



Patient Advocate Foundation

OUR MISSION

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.

OVERALL FOUNDATION IMPACT

Summary of PAF Total Patient Cases and Contacts in 2019

Total Patient Case Count	145,815
Case Management Cases	23,702
Co-Pay Relief Cases	73,007
Financial Aid Fund Cases	42,124
Patient Services Email Helpline Sessions	6,982

Total Patients Served by PAF Between 1996 and 2019 **1,364,370**

619

DISTINCT PATIENT DIAGNOSES

increased by **6%** over 2018

238

DISTINCT RARE DISEASES

increased by **7%** over 2018

The Programs Through Which We Deliver Direct Assistance

CASE MANAGEMENT

27

total unique programs

15 serve patients living with non-cancer diagnosis

12 serve patients living with cancer

FINANCIAL SERVICES

11

total unique programs serving patients through many different disease-specific funds

50 open disease funds serve patients

19 funds serve patients living with non-cancer diagnosis

31 funds serve patients living with a cancer diagnosis

4 programs are fully administered by PAF for other non-profit organizations

PATIENT ADVOCATE FOUNDATION ENGAGEMENT AREAS



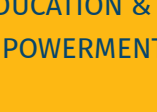
CASE MANAGEMENT



FINANCIAL ASSISTANCE FUNDS



CO-PAY RELIEF PROGRAM



PATIENT EDUCATION & EMPOWERMENT



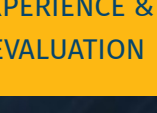
HEALTH EQUITY & COMMUNITY ENGAGEMENT



PATIENT IMPACT



SPECIAL EVENTS



HEALTH SERVICES, RESEARCH, PATIENT EXPERIENCE & EVALUATION

HOW WE HELP

Service by The Numbers

CASE MANAGEMENT

23,702

TOTAL CASE COUNT

387,508

TOTAL CASE CONTACTS

2019

619

DIAGNOSIS

2019 DATA POINTS:

Average number of contacts per case management case: **16**

Case management patients were younger in 2019 – 20% were 35 or younger – an increase of **15%** over 2018

Case management Gender:



63% Female
37% Male

PATIENT DISTRESS LEVELS

Before Case Management Assistance

50%

28%

22%

After Case Management Assistance

23%

35%

42%

● High Distress ● Moderate Distress ● Low Distress

TOP 5 DIAGNOSIS CATEGORIES & INDIVIDUAL DISEASE BREAKOUT

Cancers 61%

Breast Cancer

Prostate Cancer

Colorectal Cancer

Lung Cancer

Non-Hodgkin's Lymphoma

Autoimmune Diseases 2%

Rheumatoid Arthritis

Arthritis

Lupus

Osteoarthritis

Psoriatic Arthritis

Cardiovascular Conditions 6%

Pulmonary Hypertension

Hypertension

Congestive Heart Failure

Heart Attack

Atrial Fibrillation

Chronic or Debilitating Conditions 10%

HIV, AIDS

Osteoporosis

Crohn's Disease

COPD (Lung Disease)

Hepatitis B

Nervous System Conditions 5%

Multiple Sclerosis

Stroke (CVA)

Parkinson's Disease

Epilepsy

Migraine



Patient Advocate Foundation CO-PAY RELIEF™

DISPENSING HELP, DELIVERING HOPE



73,007

Patients Approved



7

Average Contacts per Case



\$215,132,046

Grant Payment Totals



242,845

Incoming Calls Handled



705,540

Total # of Grant Payments

Total Patients Served by CPR Since Inception

450,421

6 NEW CPR DISEASE FUNDS LAUNCHED IN 2019

- Cystic Fibrosis
- Pulmonary Fibrosis
- Rheumatoid Arthritis
- Skin Cancer
- Ulcerative Colitis
- Uterine Cancers

KEY FINDINGS FROM 2019 PAF SURVEY PROJECTS



Quality of Life

29% of patients rate their physical health as "excellent" or "very good"

31% had a general distress score greater than 7 in the past 7 days (10 point scale)

17% had a discussion with their physician about palliative care

1 in 3 were very concerned about returning to daily activities

48% stated that maintaining current quality of life was a personal care goal



Care Conversations

1 in 4 patients were "very concerned" about having enough information about treatment options

65% stated doctor listened carefully to them

57% shared personal goals related to care with doctor

43% had complete trust in their doctor or medical provider

2 in 3 stated that their doctor explained things in a way that was easy to understand



Barriers to Care

58% said that cost of deductibles, copay or coinsurance impacted care

34% said challenges with insurance coverage impacted ability to achieve care goals

12% stated transportation cost as a barrier to care

1 in 10 said unemployed status led them to avoid medical care after diagnosis

63% experienced financial hardship due to the cost of medical care



Treatment Decision Making

32% stated that out-of-pocket costs were a major factor when selecting a treatment option after diagnosis

35% of employed patients went on paid disability due to their diagnosis or treatment

1 in 2 expressed a confidence level of "10" when asked about taking an active role in making care decisions

47% patients were "very concerned" about the long-term side effects of their treatment choice

72% said work impact was "extremely" or "very" important to discuss when making care decisions



Financial Impact

55% took a significant amount of time away from work for treatment

1 in 5 felt an overwhelming level of financial distress

15.8 average cost score of patients served by PAF in 2018 (0-44 lower score indicates greater financial toxicity)

3 in 4 were very concerned about the overall financial cost of treatment

43% said that day-to-day living expenses were their largest unmet need

CONTACT US

421 Butler Farm Road, Hampton, VA 23666

Phone: (800) 532-5274 Fax: 12345678

Email: help@patientadvocate.org

Website : www.patientadvocate.org

