

# **COVID-19 from Equalizer to Exacerbator: The Patient's Experience**

**May 7, 2020**

**Shonta Chambers, MSW  
EVP Health Equity Initiatives  
and Community Engagement**

**Courtney Jones  
Senior Director, Case Management**



## Speaker Bio



### Shonta Chambers

EVP of Health Equity Initiatives  
Patient Advocate Foundation



## Q&A

Enter your question

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## Main Display



## COVID-19 from Equalizer to Exacerbator: The Patient's Experience

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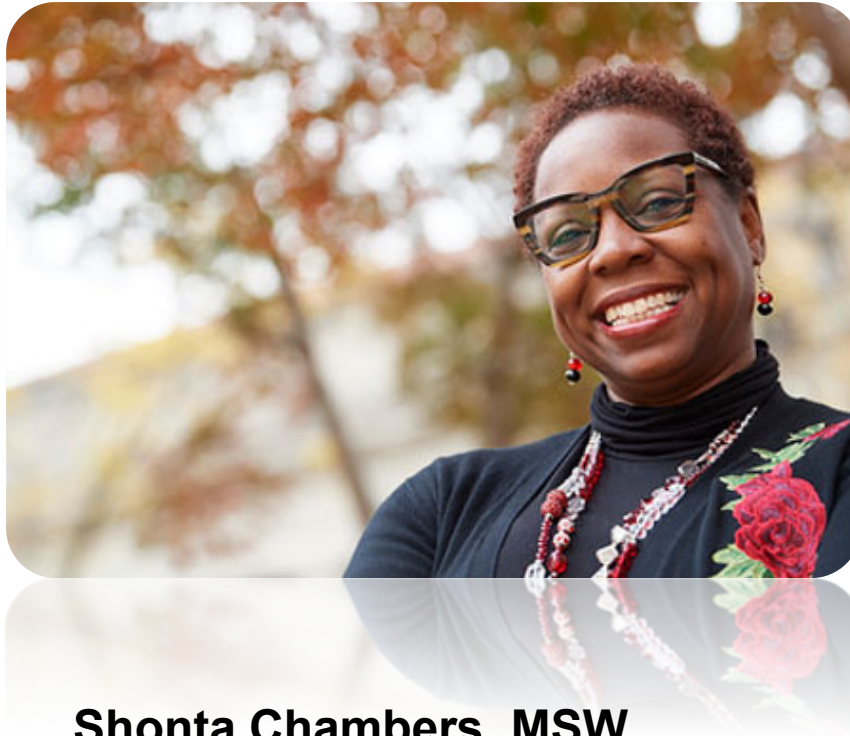
## Additional Information

- Today's Slides
- PAF COVID Care Resource Center
- PAF COVID Care
- CDC Information about COVID-19
- Be a Hero. Make a Plan.
- Vital Talk





## Today's Host and Moderator



**Shonta Chambers, MSW  
EVP Health Equity Initiatives and  
Community Engagement**

## The Now



# The Headlines

**Coronavirus spares one neighborhood but ravages the next. Race and class spell the difference.** USA Today-May 3, 2020

**“COVID is just unmasking the deep disinvestment in our communities, the historical injustices and the impact of residential segregation,”** said Camara Jones, MD, a family physician, epidemiologist, and visiting fellow at Harvard University.

American Journal of Managed Care  
April 6, 2020



USA Today  
January 31, 2020



**Coronavirus is not the ‘great equalizer’ but it's also not a contest over who is worse off**

Othering and Belonging Institute  
April 30, 2020

Business

**Historic financial decline hits doctors, dentists and hospitals – despite covid-19 – threatening overall economy**

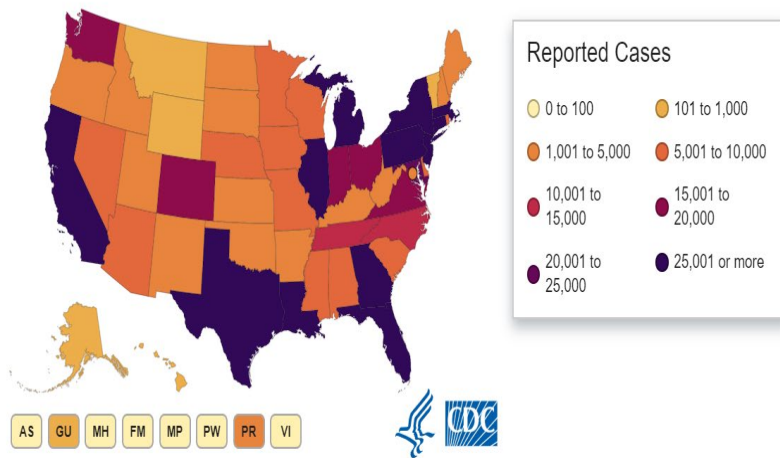
Washington Post-May 4, 2020

**Large-Vessel Stroke as a Presenting Feature of Covid-19 in the Young**

New England Journal of Medicine-April 28, 2020

# Covid-19 v/s Chronic Diseases

20 states report more than 10,000 cases of COVID-19.

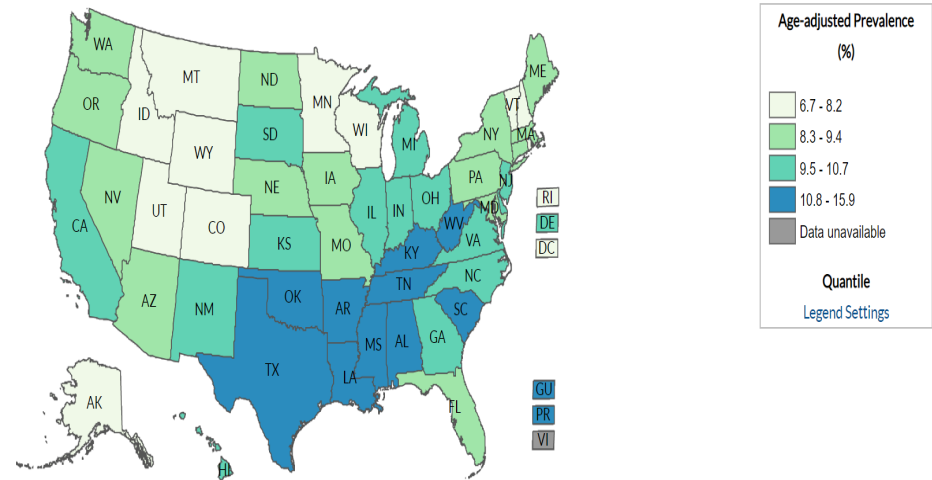


Source:

<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html>

Retrieved May 4, 2020

2017  
Prevalence of diagnosed diabetes among adults aged >= 18 years  
View by: Overall



Source:

[https://nccd.cdc.gov/cdi/rdPage.aspx?rdReport=DPH\\_CDI.ExploreByTopic&isClass=&isTopic=CVD&isYear=](https://nccd.cdc.gov/cdi/rdPage.aspx?rdReport=DPH_CDI.ExploreByTopic&isClass=&isTopic=CVD&isYear=)

Retrieved May 4, 2020



## CHRONIC DISEASES IN AMERICA

6 IN 10

Adults in the US  
have a **chronic**  
disease



4 IN 10

Adults in the US  
have **two or**  
**more**

**THE LEADING CAUSES OF DEATH AND DISABILITY**  
and Leading Drivers of the Nation's **\$3.5 Trillion** in Annual Health Care Costs

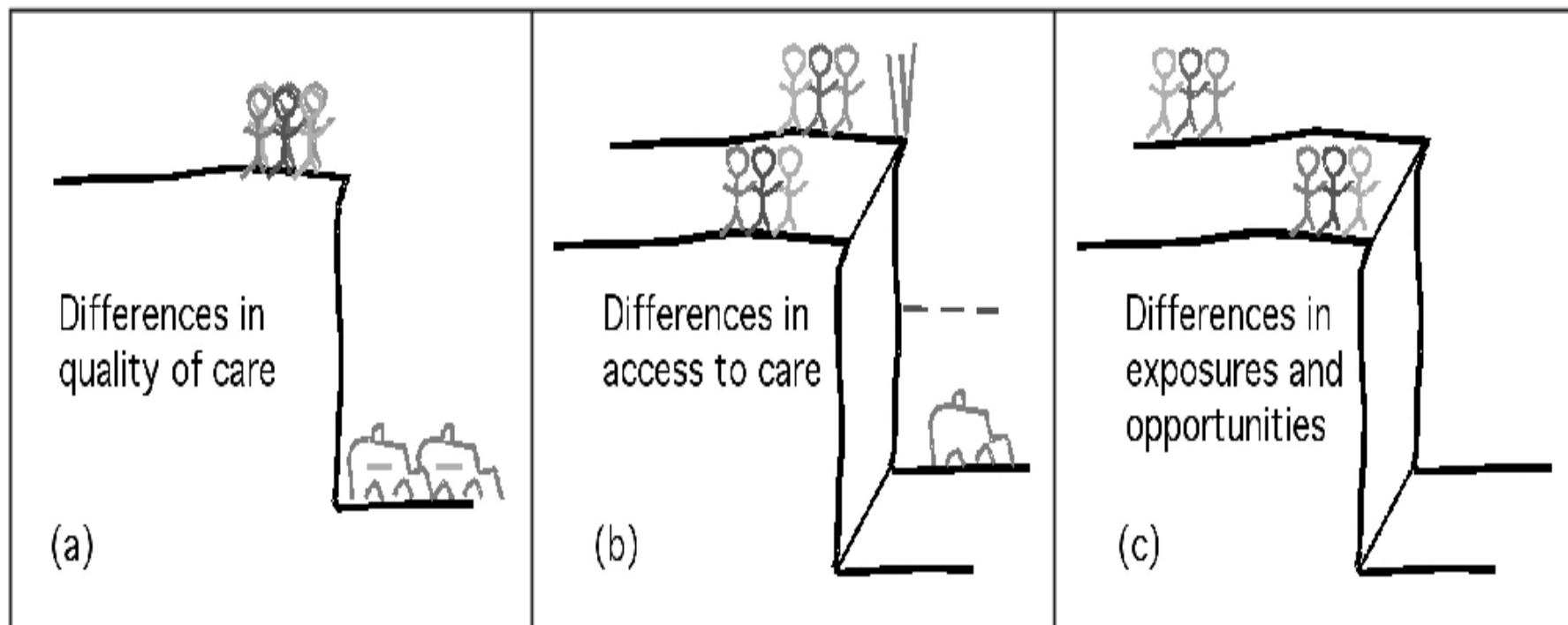


Source: Centers for Disease Control and Prevention

<https://www.cdc.gov/chronicdisease/resources/infographic/chronic-diseases.htm>

Retrieved: May 4, 2020

## COVID-19...the push over the cliff



***Cliff Analogy: Social Determinants of Health***  
***Dr. Camara Phyllis Jones***



# The Patient Experience: From Impacted to Empowered

Tasha Moses



Toni Kay Mangakau



# The Patient Experience: From Impacted to Empowered

Tasha Moses



# The Patient Experience: From Impacted to Empowered

Toni Kay Mangakau





*is achieved when all people have the opportunity to attain their full potential and no one is disadvantaged from achieving this potential because of their social position or other socially determined circumstances.*

*Centers for Disease Control and Prevention*



We will get here...together



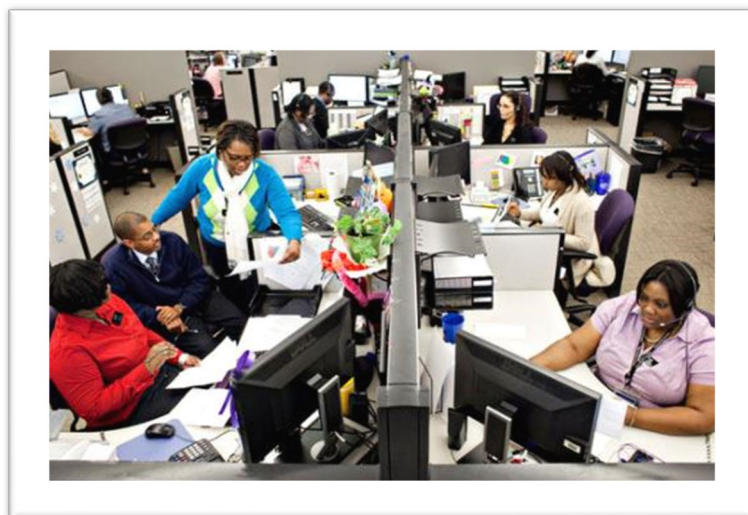
PAF: We are here to help, to serve and to connect



**Courtney Jones**  
**Senior Director, Case Management**



## WHO IS PAF?



- PAF employs professional case managers with experience in coding and billing, public health and disability systems, insurance, nursing and much more.
- PAF's team is supported by other PAF staff including application, expenditure and medical intake specialists.
- Highly rated national 501 c(3) charity nonprofit earning 8 consecutive 4-star Charity Navigator designations and Case Management awards
- All services are provided at no cost



Founded and led by Nancy Davenport-Ennis from 1996-2014, PAF is a recognized leader in removing healthcare access barriers for patients, and continues to build services under the leadership of Alan Balch, Ph.D.

## CASE MANAGEMENT: I NEED HELP

PAF Case Management provides patients and caregivers, with services that are responsive to their needs and concerns, including but not limited to:

- Reducing Financial Burden
- Enrollment into Appropriate Insurance and Social Programs
- Providing Insurance Navigation

Reach PAF Case Management at:

**(800) 532-5274**

Or online at

<https://bit.ly/PAFHelp>



# ROADBLOCKS TO ACCESS & AFFORDABILITY

## Insurance Access

Lack of insurance, insurance with high out-of-pocket requirements and/or service limitations and low insurance literacy contribute to routine and significant access barriers.

## Employment Protections & Workplace Entitlements

Commonly insurance benefits are provided through employers, as are income replacement policies (STD/LTD), and are jeopardized if the employee cannot work. Patients often lack knowledge about employee protections and how to access them: FMLA, ADA, COBRA.



## Medical Debt & Ability to Pay

Patients receive healthcare services from a multitude of providers/facilities and there are costs associated with each. Medical debt mounts quickly, at the very time when their ability to pay is hardest.

## Emotional Distress

Patients' inability to access and afford necessary healthcare and maintain their financial stability creates emotional trauma that impacts their overall health.

## Cost-of-Living Impacts

When people become ill, or live with a chronic disease, their income is almost always impacted. Many patients cannot sustain their basic needs such as housing, transportation, food and utilities.





## COVID CARE RESOURCE CENTER INTRODUCTION

### COVID Care Resource Center

#### Living with a Chronic, Life-Threatening or Disabling Disease During the Coronavirus Pandemic

As the Coronavirus spreads across the country, PAF wants to make sure you have answers and resources to support you during this uncertain and stressful time. If you are experiencing challenges accessing care or have affordability concerns we are here to help. Contact us at 800-532-5274 or submit a request [online](#)

Have you or Your Family Been Impacted by Covid-19?

[Apply for Help](#)



<https://www.patientadvocate.org/covidcare/>

## PATIENT EDUCATION & EMPOWERMENT

Our education and empowerment initiatives deliver actionable guidance and expert advice on practical healthcare access issues in a variety of engaging formats. The Patient Education portfolio of materials delivers relevant healthcare intervention for all audiences, including patients with chronic illness, caregivers, healthcare professionals and those that are currently healthy.

### RESOURCE SPOTLIGHT THE NATIONAL FINANCIAL RESOURCE DIRECTORY

Comprehensive resource database providing extensive, customizable resources for uninsured and underinsured patients.



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

### IMPACT

Of the National Financial  
Resource Directory

**1,065,244**  
RESOURCES MATCHED  
TO USER'S NEEDS

**33,238**  
COMPLETED  
USER SEARCHES

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

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

# 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.

## Programs Include:

- Donna Foundation Financial Aid Fund
- Heart Valve Financial Aid Fund
- LEISHLine Financial Aid Fund
- Merkel Cell Carcinoma Financial Aid Fund
- Metastatic Breast Cancer Financial Aid Fund
- COVID-19 Recovery Fund



**25,003**  
**PATIENTS**  
**APPROVED**



**16**  
**AVERAGE**  
**CONTACTS PER CASE**



**105,807**  
**GRANT PAYMENTS**  
**PROCESSED**



**153,901**  
**INCOMING CALLS**  
**HANDLED**

## CO-PAY RELIEF PROGRAM

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.



1-866-512-3861

Or online at [www.copays.org](http://www.copays.org)



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%**



## Contact Us



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Phone: (800) 532-5274

Fax: (757) 873-8999

Website: [www.patientadvocate.org](http://www.patientadvocate.org)

E-Mail: [info@patientadvocate.org](mailto:info@patientadvocate.org)



421 Butler Farm Road  
Hampton, VA 23666

Phone: (866) 512-3861

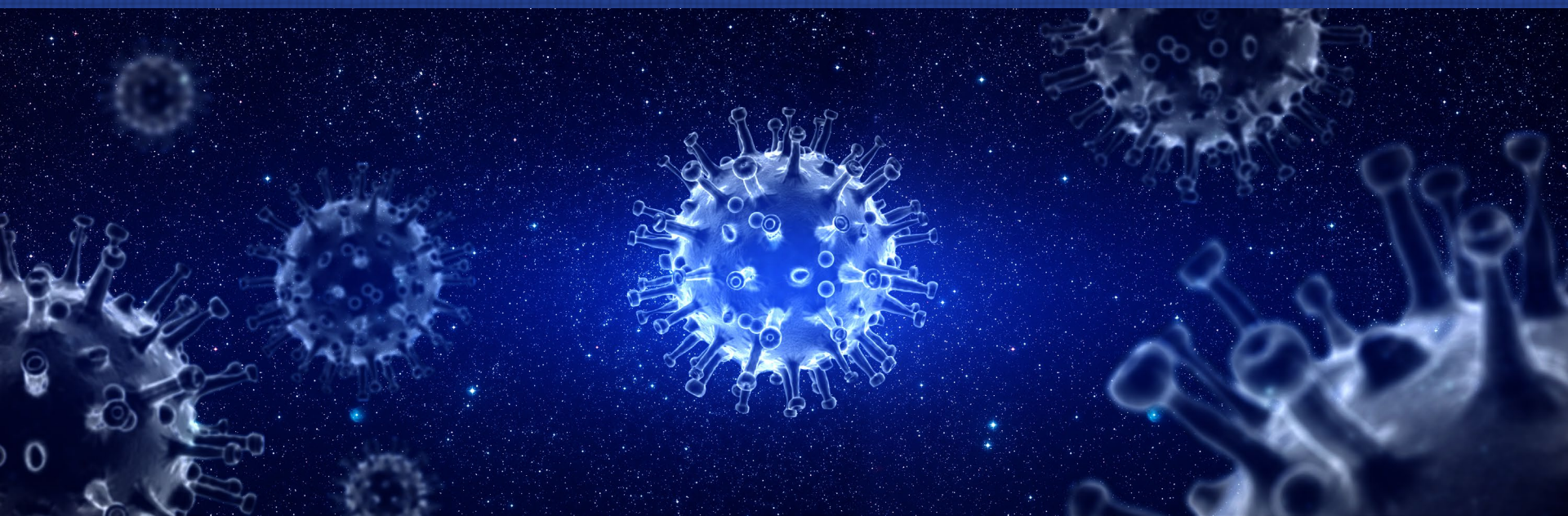
Fax: (757) 952-0118

Website: [www.copays.org](http://www.copays.org)

E-Mail: [cpr@patientadvocate.org](mailto:cpr@patientadvocate.org)

**Patient Advocate  
Foundation**

**Thank You!**





# Share Your Experience!

Please take a few moments to **complete our survey** linked in the audience console.

## Questions?

If you have questions, please type them into the Q&A tool, and we will address them as time allows.

Any questions not addressed verbally today will be addressed via the chat box or the email you registered with.

**Patient Advocate  
Foundation**

