no eligible patients on REMICADE® or SIMPONI ARIA®. If you have patients on REMICADE® or SIMPONI ARIA® who need to be added based on your records, please add them via the **Add Patient(s) to Annual Reverification List** link.

Please see the full Prescribing Information, including Boxed Warning, and Medication Guides for SIMPONI ARIA® and REMICADE®. Provide the appropriate Medication Guide to your patients and encourage discussion.

I want to add patients to my “Annual Reverification” tab

To do this, navigate to the **Add Patient(s) to Annual Reverification List** link at the top of the patient list appearing in your Annual Reverification tab. The following will appear:






Please read these instructions carefully. Once you have added the patient, return to the **Annual Reverification** tab, find the patient, and update all relevant information as you do with all others.

If a patient has not been added to your site yet, you will not find them in the table, even if using the search functionality. Follow the usual process for adding a new patient to your site (as you do when not working on the Annual Reverification Process). For your convenience, the link to that workflow is listed at the bottom of the same screen.

Once you have successfully added the new patient to your site, come back to the **Annual Reverification** tab, click on the **Add Patient(s) to Annual Reverification List** link at the top of the patient list and proceed as described earlier in this section.


What are the warning signs next to my patient's name?

Please refer to the Key below for a description of each warning.

-  J&J withMe cannot reverify patients whose policy does not terminate in the beginning of 2026. If the patient's insurance has changed, please update it to include the patient in 2026 Annual Reverification.
-  This payer has historically not returned benefits to J&J withMe on time in January and February. If the infusion date falls within this timeframe, we may not be able to obtain benefits. Please plan accordingly.
-  This payer has historically not returned benefits to J&J withMe in January. If the infusion date falls within this timeframe, benefit results may be delayed. Please plan accordingly.

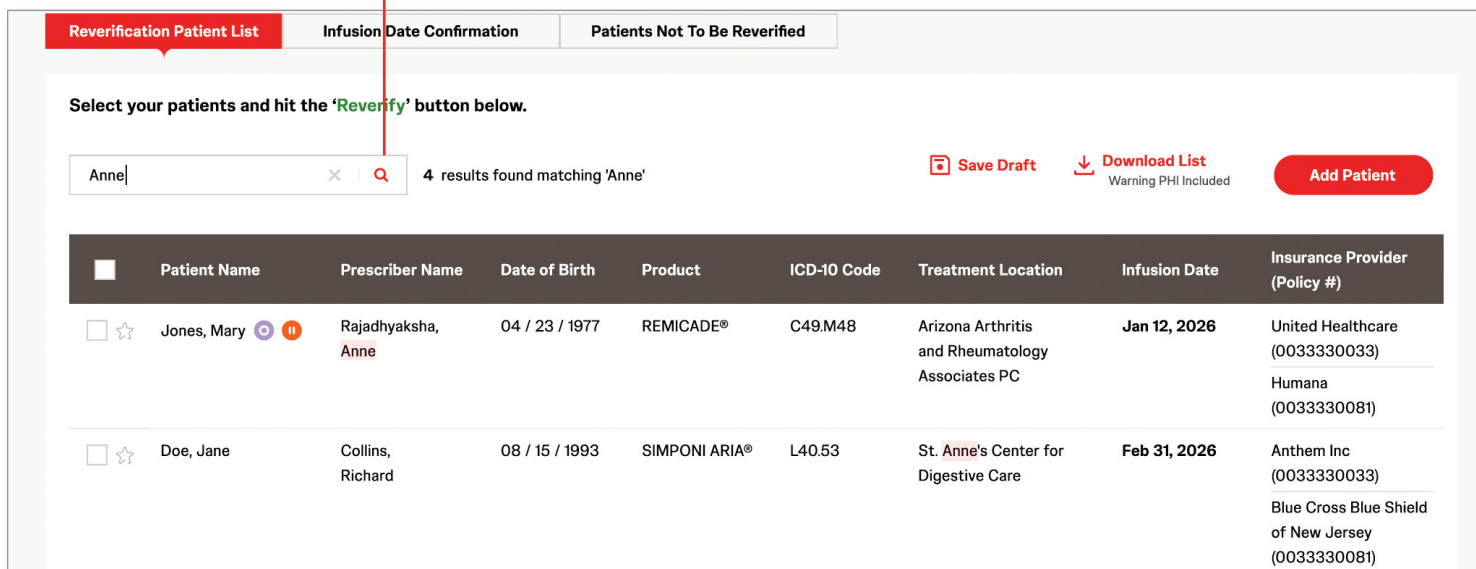
There is a warning sign next to my patient's name. How do I remove it?

This warning sign indicates that J&J withMe cannot reverify the patient because the patient's policy does not terminate in the beginning of 2026. There is nothing you can do to remove this warning sign and it will not prevent you from submitting your full patient list. J&J withMe has a workflow in place to filter out these patients from your final **Infusion Date Confirmation** tab. Following submission of these patients, they will appear under the **Patients Not to be Reverified** tab.

<input type="checkbox"/>		Oliver, William 	Collins, Richard	07 / 13 / 1981	Add Product	C49.M48	Delaware Center for Digestive Care – Stanton Christiana	Mar 12, 2026	Local Initiative Health Authority (0033330033) Health Net of California (0033330081)
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How to search for information in the Annual Reverification sub-tabs

Click the magnifying glass and your list will filter across all columns for the text you enter. **See below:**



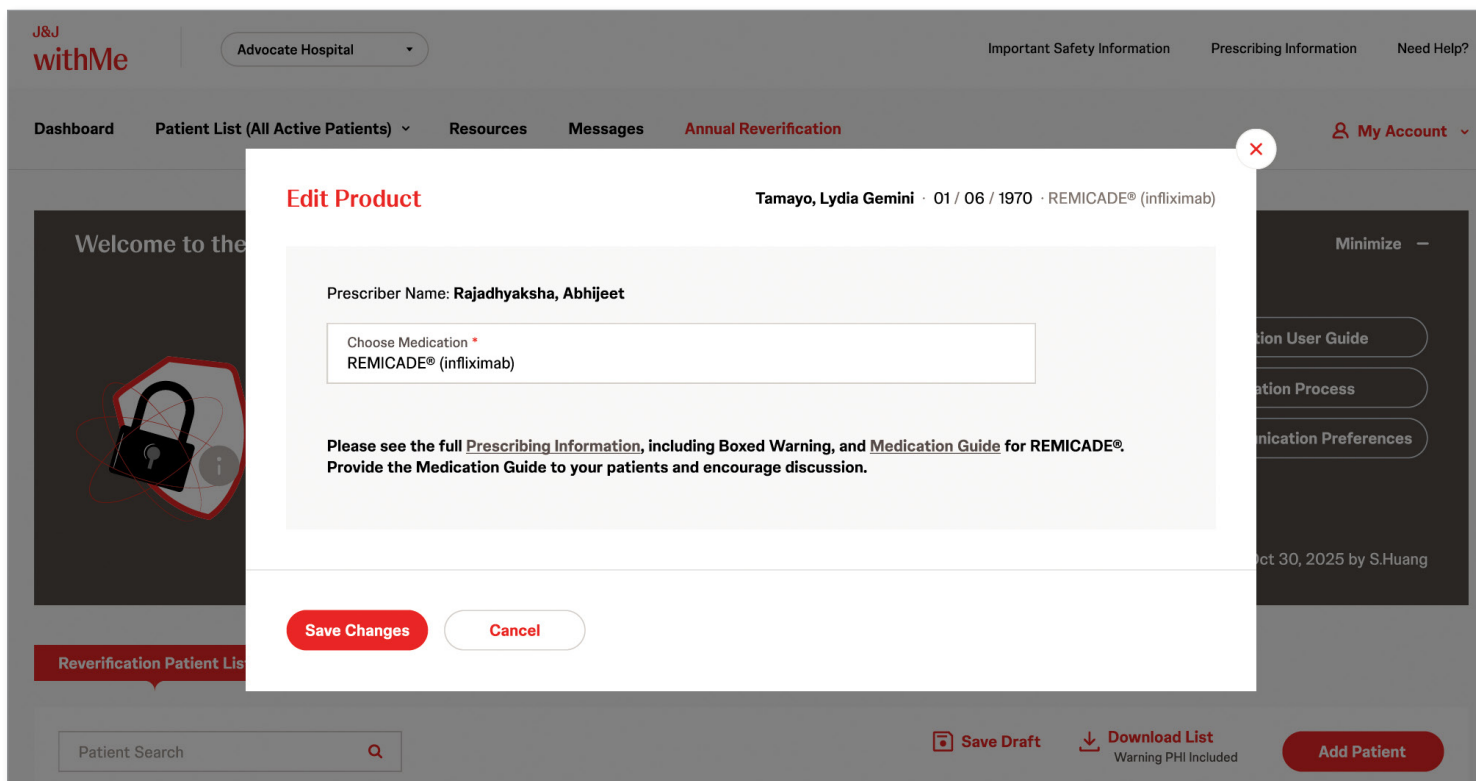
The screenshot shows the 'Reverification Patient List' sub-tab. A search bar contains the text 'Anne' and a magnifying glass icon. Below the search bar, it says '4 results found matching 'Anne''. To the right of the search bar are buttons for 'Save Draft', 'Download List' (with a warning 'Warning PHI Included'), and 'Add Patient'. Below the search bar is a table with the following columns: Patient Name, Prescriber Name, Date of Birth, Product, ICD-10 Code, Treatment Location, Infusion Date, and Insurance Provider (Policy #). The table contains two rows of patient data.

	Patient Name	Prescriber Name	Date of Birth	Product	ICD-10 Code	Treatment Location	Infusion Date	Insurance Provider (Policy #)
<input type="checkbox"/> ☆	Jones, Mary	Rajadhyaksha, Anne	04 / 23 / 1977	REMICADE®	C49.M48	Arizona Arthritis and Rheumatology Associates PC	Jan 12, 2026	United Healthcare (0033330033) Humana (0033330081)
<input type="checkbox"/> ☆	Doe, Jane	Collins, Richard	08 / 15 / 1993	SIMPONI ARIA®	L40.53	St. Anne's Center for Digestive Care	Feb 31, 2026	Anthem Inc (0033330033) Blue Cross Blue Shield of New Jersey (0033330081)

To return back to the full view, remove the text you entered in the search box.

My patient is no longer on the product listed in the Reverification Patient List

To change the product, double-click the patient's row and select **Edit** in the **Product** column. Complete the fields as indicated below:



The screenshot shows the J&J withMe interface. The top navigation bar includes the J&J withMe logo, a dropdown for 'Advocate Hospital', and links for 'Important Safety Information', 'Prescribing Information', and 'Need Help?'. The main navigation bar has 'Dashboard', 'Patient List (All Active Patients)', 'Resources', 'Messages', 'Annual Reverification', and 'My Account'. The 'Annual Reverification' section is active, showing a 'Reverification Patient List' table. A modal titled 'Edit Product' is open, displaying patient information: 'Tamayo, Lydia Gemini · 01 / 06 / 1970 · REMICADE® (infliximab)'. The modal contains a 'Prescriber Name' field with the value 'Rajadhyaksha, Abhijeet' and a 'Choose Medication' dropdown menu with 'REMICADE® (infliximab)' selected. Below the dropdown, a note states: 'Please see the full [Prescribing Information](#), including Boxed Warning, and [Medication Guide](#) for REMICADE®. Provide the Medication Guide to your patients and encourage discussion.' At the bottom of the modal are 'Save Changes' and 'Cancel' buttons. The background interface includes a 'Welcome to the' banner, a 'Patient Search' bar, and buttons for 'Save Draft', 'Download List' (with a warning 'Warning PHI Included'), and 'Add Patient'.

Edit Product Tamayo, Lydia Gemini · 01 / 06 / 1970 · REMICADE® (infliximab)

Prescriber Name: **Rajadhyaksha, Abhijeet**

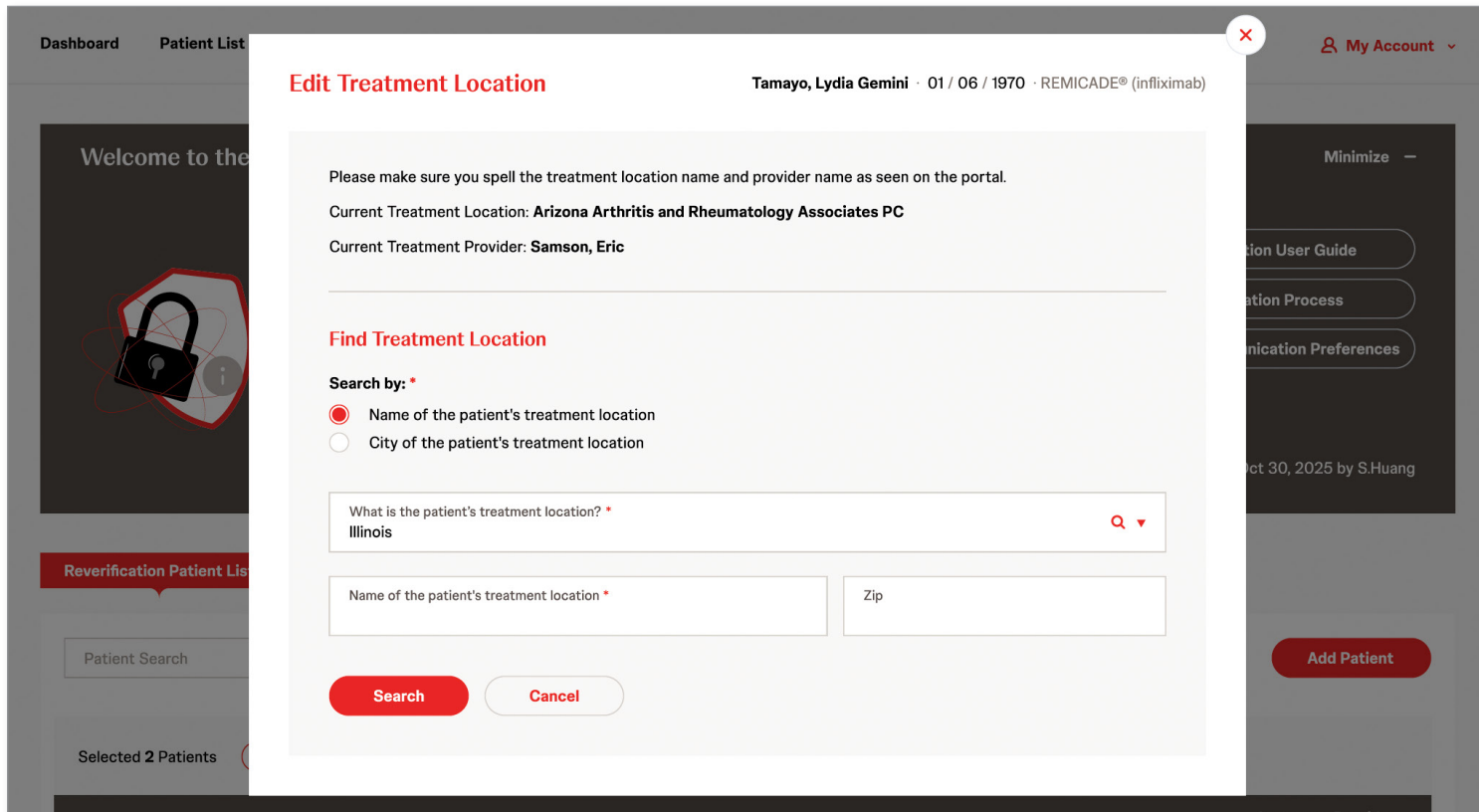
Choose Medication *
REMICADE® (infliximab)

Please see the full [Prescribing Information](#), including Boxed Warning, and [Medication Guide](#) for REMICADE®.
Provide the Medication Guide to your patients and encourage discussion.

Save Changes **Cancel**

I don't see the treatment location after going to edit that field

Below is what you will see once you double-click the patient's row and select **Edit** under the **Treatment Location** column.



Dashboard Patient List

Welcome to the

Reverification Patient Lis

Patient Search

Selected 2 Patients

My Account

Minimize

tion User Guide

ation Process

nication Preferences

ct 30, 2025 by S.Huang

Add Patient

Edit Treatment Location

Tamayo, Lydia Gemini · 01 / 06 / 1970 · REMICADE® (infliximab)

Please make sure you spell the treatment location name and provider name as seen on the portal.

Current Treatment Location: **Arizona Arthritis and Rheumatology Associates PC**

Current Treatment Provider: **Samson, Eric**

Find Treatment Location

Search by: *

☒ Name of the patient's treatment location

☐ City of the patient's treatment location

What is the patient's treatment location? *

Illinois

Name of the patient's treatment location *

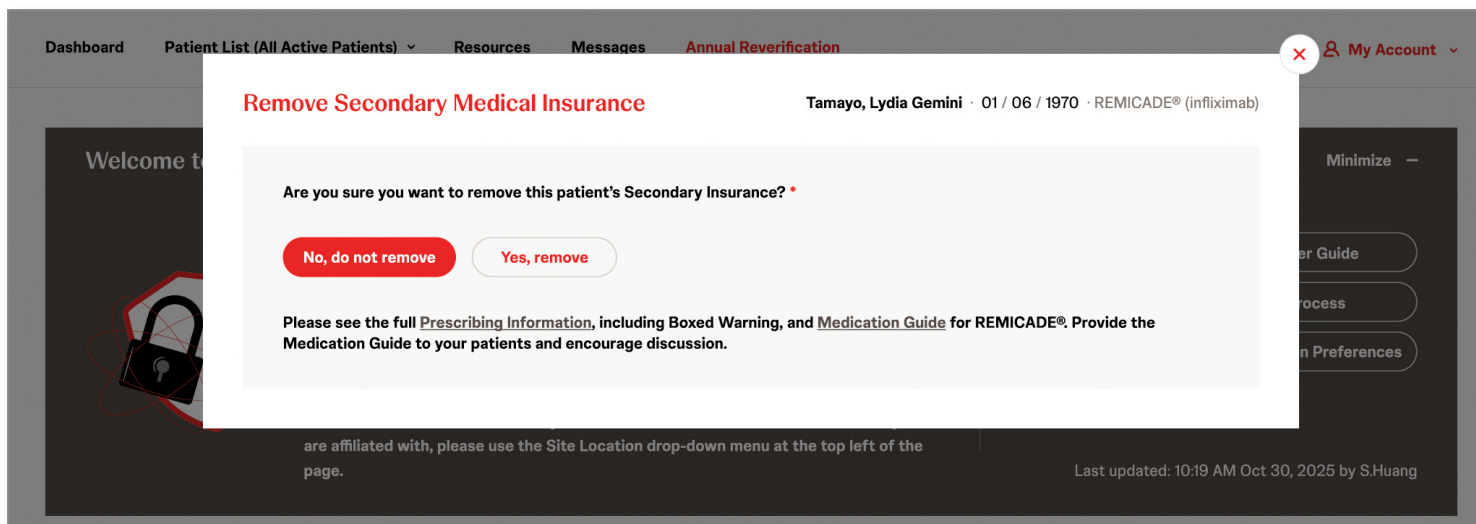
Zip

Search Cancel

Start typing into the field, being careful to spell the treatment location the way you have seen it appear previously in the portal. Often the reason why it is not immediately found is because of spelling differences.

My patient no longer has secondary insurance

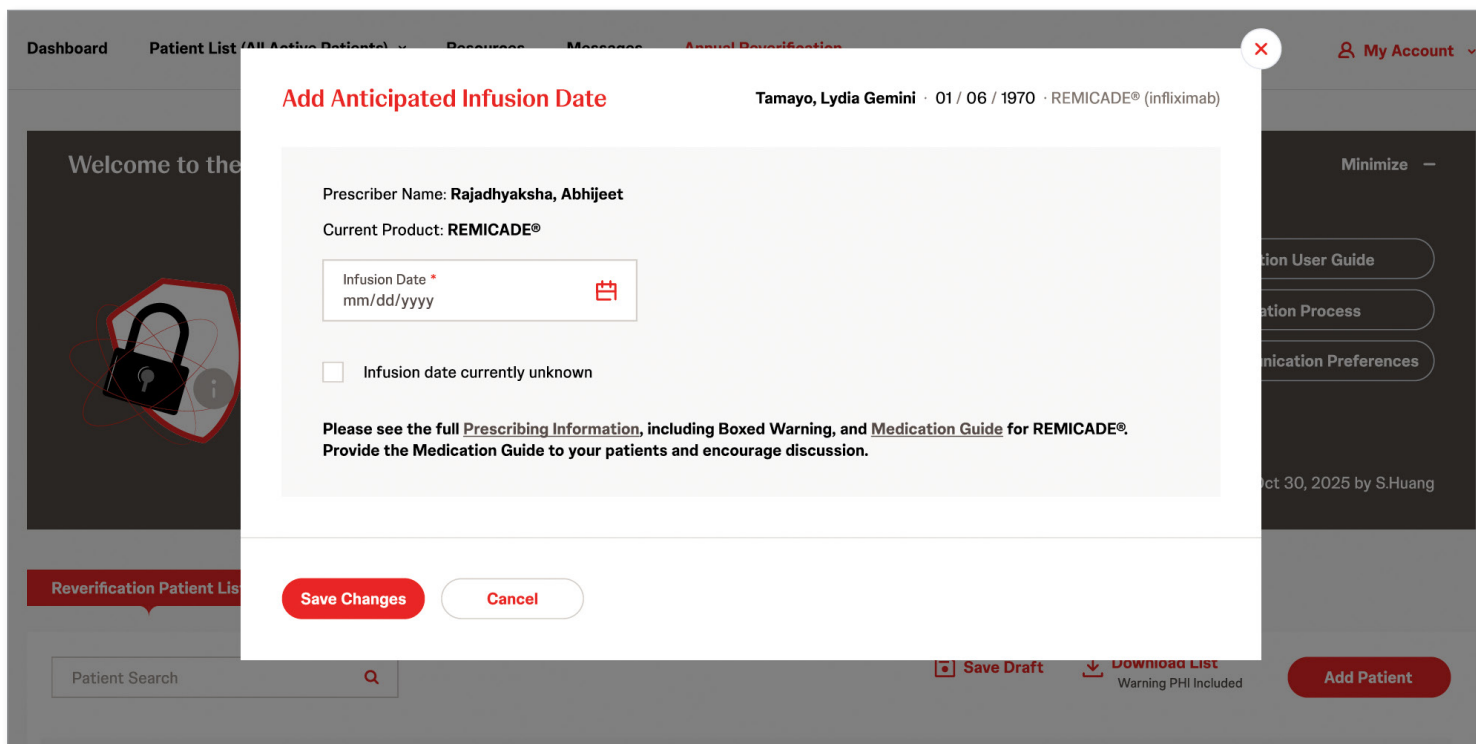
Double-click the patient's row and select the **Remove** button directly below the secondary insurance in the **Insurance Provider (Policy #)** column. On the new screen, click **Yes, remove**.



I don't know my patient's infusion date for the new year

Double-click the patient's row and select **Edit** in the **Infusion Date** column. Check the box saying **Unknown** and click **Save**.

Note: J&J withMe will prioritize patients with a known infusion date over patients where the infusion date is unknown.



The screenshot shows the J&J withMe interface with a modal titled "Add Anticipated Infusion Date" for patient Tamayo, Lydia Gemini (DOB: 01 / 06 / 1970, REMICADE® (infliximab)). The modal contains the following fields and options:

- Prescriber Name: **Rajadhyaksha, Abhijeet**
- Current Product: **REMICADE®**
- Infusion Date * (mm/dd/yyyy) with a calendar icon.
- ☐ Infusion date currently unknown

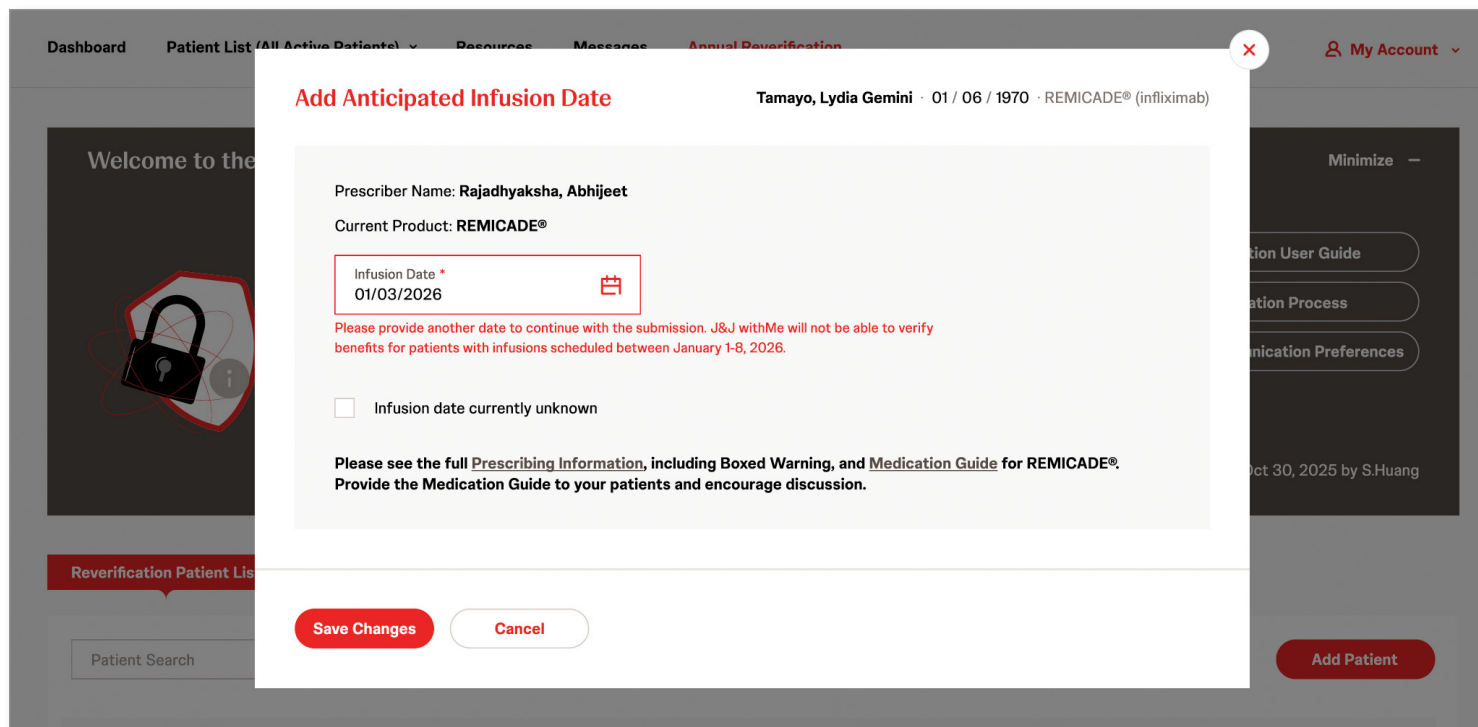
Below the form, there is a disclaimer: "Please see the full [Prescribing Information](#), including Boxed Warning, and [Medication Guide](#) for REMICADE®. Provide the Medication Guide to your patients and encourage discussion."

At the bottom of the modal are two buttons: "Save Changes" (red) and "Cancel" (white with red border).

The background interface shows a navigation bar with "Dashboard", "Patient List (All Active Patients)", "Resources", "Messages", and "Annual Reverification". The right sidebar includes "My Account" and links to "Reverification Patient List", "Reverification User Guide", "Reverification Process", and "Reverification Preferences". The bottom of the interface features a "Patient Search" bar, "Save Draft", "Download List" (Warning PHI Included), and an "Add Patient" button.

The portal is not letting me select an infusion date prior to January 9, 2026

The first infusion date is January 9, 2026. J&J withMe is unable to verify benefits for patients with infusions scheduled between January 1 and January 8, 2026. Please select another date.



The screenshot shows a web portal interface with a modal window titled "Add Anticipated Infusion Date" for patient "Tamayo, Lydia Gemini". The modal displays the prescriber name "Rajadhyaksha, Abhijeet" and the current product "REMICADE®". A date field labeled "Infusion Date *" contains "01/03/2026" and is highlighted with a red border. Below the field, a red error message states: "Please provide another date to continue with the submission. J&J withMe will not be able to verify benefits for patients with infusions scheduled between January 1-8, 2026." There is an unchecked checkbox labeled "Infusion date currently unknown". At the bottom of the modal are "Save Changes" and "Cancel" buttons. The background shows a sidebar with "My Account" and a main area with a "Welcome to the" message and a "Reverification Patient List" section.

Dashboard Patient List (All Active Patients) Resources Messages Annual Reverification

My Account

Minimize

ion User Guide

ation Process

ication Preferences

ct 30, 2025 by S.Huang

Reverification Patient List

Patient Search

Add Patient

Add Anticipated Infusion Date

Tamayo, Lydia Gemini · 01 / 06 / 1970 · REMICADE® (infliximab)

Prescriber Name: **Rajadhyaksha, Abhijeet**

Current Product: **REMICADE®**

Infusion Date *
01/03/2026

Please provide another date to continue with the submission. J&J withMe will not be able to verify benefits for patients with infusions scheduled between January 1-8, 2026.

☐ Infusion date currently unknown

Please see the full [Prescribing Information](#), including [Boxed Warning](#), and [Medication Guide](#) for REMICADE®. Provide the Medication Guide to your patients and encourage discussion.

Save Changes Cancel

Why are accurate infusion dates so important?

J&J withMe has a process flow for working on BIs in order of infusion date. It is critical to this process that accurate infusion dates are entered. This will help to ensure a flow of timely VOBs for all patients.

How do I change or update the information for a patient I have already submitted to reverification?

If you would like to update the information on an Annual Reverification case that you have already submitted (add an infusion date, change an infusion date, change insurance information, etc), please do so by contacting J&J withMe via phone or secure message. Our agents will be able to assist you with the update. There is no need to submit an additional Benefits Investigation Form (BIF) through the standard process.

Why have I received VOBs for some patients but not others?

While we prioritize Benefits Investigations in order of infusion date, VOBs will not necessarily be delivered in order of infusion date. You may receive a VOB for a patient with a February infusion date before you receive a VOB for a patient with a January infusion date. This is a function of payer availability, our ability to obtain electronic benefits, etc.

Sometimes we will be unable to deliver timely VOBs due to circumstances beyond our control (high call volumes are causing long hold times; payer does not disclose benefits to third-party participants or on a recorded line, etc). We will do everything we can to meet your patients' infusion dates.

Why am I not receiving VOBs via fax?

VOBs delivered as part of the Annual Reverification Process will be delivered via the portal only and will not be faxed.



Sign up or log in to the Provider Portal at
Portal.JNJwithMe.com



Visit us online at
JNJwithMe.com

Questions?



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