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The Pulse

Quarterly Newsletter – Year-End 2020



Giving Thanks, Giving Hope, Giving Tuesday

*A Message from HealthWell
Foundation President, Krista Zodet*

This time last year, many of us were caught up in the excitement of sharing the holidays with our family and friends, of planning summer vacations and business trips, graduations, and even weddings for 2020. Who would have ever dreamed that just months later, our world would be turned upside down from a deadly virus that would claim hundreds of thousands of lives and

rob us of almost every aspect of our normal day-to-day activities? 2020 has been more stressful than any of us ever anticipated. As the devastating impact of COVID-19 continues to wreak havoc on our daily lives, we find ourselves in a constant state of angst and uncertainty. Although the pandemic has forced us all to adapt to new routines, including how we interact with family, friends and coworkers and how we conduct business and learn, one thing is certain – by continuing to work together and look out for each other, we will get through this!

As difficult as 2020 has been on our nation, and our world, many of us are eager to ring in a New Year. A year that holds hope for vaccines and other treatments to protect us and our families from COVID-19. A year that allows us to give a hug to a friend or loved one, to resume activities that we all once took for granted. I know the team and I look forward to being together, to greeting each other face-to-face again soon. With our nation's numbers rising daily, it is more important than ever to remain mindful of the protocols in place. On behalf of our Board of Directors, myself and my dedicated corporate and contact center teams, thank you for continuing to make your safety and the safety and well-being of those around you your number one priority! The teams and I would also like to extend a heartfelt thank you to first responders, health care workers and volunteers who are on the front lines not only during the pandemic, but every day. Thank you for all you do and for all you have sacrificed to keep us safe!

During these unprecedented times, many people feel alone, sad and without hope. We want you to know – **You Are Not Alone**. One thing we've learned through this life-altering situation is that people care – they want to help those who are in need, they want to make a positive difference in someone's life. That could not be more evident than through the outpouring of support from our individual and corporate donors. Through their selfless generosity, we were

able to assist over 9,000 people through grants from our COVID-19 Ancillary Costs and COVID-19 Insurance Premium Payment Assistance Funds. We are so thankful that you continue to place your trust in us to assist those who have nowhere else to turn.

#GivingTuesday

As the season of giving is upon us once again, we are faced with the harsh reality that there are people out there, people just like you and me, our family members and friends, who may be feeling hopeless, helpless and who need a helping hand. They may be dealing with the loss of a job or a loved one or have been infected with COVID-19. Many are facing the financial strain of choosing between their medication copays or premium payments or food or other daily needs. In this critical time, we all need to do our part to show our support – to lend that helping hand so many people desperately need. There is much more to be done, and we can't do this alone. That's where you come in! Right now, your support is more urgent than ever!

I'm excited to tell you about GivingTuesday, an international day of charitable giving, which will take place on Tuesday, December 1st. The HealthWell team has been working diligently on this year's campaign, which is designated to raise financial resources for our COVID-19 relief funds. Through the campaign, we are hoping to receive enough donations to assist at least 20 more families who are struggling due to the COVID-19 pandemic. Between now and GivingTuesday, we will be sharing stories from grant recipients who have been affected by the pandemic. Their heartfelt words of thanks will let you know just how much your support has impacted their lives.



Kenneth and Christina



Jim with His Grandchildren



Monique and Bobby

Through the funds, we are able to help people with the cost of food, transportation to and from medical appointments, COVID-19 testing, and premium assistance for those living with a chronic condition where disruption of treatment could cause serious, possibly life-threatening, consequences for the patient. You can learn more about our campaign and how you can help by visiting our [GivingTuesday](#) page.

As we rapidly approach the end of 2020 and enter this season of giving, we give thanks to the amazing corporate and individual donors who continue to support our mission. Without the generosity of our donors, we would not have been able to offer a financial lifeline to more than 500,000 underinsured Americans in need of critical, often life-saving, medical treatments, since awarding our first grant in 2004. We know that there are many choices when it comes to charitable giving and we are honored that you continue to demonstrate your trust in and support of the HealthWell Foundation through your generous gifts.

There are many ways you and your friends and loved ones can support our mission!

1. Help people like Bobby and Monique, Christina and Kenneth, and James, with critical assistance for food, transportation, medication copayment and premium payments by donating to our [GivingTuesday](#) campaign.
2. Make a tax-deductible [contribution](#).
3. [Donate](#) in the name of a friend or loved one.
4. Include the HealthWell Foundation in your [estate plans](#).
5. Spread the word about the important work we do by [sharing](#) your HealthWell story.

Since March, our corporate and contact center teams have been working remotely. For some members of our teams, this has been a challenge, especially for those who are caregivers, parents who are not only working full-time, but also assisting children with online school, or facing health issues of their own. During this time, they never missed a beat. It warms my heart, every day, to see the dedication and commitment that instills hope for so many in need. Without that commitment, we would not be able to provide the financial lifeline to those in critical need of our services. Thank you from the bottom of my heart for being that comforting voice on the other end of the phone, for offering hope to someone who has nowhere else to turn.

Over the past few months, we continued to implement new programs and initiatives to assist the underinsured in accessing critical, sometimes life-saving, medical treatments. I'm honored to share that earlier this month we launched a new fund to assist patients living with hyperoxaluria, a group of rare diseases that require life-long medical treatment. Through the fund, we provide up to \$8,000 in financial assistance for a 12-month grant period to eligible patients who have annual household incomes up to 500 percent of the federal poverty level. To learn more about the fund, visit our [Hyperoxaluria Fund](#) page.

And earlier this fall, we were proud to publish our 2019 Annual Report, which highlights last year's many accomplishments and the impact our services have on patients in need. I hope you'll take a few minutes to visit our website to view the [interactive version](#) of the report.

Resources from Our Valued Alliance Partners

I'd like to thank our newest alliance partner, the Oxalosis and Hyperoxaluria Foundation (OHF), for helping us spread the word about our new fund and for their dedication to providing research and educational resources to the hyperoxaluria community. You can learn more about OHF and their mission by visiting: www.ohf.org.



The holiday season can be difficult for many of us, even under normal circumstances. With the added stress of COVID-19 and the multiple hardships we've all faced this year, it's important to reach out to others who may be struggling with their mental health, or to seek help for yourself if feelings of stress, anxiety or depression are becoming overwhelming. Our friends at Mental Health America have compiled a comprehensive list of resources and helpful information regarding COVID-19: <https://mhanational.org/covid19>. You can also visit the Anxiety and Depression Association of America's [Coronavirus Corner](#) for helpful expert tips and resources to manage anxiety.

Don't Delay Taking Care of You!

As we all continue to take the necessary precautions to prevent the spread of COVID-19, we must remember to take care of ourselves. Recent [survey results](#) indicate that over one-third of primary care physicians say their patients with chronic conditions are in "noticeably worse health resulting from the pandemic." They attribute this decline to people not keeping scheduled doctor's visits to manage their conditions and to delayed or inaccessible care.

[Statistics](#) illustrate that delaying or avoiding urgent or emergency care during the pandemic may increase morbidity and mortality associated with chronic and acute health conditions.

If you are experiencing new or worsening health issues, please contact your doctor without delay.

Other Ways to Help Us Help Those in Need

Can't make a financial contribution? You can help by spreading the word about the life-changing work we do. Connect with us through our social communities!



Helping us spread the word is also a critical and valued contribution to the HealthWell Foundation. Thank you for helping us help others in any way you can!

The HealthWell team wishes you and your families a happy, safe and healthy holiday season and a peaceful, prosperous and healthy 2021.

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