

## SETTLED IN AND SUPERCHARGED!

### *A Message From HealthWell Foundation President, Krista Zodet*



*Krista Zodet, President*

The HealthWell Team has had an exciting first half of 2016! Since my last message, we've settled into our new home in Germantown, Maryland, enhanced our team with the addition of a new member, and added even more exciting features to our grants management process. As we continued our efforts to increase awareness about our programs and services, we spread the word about the life-changing work we do by participating in several conferences including the PAP 2016 Patient Assistance and Access Programs, Asembia (formerly Armada) Specialty Pharmacy Summit, and most recently, the 30th Annual Consortium of Multiple Sclerosis Centers (CMSC) Meeting.

Early in February, the team headed north to our new facility in Germantown. Not surprisingly, through the tremendous dedication of our team, we were up and running in no time. We were proud to recently host an open house and ribbon cutting ceremony to celebrate this magnificent milestone and were honored by the presence of members of the Montgomery County Council, Montgomery County Department of Health & Human Services, Hepatitis Foundation International, BrightFocus Foundation, our esteemed Board members, and friends of HealthWell. A special thanks to all who attended for sharing this special occasion with us!



We've had an incredible year thus far and are constantly reminded of the impact our work has on the lives of so many patients every day. We were especially touched to receive a letter from the mother of a HealthWell Pediatric Assistance Fund® grant recipient, Karis. Little Karis' diagnosis of type-1 diabetes came as a complete shock to her mom, Alicia. Wondering where she would find the financial resources to cover the costs of medications and supplies her sweet daughter would need to live was overwhelming. I'm so honored that through the support of our generous donors, we were able to provide a grant to Alicia to help ease the burden in covering the costs of Karis' treatment. You'll meet Karis and hear her mom's courageous story later in this issue. I know you will be moved just as our team was.

### MEET THE HEALTHWELL TEAM

In this edition, we're honored to welcome Susan Golden as the newest member of the HealthWell team. Susan joined us in late April filling a newly created role as Senior Operations and Business Process Specialist. She has worked for over 25 years in the business and technical arenas.



Her professional experience spans a wide variety of roles, including identifying business needs and developing both operational and technical solutions for them. She has provided deployment and ongoing support for

computer systems and has solid Project Management experience. We feel that Susan's background will help support our efforts to continuously improve the experience that patients have when reaching out for financial relief. We are honored to have Susan on our team and asked her to share what inspires her in this new role.

"For many years, I have been looking for a way to combine my business and IT skills with a cause that impacts people's lives during times of great need. I am deeply inspired when reading the unsolicited testimonials from patients explaining the positive impact that HealthWell has had on their peace of mind, enabling them to focus on their medical treatments rather than on the financial aspect of their illness. I am very excited to be a part of this organization."

### PROGRAM UPDATES

We've had some exciting new developments in our programs over the last several months. In our continued efforts to make your HealthWell experience as convenient and as efficient as possible, we enhanced our program to provide

### MEET KARIS



Dear HealthWell Foundation,

"I write this with love and gratitude in my heart for people I have never met. HealthWell Foundation provided my family with a 'kick start' we needed at the time we needed it. HealthWell was there for us at a time I felt no one else was.

I don't think I can put into words how it feels to bring your 5 year old daughter to the clinic thinking she has a bladder infection then finding yourself 1.5 hours away admitted to a Children's hospital because your daughter has Type 1 Diabetes. The whirlwind of that week still gives me chills. But, as a parent, you make it through. There are no vacations from being a parent and there are no vacations from being a parent of a T1D child. During that week, there were no thoughts in my mind about how much the test would cost or how much it will cost to stay in the hospital. I wasn't wondering if the

instant pharmacy cards for our funds! This new enhancement allows pharmacy claims to be run at the point of grant approval. Patients now have immediate access to medications upon approval of their grant, with no lag time.

In addition to our new street address, our P.O. Box will change effective August 1! Over the next several weeks, you will notice new banners and alert messages on our website about our new P.O. Box. Our new address is P.O. Box 220410, Chantilly, Virginia 20153-0410. Please take a moment to update your records now to avoid delays in processing. Throughout July, mail received at either P.O. Box will be processed as usual without delay.

## REAL WORLD HEALTH CARE BLOG UPDATE

HealthWell continues its sponsorship of Real World Health Care, a blog focused on how the future of medicine will impact patients, physicians and health systems. This spring, we launched a new blog series focusing on Alzheimer's disease. We engaged two leading Alzheimer's-related patient advocacy organizations - BrightFocus Foundation and the Alzheimer's Association - both of which contributed blog posts about their research efforts. Additionally, we published posts from researchers at the National Institute on Aging and several leading research universities. We continue to gain new subscribers to our blog from industry, research institutions and health systems; and we've developed a robust following on our Twitter account (@RWHCblog). If you haven't already, we hope you will take a moment to check out this new and exciting series at [RealWorldHealthCare.org](http://RealWorldHealthCare.org)!

## YOUR STORY COULD CHANGE A LIFE

Have you or someone you know been touched by a HealthWell grant? You could change the life of someone in need simply by sharing your story. Help us spread the word about the life-changing, often life-saving, work we do by [telling us](#) your HealthWell story.

Here's an example of how your story can help us reach so many in need. We shared the story of little Karis with the U.S. news media, and in less than a month, generated more than 2,200 news stories all around the country, in cities and towns both large

hospital was in-network or not (thankfully they are!). Those types of questions just don't come up when your child's health is in question. I would never want money to factor into my daughter's health care. I'd sell my house and everything I own if I had to."

[Read more . . .](#)

### Imagine - Having a Child with a Life-Altering Illness You Can't Afford to Treat

The sad reality is, that's a story we hear far too often. "We have insurance, but it doesn't come close to covering our costs for treatment," or "I'd sell my house and everything I own if I had to." Imagine the heartbreak these parents face when they have no hope, no help and nowhere to turn. That's where HealthWell comes in! You can make a difference in the lives of these families and allow us to say "Yes" we can help cover those costs! Your donation to the HealthWell Pediatric Assistance Fund goes to work immediately to assist a child in need. Please help us provide a financial lifeline to a family who has nowhere to turn. Change a child's life today by donating to the [Pediatric Assistance Fund](#).

SHARE YOUR STORY

DONATE NOW

LEARN MORE



and small. Clearly, our patients' stories resonate with others. Won't you help us to spread the word about our amazing work?

The HealthWell Foundation is an independent, non-profit organization that reduces financial barriers to care for underinsured patients with chronic and life-altering illnesses. For more information, please contact us at [support@healthwellfoundation.org](mailto:support@healthwellfoundation.org) or call 240-632-5300.

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