

OVERALL FOUNDATION IMPACT

Patient Advocate Foundation (PAF) professionals directly intervene on behalf of tens of thousands of patients annually, enabling them to access prescribed healthcare services and medications, overcome insurance barriers, locate resources to support cost of living expenses while in treatment, evaluate and maintain health insurance coverage and better manage, or reduce, the out-of-pocket medical debt associated with an illness.

PAF routinely evaluates the data collected from the patients we assist to gauge the impact of our patient service activities and ensure that our programs and initiatives are aligned with the evolving access needs of our patients as well as our organization's mission.

SUMMARY OF PAF TOTAL PATIENT CASES AND CONTACTS IN 2017

Total Patient Services Division Case Count	148,368
Case Management Division Case Count	22,339
Co-Pay Relief Case Count	82,973
Financial Support Programs Case Count	34,749
Patient Services Email Helpline Session Count	8,307



17%

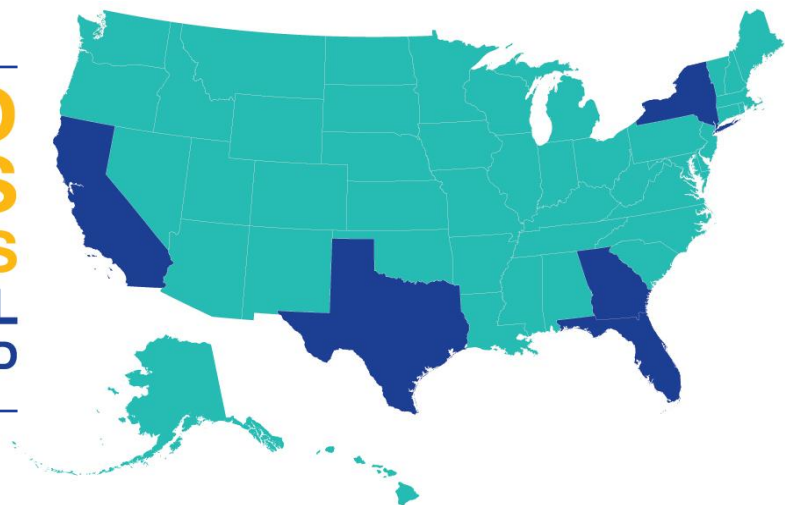
INCREASE
In the Number of
Diagnoses Represented
by the Patients We Helped

PATIENTS
REPORTED

490

DIFFERENT
DIAGNOSES

SERVED
PATIENTS
IN ALL STATES
CA, TX, NY, GA, FL
TOP 5 STATES SERVED



SUMMARY OF PAF CASE MANAGEMENT PATIENT CASES AND CONTACTS IN 2017

Total PAF Case Management Case Count	22, 339
Total Case Management Closed Cases	21, 879
Unique Case Management Patient Issues	44,875
Total PAF Case Managent Patient Issues	34,749
Average Contracts Per Case	19.07

Negotiated
\$24,607,904

in **DEBT RELIEF** on
behalf of patients



TOP RESOLUTIONS Achieved by Case Managers

10.3%	Facilitated Financial Assistance fo Medication
10.1%	Secured Free Transportation Assistance
5.1%	Negotiated Discounted Payment Plan
5.1%	Facilitated Rental/Mortgage Payment Relief
4.5%	Obtained Full/Partial Charity Care for the Underinsured
4.5%	Facilitated Utility/Phone Relief
41%	Educated on General Benefit/Coverage Questions
3.5%	Offset Cost Through Alternative Assistance
3.3%	Provided Guidance for Disability Process

TOP ISSUES Faced by Patients Seeking Case Management Help



417,251



CONTACTS MADE
WHILE RESOLVING CASES



Patient Advocate Foundation CO-PAY RELIEFSM

DISPENSING HELP, DELIVERING HOPE



CPR CAN SUPPORT

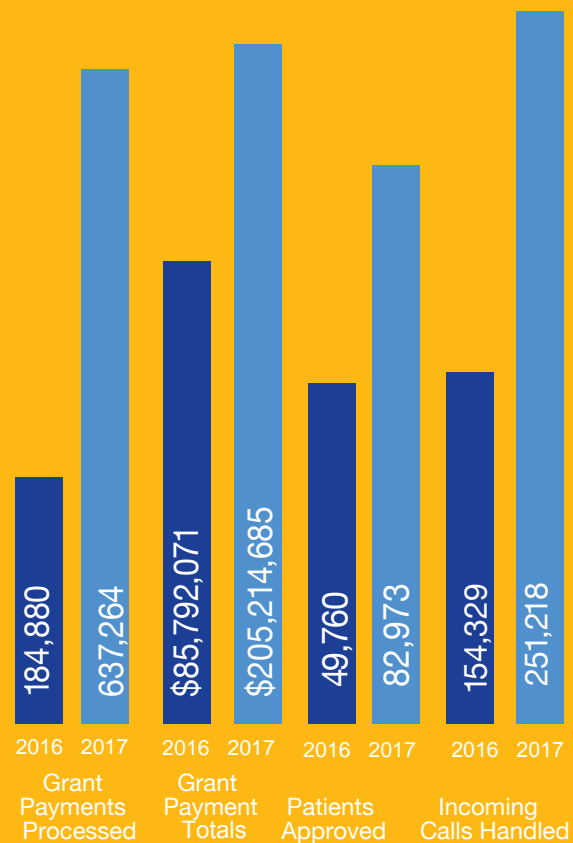
All medications prescribed
to treat and manage a disease



CPR PATIENTS SERVED

Increased
66%

CPR SERVICE LEVEL PERFORMANCE



2017 EDUCATIONAL & EMPOWERMENT PROJECTS



METASTATIC BREAST CANCER PARTNERSHIP

for Access to Clinical Trials



CARDIOVASCULAR PATIENT EMPOWERMENT PROJECT & STAKEHOLDER COALITION



PATIENT ACTION COUNCIL

*Making Sense of What Matters
Drug Formulary*



COVERAGE ACCESS GUIDE

Engaging the Mobile User



PATIENT EMPOWERMENT SERIES



ONGOING

Health Equity
INITIATIVES

- **African-American Breast Cancer Outreach**
- **Latina Breast Cancer Outreach**
- **SelfMade Health Network**
- **West Virginia Lung Cancer Project**
- **#BeAGift: Diversity in Clinical Trials**
- **Lupus Initiative (in partnership with American College of Rheumatology)**

FROM
HOPE FOR

ONE



in 1997

TO SERVING

1,076,446

by 2017