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

May 7, 2020

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EVP Health Equity Initiatives and Community Engagement

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COVID-19 Webinar Series

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May 7, 2020
Today’s Host and Moderator

Shonta Chambers, MSW
EVP Health Equity Initiatives and Community Engagement
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

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.

Reported Cases
- 0 to 100
- 1,001 to 5,000
- 10,001 to 15,000
- 20,001 to 25,000
- 25,001 or more

Source:
Retrieved May 4, 2020

Source:
Retrieved May 4, 2020
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

HEART DISEASE  CANCER  CHRONIC LUNG DISEASE  STROKE  ALZHEIMER’S DISEASE  DIABETES  CHRONIC KIDNEY DISEASE

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
Health Equity 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
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.

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
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
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Thank You!
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.

Share Your Experience!

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

Patient Advocate Foundation