



Novartis GEMS portal for Managed Access Program (MAP) Requests

An introduction for external users

Global Governance Office

Welcome to the Novartis GEMS portal for Managed Access Program (MAP) requests

The GEMS initial and resupply request submission portal is part of a new, global, end-to-end MAP request management system that has been designed to make the application process faster and easier for physicians and other HCPs.

The system offers an easy-to-complete submission form, a reduction in processing time and the ability to submit or access an existing request through any desktop or mobile device.

The form and ongoing management process is largely intuitive. However, should you require any technical assistance, just click on the link at the bottom of any page in GEMS to raise a query with our support team who will either answer your query directly or redirect it to the correct team for a response. If you require any other form of assistance related to your request, please email us at managed.access@novartis.com.

Below is some guidance for using the portal.

1. Registration

- Begin by clicking on the link below which takes you to the welcome page. Here, you will be asked to complete a brief registration form.
[Novartis welcome page](#)

2. Completing the request submission form

- Once registered, log in to the Managed Access portal where you can submit your request. Go to **Submit New Request** at the bottom of the page to initiate a new application. You will be asked to complete further details, including information about your organization, your request and shipping requirements.
- Depending on the compound, product or indication, you may be asked to complete additional questions and / or product-specific forms.
- Complete the certification section and privacy notice and submit your request. Please note that once your request is submitted the form is locked and you will not be able to make any changes to the content.
- When the request has been assigned to a member of the Novartis Medical team, the status of your application will change to **Pending** to show that it has started the review and approval process.
- If further information to support your request is required during the review and approval process, you will be contacted by a member of the Novartis Medical team.

3. Notification of decision

- If your Request is *denied*, you will receive an email informing you about the decision and reason why we cannot support your request.
- If your Request is *approved* and product supply has been confirmed as available, the status will change to **Approved**, and you will be prompted at various points to submit further information such as attestation and treatment milestones.

4. Resupply and closure

- Once the status of your request has changed to **Approved** and you have provided the **First Treatment Date** of your patient, you will be given the option to initiate a resupply against the same request, if required. Please note that the **Initiate Resupply** button will not be activated until these two conditions have been met.
- After your patient discontinues the treatment, you are required to notify us of the **Last Treatment date**. The request will be closed once you provide this date.

5. Adverse Event Reporting

- Please report Adverse Events (AEs) relevant to Novartis products as per the agreement letter. When the online tool should be used click [here](#).

You can access the GEMS online portal by clicking [here](#).