

2018 ANNUAL IMPACT REPORT



*Putting*  
**PATIENTS FIRST**

—  —  
*Improving*  
**THE IMPACT**





## OUR MISSION

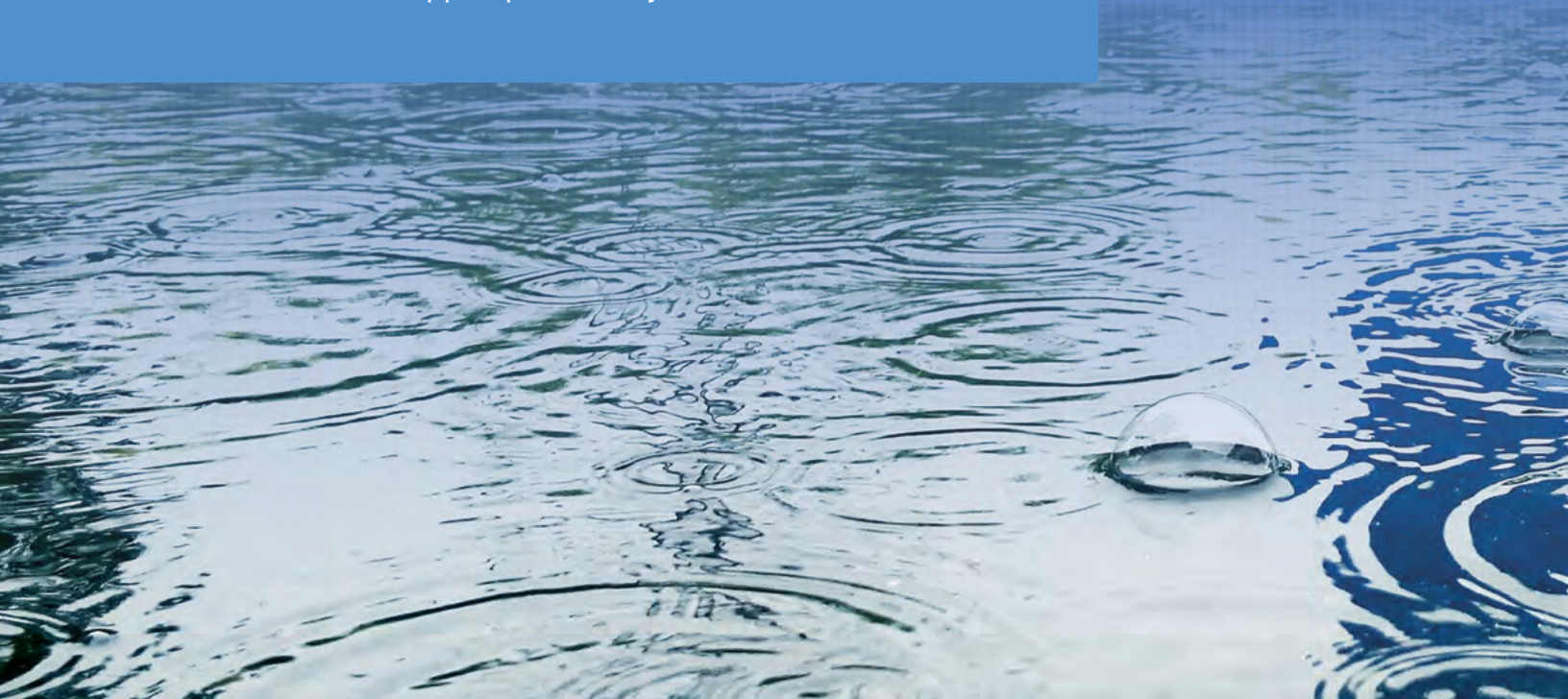
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Patient Advocate Foundation (PAF) is a national 501(c)3 non-profit organization which provides case management services and financial aid to Americans with chronic, life-threatening and debilitating illnesses.

## OUR HISTORY

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PAF was founded in 1996 by Nancy Davenport-Ennis and Jack Ennis to help address the issues faced by patients like their friend Cheryl Grimmell, who had to battle not only her breast cancer but for access to affordable treatments. In PAF's first year, Nancy and a part-time volunteer staff of 2 provided case management assistance to 157 patients who faced barriers to prescribed care. Fast forward to 2018, and we've helped a cumulative total of more than 1.2 million patients nationwide with support provided by more than 200 staff.







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## WELCOME

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*“High quality healthcare is not just about treatment; it’s about a care plan that considers challenges to daily life – transportation, housing, food security, employment, childcare and self-care.”*

The 2018 Annual Impact Report is a testament to the patients we serve. They have *entrusted us with their stories and for that we are immensely grateful.*

Our mission is to deliver compassionate, effective interventions that address access and affordability issues experienced by patients as they navigate care in the world’s most expensive and complicated healthcare system.

We strive to quantify and qualify the experience of vulnerable, underserved people of all kinds while increasing the types of assistance and programs we offer that improve the lives of those battling serious illness right now. We seek to amplify their voices, their experiences, their concerns and their priorities.

High-quality healthcare is not just about treatment; it’s about a care plan that considers challenges to daily life – transportation, housing, food security, employment, childcare and self-care. We know that too many people are trying to figure out how to pay for the medications, hospital bills and lab tests while keeping the lights on and putting food on the table. We envision a future in which a care team surrounds each patient and responds to these concerns in a comprehensive and effective way, which is what our case management and financial support programs are designed to do. This report spans those programs as well as additional service areas that are inspired and informed by them: Health Services Research, Patient Education and Health Equity Initiatives.

In these pages you will find the story not only of the patients we helped, but also of the dedicated staff at PAF who help them. I am proud to stand alongside so many others who are committed to serving patients with kindness, accountability and excellence.

And finally, I would like to thank our donors. It is their support that makes our mission possible.

Alan J. Balch, PhD  
Chief Executive Officer



# OVERALL FOUNDATION IMPACT

## SUMMARY OF PAF TOTAL PATIENT CASES AND CONTACTS IN 2018

Total Patient Case Count	142,109
Case Management Cases	24,804
Co-Pay Relief Cases	82,106
Financial Support Programs Cases	25,003
Patient Services Email Helpline Sessions	10,196

Total Patients Assisted by PAF  
between 1994 and 2018

1,218,555

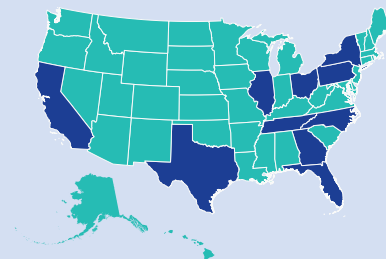


*“... PAF not only helped shepherd me through my appeal process but explained my best options, expectations, and next steps at every single point throughout the process ... having been through the appeals process, I have a better understanding of just how important having a patient advocate can be in protecting and intelligently fighting for the rights of patients, who are too often vulnerable ... Thanks for being in my corner, and in all of ours!”*

Michael | heart attack

## SERVED PATIENTS IN ALL STATES

TOP 10 STATES SERVED  
FL, TX, CA, GA, NY  
OH, PA, NC, IL, TN



PATIENTS REPORTED  
**584**  
DIFFERENT  
DIAGNOSES

19% INCREASE OVER 2017

222 RARE DISEASES,  
a 30% INCREASE OVER 2017



10 NEW PROGRAMS  
AND/OR ASSISTANCE FUNDS  
FOR PATIENTS  
INTRODUCED IN 2018

CASE MANAGEMENT  
PROGRAMS  
SERVED 11% MORE PATIENTS  
AND  
NEGOTIATED \$22,108,236  
IN DEBT RELIEF



# CASE MANAGEMENT

## SUMMARY OF PAF CASE MANAGEMENT PATIENT CASES AND CONTACTS IN 2018

Total PAF Case Management Cases	24,804
Total PAF Case Management Contacts	402,545
Average Contacts Per Case	16.14
Average Issues per Case	1.75

## TOP ISSUE CATEGORIES FACED BY PATIENTS SEEKING CASE MANAGEMENT HELP



**47%**  
Insurance  
Issues



**30%**  
Debt Crisis/  
Cost-of-  
Living Issues



**11%**  
Uninsured  
Issues

## DISTINCT PATIENT DIAGNOSES

2017

**490**

2018

**584**

## TOP 5 DIAGNOSIS CATEGORIES FOR CASE MANAGEMENT



Cancers



Chronic or  
Debilitating  
Conditions



Cardiovascular  
Conditions



Nervous  
System  
Conditions



Autoimmune  
Diseases



## AVERAGE MILEAGE TRAVELED FOR TREATMENT

**24 MILES**  
ALL CASES

**20 MILES**  
CASES WITH  
NO TRAVEL  
ISSUE

**37 MILES**  
CASES WITH  
A TRAVEL  
ISSUE

**86%** INCREASE IN TRAVEL DISTANCE  
FOR THOSE WITH A TRAVEL-RELATED PROBLEM

## NEGOTIATED

**\$22,108,236**

in **DEBT RELIEF** on  
behalf of patients

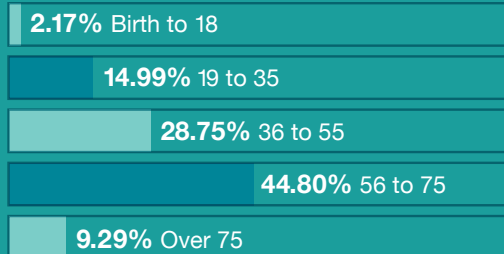
*"Thanks so much for your help. It meant so much to end the sleepless nights and not worry with these rent and medical debt situations. So once again thank you PAF from the bottom of my heart."*

Colleen | breast cancer

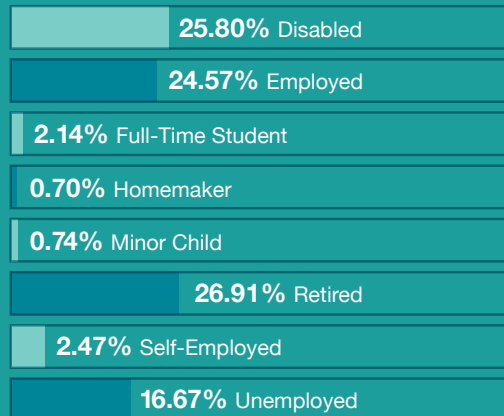


## CASE MANAGEMENT PATIENTS

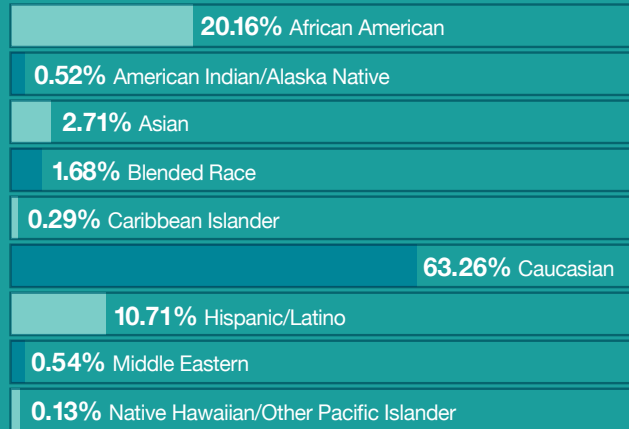
### AGE OF PATIENTS



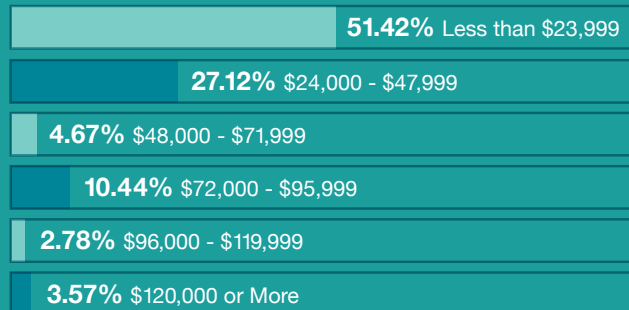
### EMPLOYMENT STATUS



### ETHNICITY



### INCOME GROUPS



*"I had to have them [PET scans] to detect if the chemo was working. I spent months trying to fix what was happening when my niece found PAF's number. My patient advocate was an angel and 9 months later I found out that my scans were all being covered. I couldn't have done it without PAF's help."*

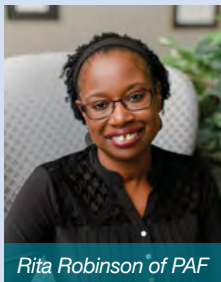
Ruthie | stage IV metastatic breast cancer





[PAFatwork.org/mission](https://PAFatwork.org/mission)

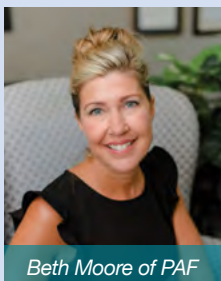
#### What PAF Does as Told by Case Managers and Patients



Rita Robinson of PAF



Pat Jolley of PAF



Beth Moore of PAF

## CASE MANAGEMENT

The delivery of effective, compassionate case management interventions to patients who have been diagnosed with a chronic, life-threatening and/or debilitating illness is at the heart of our mission. Our professional case managers help tens of thousands of patients each year, enabling them to have access to physician-prescribed healthcare services, overcome insurance barriers, locate resources to support cost-of-living expenses, evaluate and identify insurance coverage and manage out-of-pocket expenses.

We regularly and systematically assess the needs of patients to inform the development of innovative programs and educational initiatives to address emerging patient and caregiver concerns.

Case management served more than 24,000 individual patients through 19 unique programs; 11 of these focus on people living with cancer while 8 focus on people living with other debilitating conditions. We continue our partnership with the **LIVESTRONG** Foundation, serving as the administrator of the **LIVESTRONG** Navigation and the **LIVESTRONG** Fertility Discount Programs since November 2015, assisting 3,538 new clients and 61 returning clients in 2018 through that initiative.

### NEW PROGRAMS LAUNCHED



Begin Again Foundation supports general case management for patients with sepsis, acute respiratory distress syndrome and toxic shock syndrome.  
[beginagainfoundation.com](https://beginagainfoundation.com)



**FRED HUTCH**  
CURES START HERE

Fred Hutchinson Financial Literacy Project provides case management navigation and collects data on newly diagnosed cancer patients to examine the impact of financial toxicity on these patients.  
[fredhutch.org/en.html](https://fredhutch.org/en.html)

***“My 18-month-old son was diagnosed with autism. A genetic test performed on him was denied. I called PAF and they promptly responded. It was approved, and the claim processed.”***

**Gulnara, mother of the patient**



## TOP NON-CANCER DIAGNOSIS CATEGORIES with Individual Disease Breakout

Diagnosis Category	Top 5 Diagnoses Within Each Category
Autoimmune Diseases	Rheumatoid Arthritis Arthritis Osteoarthritis Lupus Degenerative Arthritis
Cardiovascular Conditions	Pulmonary Hypertension Congestive Heart Failure Heart Attack Hypertension Atrial Fibrillation
Chronic or Debilitating Conditions	Osteoporosis COPD (Lung Disease) HIV, AIDS Crohn's Disease Hepatitis C
Nervous System Conditions	Multiple Sclerosis Stroke (CVA) Parkinson's Disease Seizure Disorder Chronic Inflammatory Demyelinating Polyneuropathy

The introduction of several enhancements aimed to improve overall patient experiences.



We introduced an online help request portal on PAF's website, resulting in a 22.7% increase in electronic patient submissions



We offered live case management access through an advanced triage process



We launched a newly designed website offering educational materials in many formats, with self-navigation tools and resources that are user-friendly  
[patientadvocate.org](http://patientadvocate.org)



*"When I first contacted PAF we were hundreds of thousands of dollars in debt from balance billing from my husband's life-threatening stroke. After months of dealing with this, (my husband was learning to talk again) I was no longer sleeping from trying to figure this all out by myself ... I found PAF online and everything changed! This was a very large and confusing case but my advocate always remained calm and professional. I am thrilled to report that ALL of the balance billing was taken care of! This is a blessing that resulted from me contacting PAF!!!"*

Susan, wife of patient

Continued on page 10

## CASE MANAGEMENT



### TOP RESOLUTIONS ACHIEVED BY CASE MANAGERS

11%	Facilitated/Secured Transportation Assistance
10%	Obtained Financial Assistance – Negotiated Payment Plan/Discount
7%	Facilitated Rental/Mortgage Payment Relief
7%	Applied for Financial Assistance – Patient Assistance Program
6%	Facilitated Utility/Phone Relief
4%	Provided Guidance Regarding Disability Process
4%	Offset Cost Through Alternative Assistance
4%	Educated on General Benefit/Coverage Questions
3%	Facilitated/Located Food Assistance
2%	Applied for Financial Assistance – Manufacturer Free Product

*“My experience with PAF is miraculous. After my husband died of colon cancer I discovered I had no insurance a week later ... I paid my [premium] ... and kept my receipt ... I was still told I had no insurance ... With all options for help gone, I felt hope with PAF ... In the latter part of June [my case manager] called to say, “you won.” I broke down and cried ... my insurance had been reinstated ... All the issues were resolved: debt crisis, access to care and insurance issues ...”*

Stephanie | breast cancer

Our case management interventions continue to reach the nation’s most vulnerable patient populations. Roughly half of the patients served by the program earn less than \$24,000 annually and 42% are either disabled or unemployed. The patients we help are also demographically diverse with 37% reporting an ethnicity other than Caucasian and roughly 50% reporting an age older than 56.

PAF’s case management program is designed to offer “precision charity” whereby the right help is provided at the right time. Just as every patient’s illness has attributes that are unique biologically, immunologically or genetically, so, too, their challenges have attributes that are unique financially, logistically and socially.

Our case management process starts with listening to the patient’s or caregiver’s needs and concerns. We then document the specific issues they identify using a classification system that recognizes more than 200 unique problems for which a patient may be seeking help. Rarely does any one issue account for more than 10% of the total types of reported issues, which reflects the diversity of the issues patients face. Provided below are the top 5 issues reported to PAF case managers in 2018. Transportation has long dominated the top of this list and 2018 was no exception with nearly 10% of patients reporting an issue with transportation as a reason for seeking help.

#### TOP 5 SPECIFIC CASE MANAGEMENT ISSUES

Inability to afford transportation expenses	10%
Inability to afford care - hospital/facility cost share	9%
Inability to afford care - medication cost share	8%
Inability to afford rent/mortgage	7%
Inability to afford utility/shut off notice	6%

The resolutions a case manager works toward on behalf of a patient or caregiver can also take on many forms, a reflection of the complexity of our healthcare delivery system and the safety net resources available to support patients with various types of problems. PAF has a process for documenting the resolutions achieved by our case managers to address the issues identified by patients. Provided in the column on the left are the top 10 most common resolutions our case managers achieved on behalf of the patients and caregivers they helped.

We are unwavering in our commitment to pursue equal access to healthcare for all patients by overcoming one healthcare barrier at a time. At the same time, we develop resources and knowledge to help many patients at once through the delivery of actionable educational resources and the implementation of research initiatives that prioritize the patient voice in support of health system delivery reform to achieve person-centered care.

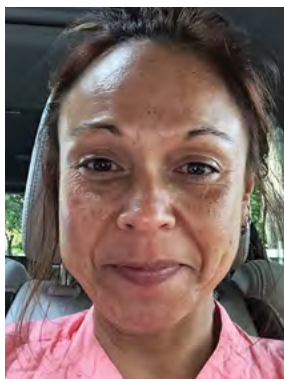


## FINANCIAL SUPPORT PROGRAMS

Through our financial support programs, we provide small grants to patients for a broad range of needs as well as partner with other non-profit organizations to manage the administrative aspects of their financial assistance programs. These programs are designed to mitigate the burden of certain non-medical expenses, including transportation, housing, short-term lodging, utilities and nutritional needs.

We offered nine individual financial support programs during 2018, providing help to more than 25,000 patients, and served multiple disease areas including:

- Heart Valve Disorders
- Metastatic Breast Cancer
- Multiple Myeloma
- Merkel Cell Carcinoma
- Acute Myeloid Leukemia



*"I want to thank [the Foundation] for their support and donation towards helping pay my bills when times were tough. They were there when I needed help and for that I'll always be grateful."*

Veronica | breast cancer

*"... I received funds from the Metastatic Breast Cancer fund to pay my rent. The process was easy, non-evasive, professional, considerate, and most important, swift! Since my situation was desperate and timely, I did not have to wait long for assistance ..."*

Toni | breast cancer



**25,003**  
PATIENTS  
APPROVED



**16**  
AVERAGE  
CONTACTS PER CASE



**105,807**  
GRANT PAYMENTS  
PROCESSED



**153,901**  
INCOMING CALLS  
HANDLED

# CO-PAY RELIEF PROGRAM

## IMPACT OF CO-PAY ASSISTANCE AS DESCRIBED BY PATIENTS



Feeling Supported  
and Confident



Provided Hope



Reduced Psychological  
Stress



Gave People a Future  
(through time and  
quality of life)



Saved a Life



*“You help ease financial stress that  
comes from this disease. Money stress  
will kill you.”*

Recipient of Co-Pay Relief Services



PATIENTS APPROVED  
**82,106**



GRANT PAYMENT TOTALS  
**\$278,854,380**  
INCREASE OF **36%**



INCOMING CALLS HANDLED  
**237,470**



TOTAL NUMBER  
OF GRANT PAYMENTS  
**847,471**  
INCREASE OF **33%**

## APPROVED DISEASE FUNDS (as of December 2018)

Alpha-1 Antitrypsin Deficiency (FF)	Metastatic Gastric Cancer* (FF)
Alzheimer's Disease(FF)	Metastatic Melanoma (FF)
Amyotrophic Lateral Sclerosis (ALS)	Metastatic Prostate Cancer* (FF)
Ankylosing Spondylitis	Multiple Myeloma*
Asthma* (FF)	Multiple Sclerosis* (FF)
Bladder Cancer* (FF)	Muscular Dystrophy
Brain Cancer	Myelodysplastic Syndromes* (FF)
Breast Cancer*	Myeloproliferative Disorder (FF)
Cancer Genetic and Genomic Testing Fund*	Narcolepsy
Cardiac Arrhythmias (FF)	Neoplasm Related Pain
Cervical Cancer*	Non-Small Cell Lung Cancers* (FF)
Chronic Obstructive Pulmonary Disease (FF)	Osteoporosis*
Coronary Artery Disease (FF)	Ovarian Cancer*
Crohn's Disease (FF)	Pancreatic Cancer (FF)
Cystic Fibrosis	Parkinson's Disease (FF)
Electrolyte Imbalance*	Periodic Paralysis*
Epilepsy (FF)	Peripheral vascular disease (FF)
Head & Neck Cancer	Prostate Cancer* (FF)
Heart Failure (FF)	Psoriatic Arthritis (FF)
Hepatitis B*	Pulmonary Fibrosis (FF)
Hepatitis C*	Pulmonary Hypertension* (FF)
Hepatocellular Carcinoma / Liver Cancer (FF)	Renal Cell Carcinoma* (FF)
HIV, AIDS and Prevention*	Rheumatoid Arthritis*
Homozygous Familial Hypercholesterolemia*	Sarcoma of the Bone
Huntington's Disease	Skin Cancer* (FF)
Hyperlipidemia	Soft Tissue Sarcoma
Inherited or Acquired Lipodystrophy*	Stroke (FF)
Lupus (FF)	Testicular Cancer
Melanoma (FF)	Thyroid Cancer (FF)
Metastatic Bladder Cancer (FF)	Ulcerative Colitis* (FF)
Metastatic Breast Cancer*	Uterine Cancer*
Metastatic Colorectal Cancer* (FF)	Virology Testing Fund

(\*) Denotes silos that are currently operational and serving new and/or existing patients.  
(FF) Denotes funds for patients with Medicare, Medicaid or Military Benefits only.



Our Co-Pay Relief (CPR) program can provide direct financial assistance to qualified patients with co-payments, co-insurance or cost-sharing related to any therapeutic and supportive medications, generic or bioequivalent products prescribed to treat and/or manage the patient's specific disease or condition covered by the fund.

CPR operated 30 individual disease funds including Bladder Cancer, Breast Cancer, Cervical Cancer, Chronic Pain, Electrolyte Imbalance, Hepatitis B, Hepatitis C, HIV, Aids & Prevention, Homozygous Familial Hypercholesterolemia, Inherited or Acquired Lipodystrophy, Metastatic Breast Cancer, Metastatic Colorectal Cancer, Metastatic Gastric Cancer, Metastatic Prostate Cancer, Multiple Myeloma, Multiple Sclerosis, Myelodysplastic Syndrome, Non-Small Cell Lung Cancers, Osteoporosis, Ovarian Cancer, Periodic Paralysis, Peripheral Vascular Disease, Prostate Cancer and Pulmonary Hypertension.



#### New Funds Launched in 2018

- Asthma
- Cancer Genetic & Genomic Testing
- Rheumatoid Arthritis
- Skin Cancer
- Ulcerative Colitis
- Uterine Cancers

Since the launch of CPR in 2004, we have adhered to a set of guiding principles that have created a secure, supportive and sustainable patient service. As a pioneer in the field of co-payment support programs, we operate our program in compliance with the guidance provided by the Office of Inspector General (OIG), while placing the needs of the patients we serve at the center of our program design.

In 2018, we embarked on a CPR patient impact and satisfaction study to understand the ways in which co-payment assistance helps people and their families. The comprehensive analysis identified the reported impact of CPR services with thematic and trend breakdown as reflected in satisfaction surveys, unsolicited testimonials and thank you letters and written feedback from over 2,500 patients and caregivers. Many shared in detail the impact we had on their care and life.



*“Caring feeds the part of one’s soul that dies when our bodies fail.”*

**Recipient of Co-Pay Relief Services**

## CPR PATIENT IMPACT AND SATISFACTION STUDY

### Results

- Reduction of the family's overall financial strain was the most frequently reported impact of receiving co-pay assistance
- Co-pay assistance reduces financial strain and allows patients to use their very limited resources on necessities to preserve their financial security

### Frequently Cited Benefits

- I had to choose between medication and other needs (food, housing, etc.)
- Saved me from losing my house
- Avoided financial ruin

*“I am so thankful for the co-payment assistance you offered. I was hospitalized, diagnosed with cancer, have been the grateful recipient of eight blood transfusions and just completed round one of chemotherapy. Due to my limited income PAF’s support will definitely help me cover some of the monumental costs as I fight this disease.”*

**Meg Ann | Myelodysplastic Syndrome**

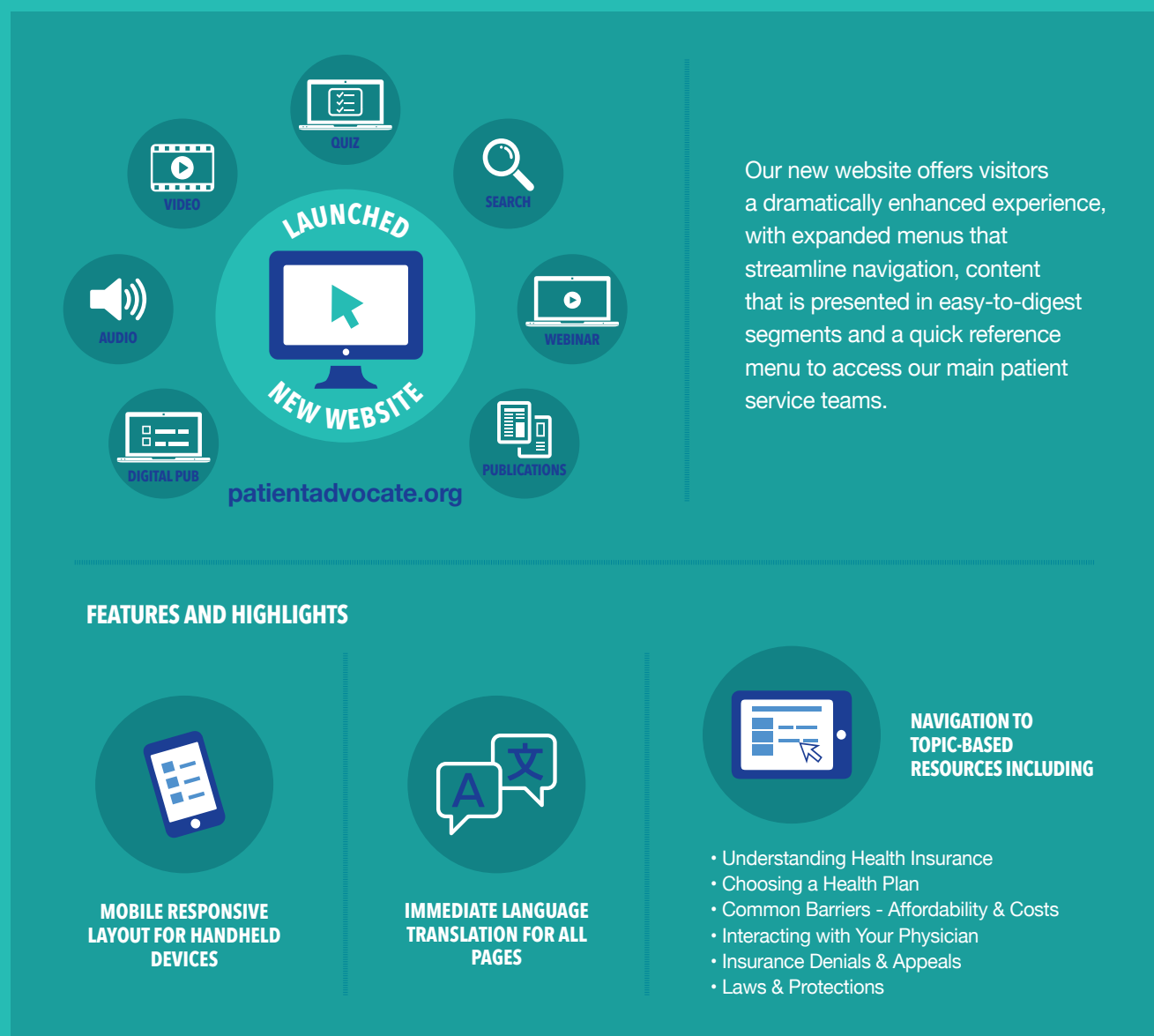


For personal assistance please call us toll free at  
**866-512-3861**



Or visit our application portals at **copays.org/gateway** with access for patients, providers and pharmacies

# PATIENT EDUCATION & EMPOWERMENT



**PATIENT ACTION COUNCIL ANNUAL PROJECT**

Skill-building educational assets newly presented within existing program search tools

*"Nice format! Well communicated and I very much appreciate having this information as a resource (one which I can go back and review) so thank you for forwarding this presentation."*

Beth W., PAF webinar attendee

*"Anyone who has or will be getting healthcare, needs a Foundation class such as this!"*

Carrie S., PAF webinar attendee

*"Information was explained in a simple, easy to understand way ..."*

Susan M., PAF webinar attendee



Extending the impact of PAF's one-on-one services, our education and empowerment initiatives deliver actionable guidance and expert advice on practical healthcare issues in a variety of engaging formats. Sought out and utilized by national stakeholders in their service to various populations, our educational products are designed both to improve healthcare consumers' experience with today's healthcare systems and empower their self-advocacy.

The Patient Education portfolio of materials delivers relevant healthcare intervention for all audiences, including patients, caregivers, healthcare professionals and those that are currently healthy.

## NEW DISEASE SPECIFIC CONTENT

### Breast Cancer Guide: Taking the Lead When it Comes to Your Breast Cancer

A guide to help patients lead their care and treatment by ensuring informed choices from the beginning.



### Migraine Matters

A full suite of educational tools to support people with Migraine Disease and the headache advocacy community.  
[patientadvocate.org/migrainematters](http://patientadvocate.org/migrainematters)



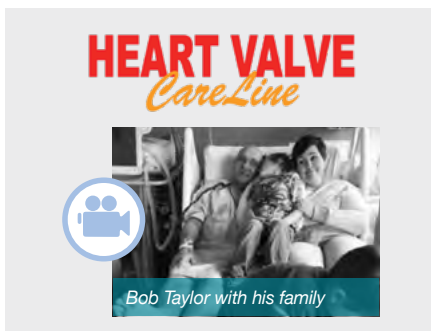
### Matters of the Heart

Curated educational materials to empower the cardiovascular patient and provider community, meeting needs from prevention to survivorship.



### Heart Valve CareLine Patient Story Video Production & Distribution Project

A documentary-style video capturing the journey of patient Bob Taylor, who was served by the Heart Valve CareLine program.



## THE NATIONAL FINANCIAL RESOURCE DIRECTORY

Relaunched in July 2018 with features for easier use by mobile and desktop users and providing extensive, customizable resources for uninsured and underinsured patients.



Visit our website for more info on **National Financial Resource Directory**

**1,065,244**  
RESOURCES MATCHED  
TO USERS' NEEDS

**33,238**  
COMPLETED  
USER SEARCHES

**697**  
NEW RESOURCES  
RESEARCHED AND ADDED  
TO DIRECTORY

**1,007**  
EXISTING RESOURCES  
REVIEWED AND UPDATED  
FOR ACCURACY

# HEALTH EQUITY & COMMUNITY ENGAGEMENT



More than **2,300** individuals with chronic conditions, caregivers, community navigators and health professionals participated in outreach events to learn about PAF's platform of patient support services.



## ONGOING Health Equity INITIATIVES

- African-American Breast Cancer Outreach
- Latina Breast Cancer Outreach
- SelfMade Health Network
- West Virginia Lung Cancer Project
- Lupus Initiative (in partnership with American College of Rheumatology)



## 25 COMMUNITY-BASED ORGANIZATIONS

working closely with African-American and Latino populations disproportionately impacted by breast cancer in Memphis, Houston and Chicago.

## 35% INCREASE IN CALLS SEEKING CASE MANAGEMENT

for individuals from those metropolitan areas over 2017



### SUCCESS STORY:

*Empowering Young Women to Get the Facts About Gynecologic Cancers*



### EDUCATED COLLEGE-AGED WOMEN

at historically black colleges and universities about five main types of gynecologic cancers

### 1<sup>ST</sup> NATIONAL NETWORK REPORT

approved by the CDC Division of Cancer Prevention and Control for publication



Mia Wright, ovarian cancer survivor, addresses attendees at the Inside Knowledge: Facts About Gynecologic Cancers event



### VIEW THE REPORT ONLINE

[tiny.cc/success\\_stories](http://tiny.cc/success_stories)

*"Cancer runs in my family and before this event, I felt scared that I was going to get it too. Now I feel empowered and know of ways that I can protect myself. I will pass this along to my friends and family."*

D.C. session participant



PAF's Health Equity initiatives address the intersectionality of health with the social, financial and logistical challenges that impact a person's healthcare journey, particularly in disparate and underserved communities.

Local outreach activities helped mobilize communities to address specific healthcare barriers in their communities. PAF is a founding member of the Memphis Breast Cancer Consortium, which released the inaugural *Breast Cancer 901 Community Report* to identify and discuss the status of breast healthcare in the Memphis region, with a focus on availability, access to and utilization of screening to reduce late-stage diagnosis.



#### Breast Cancer 901 Community Report

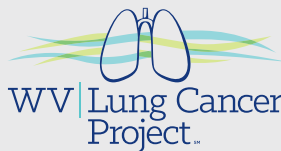
View online at  
[tiny.cc/breast\\_cancer901](http://tiny.cc/breast_cancer901)

### WEST VIRGINIA-LUNG CANCER PROJECT

With West Virginia experiencing the highest lung cancer mortality rate in the country, PAF joined forces with local stakeholders to launch the *West Virginia Lung Cancer Project*, linking patients with lung cancer to PAF's case management services to overcome barriers and ensure access to lung cancer screenings.

#### Project activities:

- Convened the 2nd Annual West Virginia Lung Cancer Conference, *Catalyzing Change to Address Lung Cancer*.
- Held lung cancer policy forum in conjunction with the Conference to highlight the economic cost of lung cancer and needed infrastructure to support persons at risk.
- Project partner selected for oral and poster presentation at the 2018 American Cancer Society Lung Cancer Roundtable.



### SELFMADE HEALTH NETWORK - NETWORKING2SAVE

Supported by a multi-year cooperative agreement with the Centers for Disease Control and Prevention, PAF's SelfMade Health Network (SMHN) focuses on population health to address cancer and tobacco disparities among populations with low socio-economic status characteristics. SMHN has led efforts that include:

- **KY** | Supporting the adoption of tobacco-free policies to reduce exposure to secondhand smoke and promote tobacco cessation in blue-collar worksites.
- **TN** | Providing technical assistance to community-based organizations to address access to mammography screening in rural counties.
- **SC** | Working with rural health clinics to implement assessment for tobacco cessation as a part of standard operating procedures.
- Technical assistance provided to eight Affordable Care Act marketplace application assistor organizations to incorporate tobacco cessation education into the annual marketplace enrollment process.



#### INSIDE KNOWLEDGE:

Get the Facts About Gynecologic Cancers educational event welcome sign, Howard University, Washington, DC



Release of the Breast Cancer 901 Community Report – December 2018



Dr. Stephanie Kennedy, a partner from the University of West Virginia Cancer Institute at the 2018 ACS Lung Cancer Roundtable

## PATIENT IMPACT

### THE FOWLER FAMILY | OUR CHILD NEEDED HELP

Scott and Susan Fowler discuss the specialized surgery their son needed and how Patient Advocate Foundation intervened to resolve an out-of-network issue that would have resulted in thousands of dollars in unpaid medical bills and compromised healthcare access for their son.

*“Patient Advocate Foundation answered the phone when we had no idea where to turn for help. We didn’t know how to navigate our son’s insurance coverage and he was in urgent need of a very specialized surgery that was only performed at a facility out of state. Our case manager stepped in and walked us through each claim and let us know all our options. He then made many phone calls on our behalf to hospitals when things were billed incorrectly, resulting in a huge savings for our family. It was really nice to have an advocate in our corner!”*

Susan, mother of patient Zane



[PAFatwork.org/fowler](https://PAFatwork.org/fowler)





## BOB TAYLOR | MY LIFE DEPENDED ON THIS SURGERY

Bob, his daughter Sarah and his family members share their experience with PAF's Heart Valve CareLine program. Their story is just one example of why our case managers work so hard to assist the patients they serve every day.

*"... my dad suffered a massive cardiac arrest. Since then, his heart condition advanced to a place of being hospitalized on nearly a monthly basis. When my parents sought a solution, open heart surgery was recommended, but after seeking several second opinions, the risk associated with my dad undergoing a second open heart surgery was profound. Another option presented a non-invasive way to mitigate my dad's condition and reduce the enlargement of his heart to help improve his quality of life. This option, although recommended by two cardiologists from separate hospitals, was not approved by my family's insurance provider. A friend recommended PAF and we were quickly partnered with a case manager who walked alongside of our family every step of the way, navigating a complex system my family would have otherwise stumbled through blindly ... What a weight lifted to know my father could have this surgery and get to spend more good years with his wife, kids, and grandkids. This organization understands compassionate advocacy. Thank God for the Patient Advocate Foundation."*

Sarah Taylor Mayhak, daughter of Robert Taylor



[PAFatwork.org/taylor](https://PAFatwork.org/taylor)





## SPECIAL EVENTS

### PROMISE OF HOPE

PAF brought together patients, local and national business leaders and community members to celebrate its 17th annual *A Promise of Hope Affair (POH)*. The event was supported by over 25 sponsors, drawing over 350 guests. The event featured a live and silent auction that served as the primary source of funding for the *Scholarship for Survivors* program.

The theme was a *Boots, Suits and Bling* casino night. During dinner CEO Alan Balch described PAF's impact and also introduced Tom and Liz Ema, who shared a compelling story of how PAF's case management assistance enabled Tom to resume cancer treatment while resolving significant insurance and medical debt issues on his behalf.

Emmy award-winning broadcast journalist Barbara Ciara from WTKR Channel 3 served as the Mistress of Ceremonies and led guests in an engaging live auction that raised over \$50,000 for the *Scholarship for Survivors* program.



[PAFatwork.org/ema](http://PAFatwork.org/ema)

**The Ema Family:  
Life or Death**

### SCHOLARSHIP FOR SURVIVORS

PAF's *Scholarship for Survivors* program began nearly 20 years ago and supports young adults whose educational pursuits have been disrupted due to the cost of care centered around a chronic illness. To date, PAF has awarded 95 scholarships, totaling over \$566,000, from which 48 recipients have achieved fully degreed graduation and 20 are still pursuing their course of study.



**AWARDED  
95 SCHOLARSHIPS  
TOTALING  
\$566,000  
SINCE 2000**



Hadley Graham  
Scholarship Recipient

*"This scholarship will ... help my completion of my bachelor's degree and ... minimize the financial stress on my family during trying times ... with my unpredictable health."*



Oliver Sroka  
Scholarship Recipient

*"The financial burden of medical school can be stressful ... but this scholarship will allow me to spend less time worrying about finances and more time on what truly matters, my patients."*



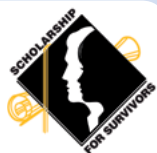
Tom and Elizabeth Ema described PAF's assistance in overcoming Tom's healthcare obstacles



Emmy-award-winning Barbara Ciara and Alan Balch preparing to share the podium



Hannah Hughes, PAF scholarship recipient, described her journey from cancer diagnosis to college student and beyond



**Congratulations  
to the following new  
2018-19 scholarship  
winners:**

Natalia Amaral	Purdue University College of Veterinary Medicine
Briana Gansert	Saint Joseph's University
MeKayla Gist	Greenville Technical College
Hadley Graham	George Mason University
Connor Newsom	Harding University
Joshua Parker	University of Wisconsin
Radha Patel	Cornell University
Jessa Salvador	Illinois Wesleyan University
Abriel Snider	Shenandoah University
Oliver Sroka	University of Florida College of Medicine
Taylor Stone	Widener University
Ryan Witt	Transylvania University

## PATIENT CONGRESS

In September PAF hosted its 19th annual Patient Congress event in Washington D.C. to prioritize the patient voice in support of person-centered care and health system delivery reform.

This year's event featured a "Story Slam" providing attendees with the opportunity to share stories from their experience as a patient, caregiver or provider. Conference training focused on how to more effectively tell those stories and use them in advocacy activities. The Story Slam provided a powerful testament to the issues that people face when they experience serious illnesses and how these experiences parlay into advocacy involvement.

*"People don't realize how great the financial impact of having a serious disease can be, and how much it can affect their lives. I'll work with a patient who is a husband and provider and he'll start missing work or building up debt and it changes everything for the entire family. The stories I heard in the Story Slam are the ones that I live every day when people come to me for help."*

**Lisa Miller, patient advocate for a hematology/oncology practice in Columbus, OH, Recipient of the 2018 Volunteer Advocate Award**

## BREAKAWAY FROM CANCER

The Amgen Tour of California is the largest cycling event in the United States, and the Amgen Breakaway from Cancer is the associated initiative created to raise awareness of the broad range of support available for cancer patients nationwide through four national non-profit partners: Patient Advocate Foundation, Prevent Cancer Foundation, Cancer Support Community and National Coalition for Cancer Survivorship.

In 2018, the Tour started in Long Beach and ended in Sacramento, with stages in Ventura, Santa Barbara, King City, Laguna Seca, San Jose, Stockton, Elk Grove, Folsom and South Lake Tahoe.

The 2018 race winners were Egan Bernal (COL/Sky) and Katie Hall (USA/United Healthcare).



For more info, visit [breakawayfromcancer.com](http://breakawayfromcancer.com)



Volunteer Advocate, Tammy Taylor, sharing her story at Patient Congress



[PAFatwork.org/congress](http://PAFatwork.org/congress)

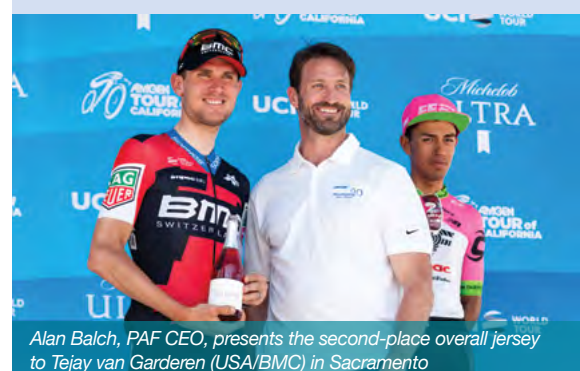
**Why I am a Patient Advocate:  
The Patient Congress Story Slam**



For more info, visit events page  
[patientadvocate.org/get-involved/events/](http://patientadvocate.org/get-involved/events/)



Alan Richardson, EVP of Strategic Patient Solutions, provides PAF resources to race attendees in Lake Tahoe



Alan Balch, PAF CEO, presents the second-place overall jersey to Tejay van Garderen (USA/BMC) in Sacramento

# HEALTH SERVICES RESEARCH INITIATIVES

## TREATMENT EXPERIENCE CAN VARY BY DISEASE/CONDITION

Treatment service in the past 12 months

	Breast Cancer	Other Cancer	HIV/AIDS	Hepatitis	Pulmonary Conditions
Diagnosis	26%	18%	7%	14%	13%
Planning	36%	33%	4%	7%	11%
Surgery	44%	21%	1%	3%	4%
Radiation	35%	17%	1%	3%	1%
Drug therapy	77%	74%	63%	51%	76%
Medication	43%	23%	43%	38%	25%
Post treatment F/U	43%	32%	23%	19%	32%

## IMPACT ON MEDICAL CARE

What impact did the financial hardship have on your medical care in the last 12 months?



*“These bills started to mount up, forty, sixty, eighty thousand dollars, and I basically started to think, I can’t afford to live, and I decided to stop treatment.”*

Tom Ema | patient

## OUT-OF-POCKET EXPENSES IMPACT FINANCIAL STRAIN AND MAY BE DRIVEN BY DISEASE/CONDITION

Expenses that were the greatest sources of financial strain

	Breast Cancer	Other Cancers	HIV/AIDS	Hepatitis	Pulmonary Conditions
Insurance-related costs including coinsurance, copayments or deductibles	49%	49%	76%	69%	79%
Transportation, lost wages, time off from work, lodging or caregiver support	11%	10%	0%	3%	2%
Both sources equally	31%	30%	12%	11%	9%
Not sure	9%	12%	11%	17%	10%

## IMPACT ON FINANCES [TOP 10]

What impact did the financial hardship have on your financial situation in the last 12 months?

Reduced non-critical expenses

62%

Reduced critical expenses

49%

Credit card/bank loan

46%

Borrowed from friends/family

39%

Utility bills paid late

29%

Unable to afford groceries

28%

Sold assets

18%

Missed rent/mortgage

16%

Missed car payment

11%

Other

15%



While case management services respond to the specific concerns of an individual patient or caregiver, our Health Services Research Initiatives shed light on the broad array of issues patients face during their healthcare experience. We examine how our patients get access to healthcare, how much care costs impact their treatment choices and goals and what happens to our patients as a result of their barriers to care.

This year, insights gleaned from prior initiatives around securing access to safety net services and rising health insurance costs indicated a need for additional research on financial toxicity and distress.

### The Patient Survey on Attitudes and Perspectives Surrounding Cost of Care

Rising healthcare costs suggest a pressing need for timely interventions to discuss cost of care and mitigate financial toxicity. The healthcare system increasingly shifts cost to patients, but there remains a fundamental lack of understanding of how to deliver, measure and pay for care in ways that are co-created with patients and that incorporate what matters to them, particularly those who are the most financially vulnerable. To address these questions, our 51-question online patient survey to which nearly 1,400 patients responded, explored root causes of financial toxicity, uncovered patient preferences related to cost of care conversations, measured the patient's degree of financial stress and medical debt and assessed perceived financial and material hardship.

### Non-Profit Research Partnerships & Collaborations

- Measuring the Financial Stresses of Childhood Cancer & Survivorship (with Children's Cause for Cancer Advocacy and poster presentation at the ASCO Quality of Care Symposium)
- Treatment Preferences of Lung Cancer Patients and Caregivers (with the LUNgevity Foundation)
- Patient Knowledge and Perspectives Triglyceride Survey (with the American Pharmacists Association)

### Expansion of Academic Partnerships

- Quantifying breast cancer patient preferences and their association with financial toxicity during treatment decision-making (with the University of Alabama at Birmingham, approved in 2018 for project launch in 2019)
- R01: Improving the Reach and Quality of Cancer Care in Rural Populations (with the University of North Carolina at Chapel Hill, submitted and under review)



[PAFatwork.org/balch](https://PAFatwork.org/balch)

PAF CEO Alan Balch discusses cost of care issues and impact on patient access at the National Patient Advocate Foundation Policy Consortium

## SURVEY FINDINGS

When it comes to having conversations with a medical provider about the costs of medical care, the following were considered very important by 2/3rds or more of survey respondents:

- Knowing that there may be resources or options for reducing costs
- Feeling confident that the provider will still provide you with the best care if you ask about costs
- Knowing the questions you need to ask
- Having access to information about the costs associated with the care you need
- Knowing that the provider is willing to talk with you about the costs of care

### HOW OFTEN HAVE YOU HAD SERIOUS FINANCIAL WORRIES IN THE PAST MONTH?

**38%** stated 'nearly all' or 'all of the time'

### KNOWING THE OUT-OF-POCKET COST IS IMPORTANT WHEN IT COMES TO MAKING TREATMENT DECISIONS.

**62%** said 'strongly agree'

### HOW IMPORTANT IS IT TO DISCUSS WITH YOUR MEDICAL PROVIDER THE COST YOU HAVE TO PAY FOR CARE?

**66%** said 'very important'

### DID YOUR HEALTHCARE PROVIDERS EXPLAIN THE COSTS ASSOCIATED WITH THE TREATMENT OPTIONS YOU DISCUSSED?

**61%** said 'no'

# FINANCIAL STATEMENTS - FISCAL YEAR 2017-2018

## SUMMARY OF TOTAL PATIENT IMPACT IN FISCAL YEAR 2017/18

<b>Total Patient Cases</b>	<b>158,090</b>
Total Case Management Cases	24,213
Total Co-Pay Relief Cases	89,963
Total Financial Support Programs Cases	34,663
Total Patient Services Email Helpline Sessions	9,251
<b>Total Patient Services Case Contacts</b>	<b>1,465,940</b>

## SUMMARY OF CASE MANAGEMENT IMPACT IN FISCAL YEAR 2017/18 PATIENT CASES AND CONTACTS

Total PAF Case Management Case Count	24,120
Total PAF Case Management Contacts	407,726
Average Contacts per Case	16.9

*To ensure the greatest degree of accuracy, the case management data presented above is derived from closed cases.*

**Patient Advocate Foundation**  
**Statements of Financial Position**  
**June 30, 2018 and 2017**

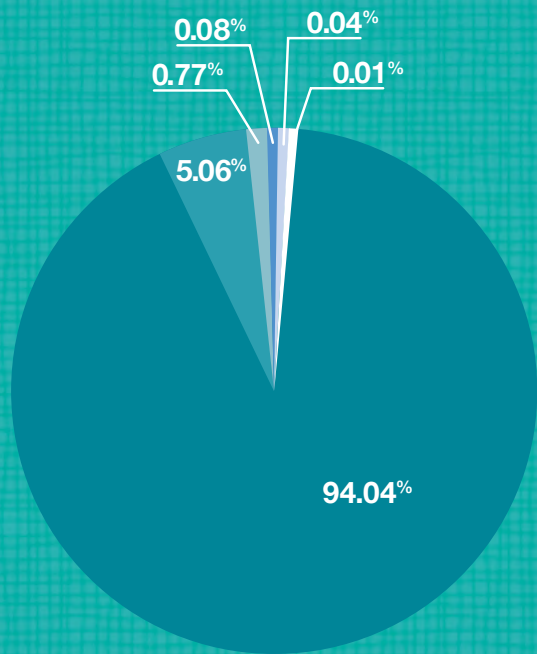
	2018	2017
<b>ASSETS</b>		
Current assets:		
General operating cash and cash equivalents	\$ 24,050,994	\$ 18,676,495
Restricted cash and cash equivalents	261,254,275	202,912,026
Unconditional promises to give	30,424,481	450,813
Service contract receivable	514,231	656,282
Due from National Patient Advocate	7,373	7,599
Investments and cash equivalents	1,999,015	1,996,636
Inventories	58,570	27,249
Prepaid expenses	405,146	591,597
Total current assets	318,714,085	225,318,697
Property and equipment, net	4,218,172	5,042,401
Other assets:		
Refundable deposits	50,331	50,331
	<u>\$ 322,982,588</u>	<u>\$ 230,411,429</u>
<b>LIABILITIES AND NET ASSETS</b>		
Current liabilities:		
Accounts payable and accrued expenses	\$ 8,650,706	\$ 4,220,674
Deferred revenue	18,203,925	16,448,938
Accrued vacation leave	318,690	150,269
Total current liabilities	27,173,321	20,819,881
Long-term liabilities:		
Postretirement benefits liability	2,451,399	2,184,558
Other liabilities	92,974	75,111
	2,544,373	2,259,669
Total liabilities	29,717,694	23,079,550
Unrestricted	9,557,450	5,422,899
Unrestricted, board designated	1,999,015	1,996,636
Total unrestricted net assets	11,556,465	7,419,535
Temporarily restricted	281,708,429	199,912,344
Total net assets	293,264,894	207,331,879
	<u>\$ 322,982,588</u>	<u>\$ 230,411,429</u>



# FINANCIAL STATEMENTS - FISCAL YEAR 2017-2018

## Patient Advocate Foundation Statements of Activities Years Ended June 30, 2018 and 2017

	2018				2017			
	Unrestricted	Unrestricted - Board Designated	Total Unrestricted	Temporarily Restricted	Total	Unrestricted	Temporarily Restricted	Total
Revenues, gains and other support:								
Contributions:								
Grants	\$ 3,138,681	\$ -	\$ 3,138,681	\$ 352,845,740	\$ 355,984,421	\$ 5,733,646	\$ 202,298,540	\$ 208,032,186
Private and public donations	158,632	-	158,632	-	158,632	135,609	-	135,609
Donated services and materials	40,374	-	40,374	-	40,374	24,427	-	24,427
Program Administration	19,172,394	-	19,172,394	-	19,172,394	15,491,426	-	15,491,426
Patient Congress	10,000	-	10,000	-	10,000	92,500	-	92,500
Promise of Hope	149,858	-	149,858	-	149,858	201,945	-	201,945
Patient/Action Council	150,000	-	150,000	-	150,000	75,000	-	75,000
Investment income, net	2,917,388	2,379	2,919,767	-	2,919,767	1,125,879	-	1,124,158
Net assets released from restrictions:								
Transfers	-	-	-	-	-	(512,115)	-	-
Satisfaction of program restrictions	-	-	-	-	-	-	-	-
Financial Aid Awards	271,049,655	-	271,049,655	(271,049,655)	-	165,292,885	(165,292,885)	-
Total revenues, gains and other support	296,786,982	2,379	296,789,361	81,796,085	378,585,446	187,861,202	37,005,655	225,177,251
Expenses and losses:								
Program services:								
Patient/educational services	4,931,805	-	4,931,805	-	4,931,805	6,670,284	-	6,670,284
Financial Aid Programs	278,416,531	-	278,416,531	-	278,416,531	173,172,689	-	173,172,689
Service contracts	5,268,447	-	5,268,447	-	5,268,447	3,322,248	-	3,322,248
Supporting services:								
Management and general	2,700,616	-	2,700,616	-	2,700,616	2,111,634	-	2,111,634
Fundraising	1,079,528	-	1,079,528	-	1,079,528	975,459	-	975,459
Total expenses	292,396,927	-	292,396,927	-	292,396,927	186,252,314	-	186,252,314
Change in net assets before postretirement benefit charges other than periodic cost	4,390,055	2,379	4,392,434	81,796,085	86,188,519	1,408,888	37,005,655	38,924,937
Postretirement benefit charges other than periodic benefit (cost)	(255,504)	-	(255,504)	-	(255,504)	184,625	-	184,625
Change in net assets	4,134,551	2,379	4,136,930	81,796,085	85,933,015	1,593,513	37,005,655	39,109,562
Net assets, beginning of year	5,422,899	1,996,636	7,419,535	199,912,344	207,331,879	3,829,386	162,906,689	168,222,317
Net assets, end of year	\$ 9,557,450	\$ 1,999,015	\$ 11,556,465	\$ 281,708,429	\$ 293,264,894	\$ 5,422,899	\$ 199,912,344	\$ 207,331,879



## COMBINED REVENUE & EARNINGS

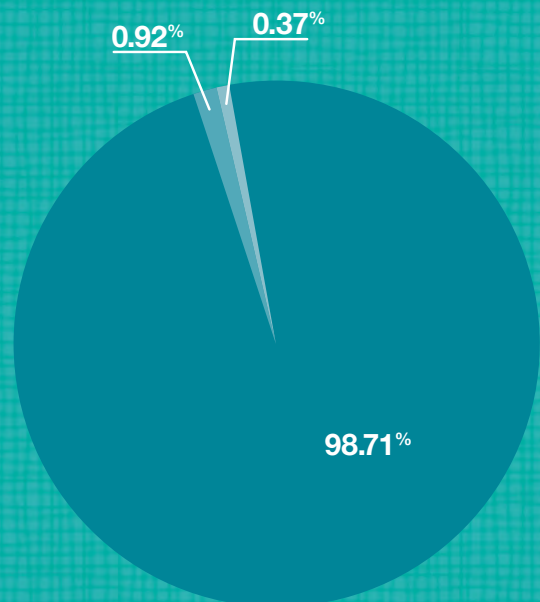
- Program Grants - \$355,984,421
- Program Administration - \$19,172,394
- Interest - \$2,919,767
- Gifts & Contributions - \$308,632
- Event Revenue - \$159,858
- In-Kind Service - \$40,374

**TOTAL - \$378,585,446**

## COMBINED FUNCTIONAL EXPENSES

- Program Services - \$288,616,783
- Management & General - \$2,700,616
- Fundraising - \$1,079,528

**TOTAL - \$292,396,927**





## SUPPORTERS

### PAF GIVES BACK

*For the 9th consecutive year PAF sponsored a food drive in support of the Virginia Peninsula Foodbank, collecting 4,853 items, and executive leaders volunteered at the warehouse sorting donations, stocking shelves and preparing individual food bags for distribution.*



3 Bowls of Color  
 Christine Abbott  
 Ace Peninsula Hardware - Hampton  
 Ace Peninsula Hardware - NN  
 Susan Adams  
 Adele Castillo Art, LLC  
 AEG Cycling, LLC  
 AleWerks  
 Richard Alin  
 William and Susan Allcox  
 David Allen  
 Allergan  
 Alliance for Aging Research  
 Kelly Alvord  
 AmazonSmile  
 American Association of Clinical Endocrinologists  
 American Cancer Society  
 American Family Fitness  
 American Institutes for Research  
 American Pharmacists Association  
 Amgen  
 Afroz Amini  
 Caitlin S. Anderson  
 Carolyn D. Andrews  
 Debbie Andrus  
 Diane Anuszewski  
 Astellas  
 AstraZeneca  
 AT&T Employee Giving Campaign  
 Samantha Atkinson-Lanier  
 Stephanie Atwood  
 Baker's Crust  
 Alan and Valerie Balch  
 Charles Balch  
 Glen Balch  
 Karen Baldwin  
 Baltimore Orioles, The  
 Hugh Barlow  
 Joy Barnes  
 Kathryn E. Barnett  
 Wanda Barnhart  
 Bay Rivers Towing  
 Brian Beales  
 Jacqueline E. Beard  
 Begin Again Foundation  
 Mandy Behrens  
 Samantha Ben  
 Richard Bennett  
 Dennis Bensman  
 Glenn Berkin  
 Ann Berry  
 Herb and Renee Bevan  
 Beyond Beauty Studio  
 BioPlus Specialty Pharmacy Services, Inc.  
 Jeremy Bitner  
 BJ's Brewhouse Restaurant  
 BJ's Wholesale Club  
 Eddie and Cindy Black  
 Paul Blankenship  
 Blue Ribbon Pet Grooming  
 Vanessa Bohns  
 Kathy Booher  
 Rene Bowditch  
 Nicole Braccio  
 Jill Bradley  
 Erin Bradshaw  
 Cheryl Brazie  
 Breast Cancer Research Foundation of Alabama  
 Jennifer Brewster  
 Tiffani Bright  
 Bristol-Myers Squibb  
 Paul and Betty Brittain  
 Angelia Brown  
 Benton Brown  
 Marc and Sarah Browning  
 Robert Browning  
 Mark Bryan  
 Buggy Bathe Auto Wash, Lube & Detail Shoppe  
 Burly Boy Beard Company  
 Busch Gardens Williamsburg  
 John and Terri Caldwell  
 Dwana Calhoun  
 Ashley Campau  
 Chris Campbell  
 Cancer Treatment Centers of America  
 Captain George's Seafood Restaurant  
 Cardinal Health  
 Alexandria Cardwood  
 Saundria Cardwood  
 Cynthia Carter  
 John and Jeannette Carter  
 Daniel Casagrande  
 Richard Cassa  
 Bryan and Fran Castellow  
 Celgene  
 Centers for Disease Control and Prevention  
 Shonta Chambers  
 Inga Charlotte  
 Christmas Store, The  
 Christopher Newport University Dept. of Athletics  
 Chrysler Museum of Art  
 Cinema Cafe  
 Circa 1918 Kitchen and Bar  
 Circle of Life Home Care



Eugene Clark  
 Mary Cleckler  
 Coalition For Headache and  
 Migraine Patients  
 Color Me Mine Virginia Beach  
 Tracy Cone  
 Conifer Health Solutions  
 Kathleen Connelly  
 Conquer Cancer Foundation  
 Carol Conrad  
 Mike & Nedko Coon  
 Steven Cortes  
 Elizabeth Cossa Gallagher  
 Jacqueline L. Costen  
 Chantelle Cotton  
 Rob and Mary Cowling  
 Destini Cox  
 Cozzy's Comedy Club  
 Robin Cravey  
 Christine Crowdell  
 Natalie Curbelo-Resto  
 Amy D'Angelo  
 Gwen Darien and Jonathan  
 Sibley  
 Amanda Davis  
 Ford and Doris Davis  
 Vicki Dawson  
 Decorables, Inc.  
 Ruth Deibler  
 Bill Delamain  
 Device Pitstop Newport News  
 Dino's Pizza Shop  
 Daniel and Amy Dolewski  
 Heather Donahue  
 Donatos  
 Donna Foundation, The  
 Albert Dorner  
 Dover Downs Hotel & Casino  
 Jennifer and Brian Dow  
 Yolonda Dubose-Winfield  
 Duck Donuts, LLC  
 Duke University Athletics  
 Candace Eck  
 Cornelius and Margarey  
 Eddery  
 Rebecca L. Edmondson  
 Edwards Lifesciences  
 LaTisha Edwards  
 Shawn Edwards  
 El Burrito Mexican Restaurant  
 Thomas and Elizabeth Ema  
 Embassy Suites by Hilton  
 John Ennis and Nancy  
 Davenport-Ennis  
 Escape Room Virginia  
 Peninsula

Donnie Evans  
 Tracy Evans  
 Jeffrey L. Evelhoch  
 Fred Eyerman  
 Facing West Photography  
 Doug Favre  
 Esther Fedner  
 Donna Fenelon  
 Ferguson Center for the Arts at  
 Christopher Newport University  
 Sean Fernaays  
 Fidelity Charitable Gift Fund  
 Fishin' Frenzy  
 Lois Fladie  
 Brooke Flores  
 Florida Aquarium, The  
 Florida Health Care Coalition  
 (FLHCC)  
 Food for Thought Restaurant  
 Fowler Studios  
 Susan Fowler  
 Frankie's of Charleston  
 Terrance Frazier  
 Fred Hutchinson Cancer  
 Research Center  
 Freemason Abbey Restaurant  
 and Tavern  
 Lazunia Frierson  
 Kathleen Gallagher  
 Pamela Gallagher  
 Sheryl Gallagher  
 Todd Galusha  
 Carolyn Gamanos  
 Garden of Zen Yoga Studio  
 Scott Gardner  
 Jane D. Garfield  
 Brian and Lori Garofalo  
 Genentech  
 Georgetown Athletic  
 Department  
 Gilead Sciences  
 Sam Gillespie  
 Brandy Gilliam  
 Kaye Gilliam  
 David and Michelle Girolamo  
 Glenda's Jewelry Box  
 William Gnost  
 GoApe  
 Mary Gorny  
 GourmetGiftBaskets.com  
 Noah Gradofsky  
 Beth Graham-Winter  
 John Grambow  
 Clara Gravely  
 Neyarnda Green  
 Green Turtle, The

Anna Griffith  
 Ellen Griffith  
 Dawnine Griggs  
 Esta Grollman  
 Elias Guanchez  
 Ralph Hackett  
 HairStyles by Tim  
 Michael Hall  
 Gail Hamlin  
 Matthew Hammer  
 Hampton Inn Hampton,  
 Shamin Hotels  
 Hampton Roads Harley  
 Davidson  
 Hampton Sheriff's Office  
 Christine Hardy  
 Elizabeth Harlow  
 Timothy Harper  
 Dwayne and Susan Harris  
 Kristin Hatchett  
 Shauna G. Hatfield  
 Carlette L. Hattett  
 Hauser's Jewelers  
 Rose Hays  
 HEA Living Patio & Hearth  
 Health Strategies Group  
 Patrick Hennon  
 Lynne Henry  
 Jeff and Caroline Herath  
 Meredith Hicks  
 Roshanda Hicks  
 Stacey Hicks  
 Magnus Hierta  
 High Pines Foundation  
 Hi-Ho Silver  
 Phyllis Hill  
 Keta and Tamara Hodgson  
 Jeff and Beth Hoer  
 Jeremy and Devon Hoff  
 David and Linda Hooks  
 Heather Hope  
 Howell Creative Group  
 Houston Harbaugh PC  
 Sharon Hubbard  
 Shawn Huddy  
 Zandra Huertas  
 Katherine Hughes  
 Lisa Hughes  
 Ron Hughes  
 Humana Inc.  
 iGive.com  
 Inside Edge Consulting  
 Group, Inc  
 IntraMed Educational Group  
 ITA Group

J & G Enterprise, Inc.  
 Jane Sibley 1996 Trust  
 Jason's Deli  
 Jayne, Jen, Maryann, &  
 Krenar Household  
 Jerry Springer Show  
 Jcarlos Jiacinto  
 Joe Lamb, Jr. & Associates, Inc  
 Tracy Johansson  
 Johnson & Johnson  
 Health Care Systems  
 Patricia A. Jolley  
 Carleigh Jones

*"Thank you for helping me apply  
 for co-pay assistance. Thank you  
 so much, I appreciate it!"*

Yen | hepatitis C

Lynne Jones  
 Melissa Jordan  
 JPMorgan Chase Foundation  
 Nancy K. Jung  
 Tracie Karafa  
 Katrina Ammons A Perfect  
 Image Hair Salon  
 Devon Kehler  
 Keith E. Vaughan DDS  
 Lynn Kelly  
 Jeff Kendellen  
 Keurig Green Mountain  
 Jeff Kimball  
 Paul King  
 Kings Care Foundation  
 Kingsmill Resort  
 Rebecca Kirch  
 Kroger  
 Regina Kurrasch  
 James Kutner  
 Christine Lampos  
 Debbie Landes  
 Larry Kakes and Things  
 Amy Lawing  
 Abby Legaspi  
 Gabriella Legaspi  
 Drew Leininger  
 Tony and Debbie LeMaster

# SUPPORTERS

Continued

Leukemia & Lymphoma Society  
Betty Lewis  
Cynthia Lewis  
John Lewis Jr.  
Liberty Hill Baptist Church  
Bruce Liles  
Lilly  
Link, Jacobs & Link, DDS  
LIVESTRONG Foundation  
Titinesha Llewellyn  
Louisiana PET/CT Imaging of Lake Charles  
Nicholas Lozovsky  
Lularoe by Kari  
LUNgevity Foundation  
Madame & Monsieur Consignment Boutique  
Monica Madden  
Mahan Foundation  
Brian Martin

Ralph and Roberta Moody  
Beth Moore  
Sheila S. Moore  
Joseph and Sharon Morina  
Cheryl G. Morris  
Morris Foundation, The  
Paul Moses  
Mark and Carrie Anne Mosser  
MSHO Foundation  
Farangis Mukhitdinova  
Christopher and Heather Mullaly  
John and Martha Murphy  
Keri Myers Hunt  
Bill and Shawn Nason  
National Comprehensive Cancer Network, Inc.  
NC State Department of Athletics  
Tammy Neice  
Mary Nelson

Graham C. Ousey  
Harmony Owens  
Madison Owens  
Oyster Point Car Wash  
Painting with a Twist  
Pancreatic Cancer Action Network  
Panera Bread  
Deborah Parham Hopson  
ParTee's 3D Blacklight Mini Golf  
Patient Resource, LLC  
Lynn Patinkin  
Peninsula Community Foundation of Virginia, Inc.  
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*"I was diagnosed with stage 4 cancerous tumors in my brain and my lung, all terminal. For several months, until my coverage kicked in, I had no insurance. The bills skyrocketed and with chemo and radiation treatment I could barely think straight. My PAF case manager was an angel who*

*walked me patiently through the time-consuming application process, never wavering in her efforts. I can't find enough words to thank her."*

David | brain cancer

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*“... To avoid any problems with our insurance company, I asked before the admission of our daughter to the hospital if our [insurance] would be accepted. The hospital called the insurance and requested permission for admission to the emergency room. The request was approved. Our daughter was hospitalized for 5 days, of which, the first 3 were in intensive care ... On the 3rd day my husband receives a call from a hospital social worker notifying us that our insurance considered hospital admission as “Out of Network” services ... my husband and I tried to fix the situation without any success ... The intervention of Patient Advocate Foundation (PAF) was decisive so that our insurance finally reconsidered to make the payment of the emergency services that our daughter had during 5 days of hospitalization ... Thank you for all your support!”*

Maria, mother of the patient



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