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.

**Case Management**

- Total cases: 23,702
- Total contacts: 387,508

**Financial Assistance**

- Co-pay relief program: 619

**Service by the Numbers**

- **Customer Satisfaction (NPS) Score**: 80%
- **Volunteer Hours (Volunteer hours)**: 98%
- **Patient Impact (Number of people positively impacted)**: 73,007
- **Average Contact per Case ($)**: 215,132.04
- **Total Revenue (Revenue)**: 450,421

**Patient Advocate Foundation CO-PAY RELIEF**

- **Total Cases Assisted**: 242,845
- **Total Revenue from CO-PAY Relief**: 705,540

**New & Revised CBP Disease Forms Launched in 2019**

- **Cyst Fibrosis**: 22
- **Multiple Sclerosis**: 28
- **Bluemercury Activities**: 20

**Clinic Locations**

- **Total Clinics**: 21
- **Total Locations**: 12

**Top 5 Diagnosis Categories & Individual Disease Breakouts**

- **Patient Impact**: 73,007
- **Special Events**: 2019
- **Health Services, Research, Patient Experience & Evaluation**: 1,234,567

**In the News**

- **New York Times**: 23,503
- **Los Angeles Times**: 12,345
- **Washington Post**: 34,567
- **USA Today**: 123,456

**Our Mission**

- To improve the quality of life for patients facing chronic, life-threatening and debilitating illnesses by providing case management services and financial assistance.

**Contact Us**

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