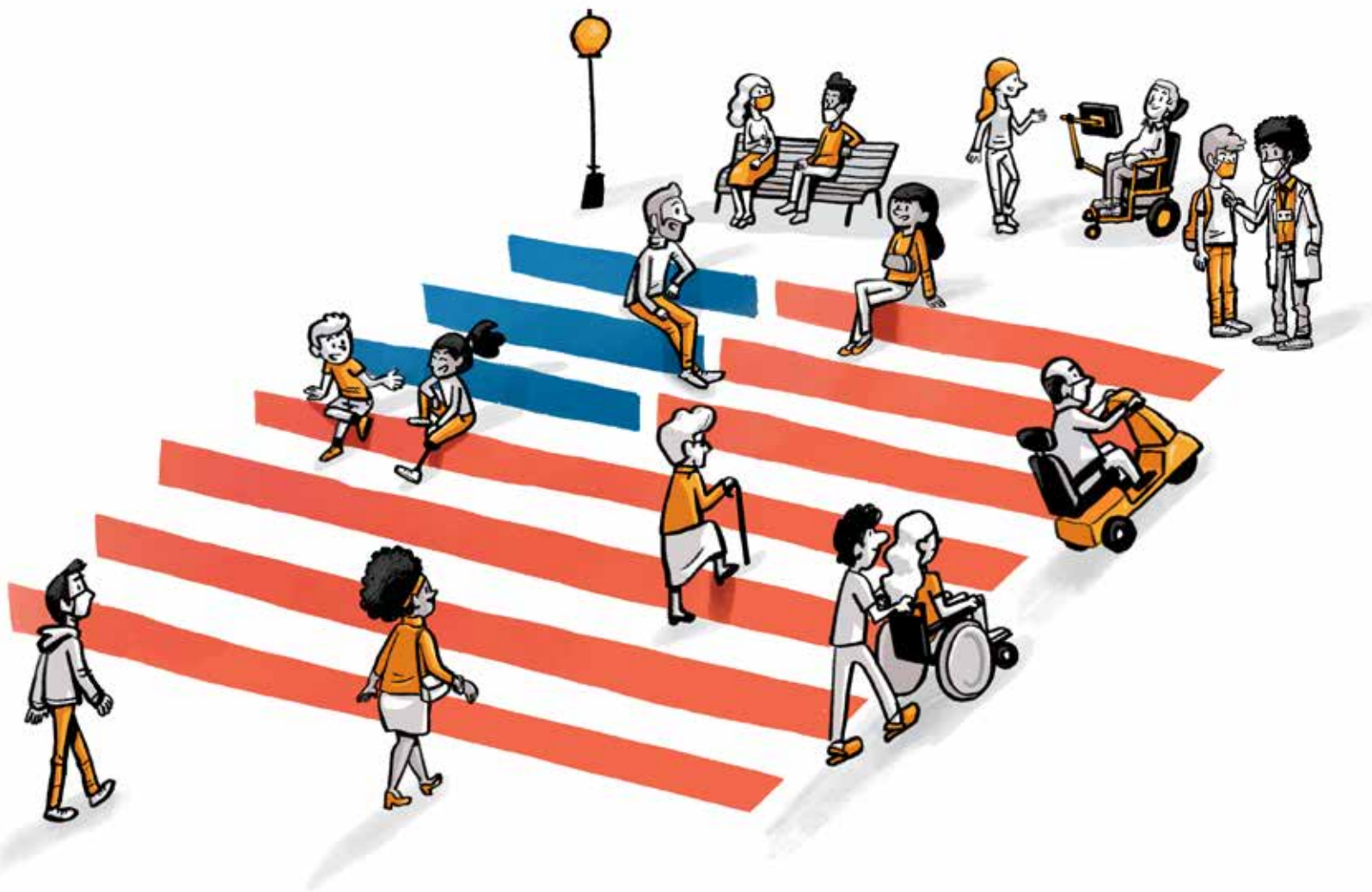


# Leading the Way

in Assisting America's Underinsured



HEALTHWELL  
FOUNDATION®

When health insurance is not enough.®

# 2020 Highlights

Leading the Way in Total Patient Care for America's Underinsured



Granted

**\$658,633,779**

in awards



to

**169,106**

patients



**#29 on Forbes 2020**  
list of the of The **100**  
**Largest U.S. Charities**



Received record contributions of more than

**\$545,000,000**

thanks to the generosity of our donors



**1 of 12 charities** nationwide  
with a **100% fundraising**  
**efficiency rating**



Processed

**182,923**

applications



and

**924,711**

claims



**2020 Top-Rated Charity**  
by **GreatNonProfits**

## In 2020, we were proud to have:



Launched or re-opened 25 funds.  
Continued to operate over 60 funds  
in a variety of disease areas.



Enhanced our Patient Portal  
to make working with the  
Foundation even more  
convenient for our grant  
recipients.



Proudly maintained operational  
efficiency of less than 2.5%  
foundation-wide.



Strengthened our individual  
donor base. Increased the  
number and diversity of our  
corporate donors.



Responded quickly to the unmet  
needs of individuals impacted by the  
pandemic by launching two unique  
HealthWell-sponsored COVID-19  
relief funds.



Welcomed six new staff  
members to our corporate  
team and close to 60 new  
staff members to our contact  
center team.



Provided financial assistance to  
hundreds of families of children living  
with chronic or life-altering conditions  
through our Pediatric Assistance Fund.



Increased our social media  
presence across all platforms.  
Spread our message nationally  
with dozens of alliance partners.



Handled more than 529,800 calls  
(an average of 44,154 per month)



**100 out of 100** on  
Charity Navigator's new  
**Encompass Rating System**



**2020 GuideStar Platinum**  
**Seal of Transparency**

**2020 WAS A YEAR UNLIKE ANY WE HAVE SEEN IN OUR LIFETIMES.** The non-profit industry was hit particularly hard by the pandemic. Many organizations had to make heart-wrenching decisions to reduce their services or close completely. The economy has also suffered tremendously, placing extreme financial stress and strain on millions of Americans.

However, while 2020 certainly had its challenges, it also helped us realize just how much of a difference we can make in the lives of those so negatively impacted by a health care crisis. Words cannot express our gratitude to our dedicated individual and corporate donors for their selfless generosity and continued commitment that allows us to carry out our mission.

HealthWell was fortunate during this very difficult year to have exceeded our 2019 revenue and provide a financial lifeline to a record number of patients in need, making 2020 a record year and our most impactful since awarding our first grant in 2004.

Given the impact that COVID-19 has had, and continues to have, on our economy, our families, and our friends, we do not take this good fortune lightly, but with gracious hearts.

Even as we were adapting to a new “normal” in 2020, we continued to lead the way in assisting those in need by creating innovative new HealthWell-sponsored programs in response to the pandemic, such as our COVID-19 Ancillary Costs and COVID-19 Insurance Premium Assistance Funds. In addition, we were proud to launch new disease-specific funds, welcome a new member to our board of directors, strengthen our corporate and contact center teams with the addition of new teammates, and implement process improvements to further enhance the HealthWell experience for those we serve.

We remained vigilant in carrying out our mission and in conducting business as usual. Our corporate and contact center teams never missed a beat during the stay-at-home-mandate, even as demand for our services continued to grow. The teams worked tirelessly to ensure that all callers who reached out to us for assistance received the quality care they deserved. The team’s enthusiasm and professionalism were recognized by hundreds of grant applicants, pharmacies, and providers.

In December 2020, we were included on the 2020 *Forbes* list of The 100 Largest U.S. Charities and were also recognized for our 100% fundraising efficiency. While we are proud to be recognized, we don’t do this for the accolades. Our commitment to those we serve and to ensuring that every donated dollar goes directly to assist those in need is, and will always be, our number one priority.

On behalf of our board of directors and my dedicated corporate and contact center teams, thank you for trusting the HealthWell Foundation to provide a financial lifeline to those who have nowhere else to turn.

Warmest regards,



Krista Zodet  
President



Krista Zodet

**THE HEALTHWELL FOUNDATION EXPERIENCED A REMARKABLE YEAR OF GROWTH DURING 2020.**

We applaud our dedicated individual and corporate donors for recognizing the critical needs of America's underinsured and for responding to those needs through their generous support of our mission to reduce financial barriers for patients living with chronic or life-altering diseases. As a result of their generosity and trust, we received record donations that we put to work immediately to provide a financial lifeline to tens of thousands of underinsured patients, making 2020 the most impactful year in HealthWell's history. As the COVID-19 pandemic dramatically affected our economy and our lives, the need for HealthWell's services became more urgent than ever. We were able to dedicate some of our funds specifically to assist individuals struggling with COVID-19.

We thank our individual and corporate donors for continuing to place their trust in us to ensure that no one goes without critical medical treatments simply because they cannot afford them. Their support is a testimony to the importance of our work and their faith in our ability to execute effectively and efficiently on our mission. We believe their trust is a direct result of the integrity and high standards with which we operate. HealthWell has always been in full compliance with all guidance and requirements of federal regulations that govern charitable patient assistance programs (CPAPs). As we have done since our inception in 2003, we go to great lengths to exceed this guidance in terms of compliance, efficiency, ethical behavior, and financial transparency. And we will continue to do so.



Stephen M. Weiner

CPAPs, like HealthWell Foundation, that are managed in compliance with the law, play a vital role in helping millions of underinsured Americans access and stay compliant with their treatments. The high standards we have established and our ability to meet and exceed those standards are what set us apart from other organizations. Anything other than exemplary behavior could jeopardize our program by diminishing the trust we have earned from our patients and our donors. We work diligently to ensure that never happens and take great pride in leading by example.

Year over year, the need for our services continues to grow. Without the support from HealthWell, thousands of patients would face the catastrophic decision of choosing between accessing, or continuing, critical medical treatments or refinancing their homes, tapping into their retirement funds, skipping medications, or even cutting back on daily necessities such as food.

While we are humbled that we can provide essential support to America's underinsured, we look forward to the day when the health care system in this country is transformed, when no one will ever need to make these difficult choices again. Until that time comes, we will continue to carry out our mission to provide a financial lifeline for the underinsured that enables them to access critical, even lifesaving, medical treatments they otherwise would not be able to afford.

On behalf of our board, thank you for your continued support of our mission and for trusting HealthWell to fulfill a critical, unmet need for underinsured Americans.

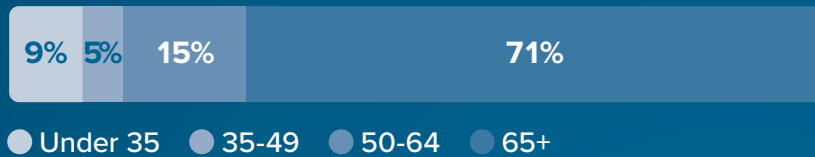
Warm wishes,

A handwritten signature in blue ink that reads "Stephen M. Weiner".

Stephen M. Weiner  
Board Chair

# Who We Assist

## Age Breakdown



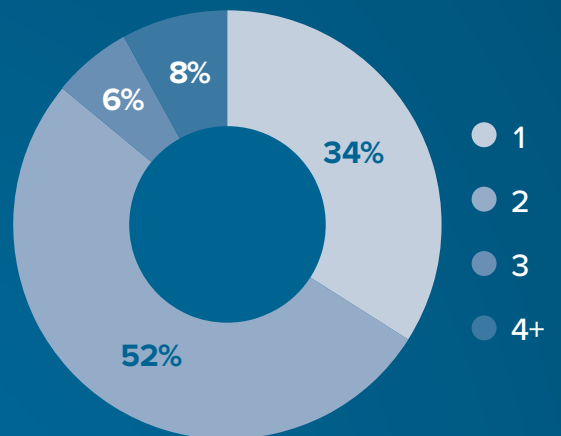
## Marital Status



## Gender



## Household Size Breakdown



## Household Income Breakdown

(\$31,000 Median Household Income)

**46%** of patients' household income is under \$30,000  
\$30,000 was 174% of the FPL for a household of 2

**64%** of patients' household income is under \$40,000  
\$40,000 was 232% of the FPL for a household of 2

**85%** of patients' household income is under \$60,000  
\$60,000 was 348% of the FPL for a household of 2

## Greatest Need

**85%** of patients need up to \$6,800;  
10% of patients need \$8,500+

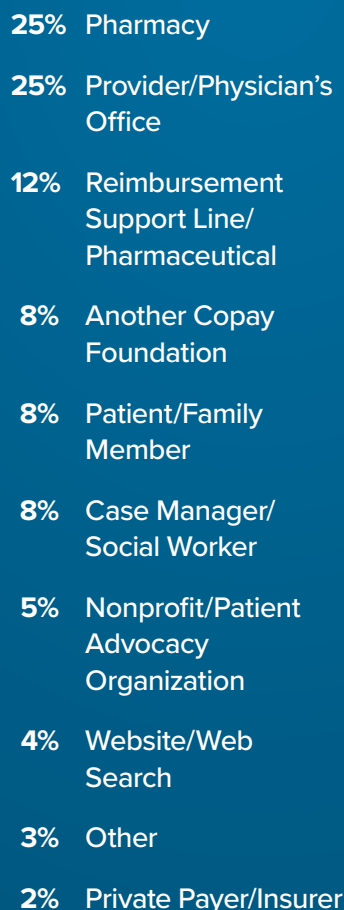
**\$3,011** Average grant amount in 2020

**2%** Proportion of assistance requests for premium support

## Top 10 States Assisted

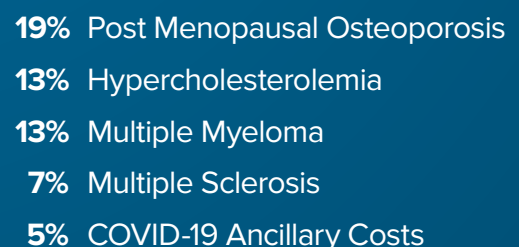


## Referral Sources



## Top Five Disease States

(by grant approval volume)





# Health Care During COVID-19

2020 was a year none of us will soon forget. The destructive impact of COVID-19 was felt across the country and around the world, killing millions, sickening tens of millions, and leaving everyone else in its tragic wake.

Even those who were spared from illness associated with the virus could not escape COVID's effects. As businesses closed, schools shuttered, travelling halted, and social gatherings ceased, Americans had to adopt new routines and face new realities.

For many, those new realities included overwhelming financial burdens brought on by job losses, furloughs, and exits from the workforce to take care of children and dependents whose schools and in-person social services were no longer available. Loss of employee-sponsored health insurance left many scrambling to afford needed health care.

For others, the new realities included emotional burdens associated with COVID. Fear, stress, and depression became constant companions for many, especially frontline workers in health care and other essential functions.

Still others had to cope with the pandemic while also living with another chronic illness, which often placed them at greater risk for COVID complications.

As hospitals and clinics nationwide closed their doors to all but the most gravely ill patients, those with illnesses like cancer, hepatitis C, multiple sclerosis, and other diseases couldn't wait for things to return to normal. They needed unfettered access to regular scans, testing, and treatment resources at a time when a visit to a provider's office was fraught with uncertainty and potential increased risk for exposure to the coronavirus.

Fortunately, evidence suggests that the short-lived decrease in doctor office visits for diagnostic and treatment services early in the pandemic quickly rebounded to more normal levels as providers adopted telehealth capabilities and re-tooled their offices to operate within safe social distancing guidelines.

Until 2020, most people were likely unaware of just how devastating a life-altering illness like cancer or COVID-19 can be. At HealthWell, we know. We know how hard it can be to afford needed medical treatments even during good times. We know that people are forced to make

hard decisions between treatments and paying their rent, mortgage, or utility bills; buying food; or saving for the future. Some are even forced to declare bankruptcy. Indeed, an estimated four in ten Americans would struggle to come up with \$400 to cover an emergency.

Throughout 2020, many people felt alone, sad, and without hope. But one thing we learned is that people care – they want to help those who are in need, they want to make a positive difference in someone's life. During times like the COVID-19 pandemic, HealthWell realizes just how fortunate we are to be able to continue making a difference in the lives of those so negatively impacted.

## Impact on the Chronically Ill

As COVID-19 took its toll on every aspect of our lives, the impact of the pandemic was overwhelming. For those living with chronic illnesses or mental health conditions, COVID-19 impeded access to critical care, causing both interruptions in treatment schedules and an inability to see a health care provider. Staggering statistics highlight the difficulties these patient communities endured during the pandemic.

People with cancer are three times more likely to get sick and die from COVID than the general population,<sup>1</sup> and some cancer patients, including those with hematologic malignancies and lung cancer, are even more likely to get COVID.

The first four months of the pandemic left 7.7 million workers and 6.9 million dependents without employee-sponsored insurance.

89%

of adults hospitalized in March 2020 had pre-existing medical conditions.<sup>2</sup>

By mid-2020, 48 percent of adults said they or someone in their household had postponed or skipped medical care due to the coronavirus outbreak. Eleven percent of adults said their or their family member's condition got worse as a result of postponing or skipping medical care due to coronavirus.<sup>3</sup>

Fifteen million adults reported that they or a family member have been denied care due to heavy patient volume brought on from the coronavirus outbreak.<sup>4</sup>

# 14% of US adults would avoid seeking health care for common COVID-19 symptoms due to cost.<sup>4</sup>

Early in the pandemic (April 2020), 14 percent of US adults reported they would avoid seeking health care for the two most common symptoms of COVID-19 (fever and dry cough) due to concerns about their ability to pay for it.<sup>4</sup>

Nearly two-thirds of community-based organizations providing viral hepatitis services have received inadequate or no funding to adapt services during COVID-19. The percentage of clinics offering hepatitis vaccinations and treatments dropped from 95 percent to 80 percent during the pandemic. More than half (52 percent) of community-based organizations had to furlough or lay off staff or reduce operations due to COVID-19. The percentage of community-based organizations offering hepatitis B/C screening dropped by nearly 60 percent.<sup>5</sup>

45%

**of US adults may have higher risk for COVID-19 complications because of chronic conditions.<sup>6</sup>**

More than 43 percent of working-age adults had inadequate health insurance when the COVID-19 pandemic hit. Thirty-five percent of adults reported at least one cost-related problem getting needed health care in 2020, including not filling a prescription; skipping a recommended test, treatment, or follow-up visit; not going to the doctor when sick; or not getting needed specialist care.<sup>7</sup>

One-third of adults were unable to get medical care unrelated to the coronavirus in March 2020. Twenty-four percent were unable to access prescription medications. By the end of June 2020, 4 in 10 adults reported delaying or avoiding medical care because of the pandemic. In June, 55 percent of adults living with multiple chronic conditions reported delays or avoidance of medical care attributable to the pandemic. Sixty-nine percent reported that COVID-19 has affected their ability to manage their chronic condition.<sup>8</sup>

1 in 5

**adults said their mental health was worse in 2020 than in 2019.<sup>9</sup>**

Outpatient pediatric visits dropped 24 percent in 2020. Pulmonology visits dropped 11 percent, as did otolaryngology visits.<sup>10</sup>

## COVID-19: Impact on Mental Health

More than 8 million adults aged 50 or older are affected by isolation. The health risks of prolonged isolation are equivalent to smoking 15 cigarettes a day.<sup>11</sup>

Just over 70 percent of those who screened at risk for moderate to severe anxiety or depression said they experienced loneliness, a figure that jumped to 78 percent among children ages 11-17. Children 11-17 also screened at higher rates for moderate to severe symptoms of depression and anxiety in general, and more frequent suicidal ideation, than other age groups.<sup>12</sup>

During the COVID-19 pandemic, the general population worldwide reported relatively high rates of symptoms of:<sup>13</sup>

- Anxiety (6.33% – 50.9%)
- Depression (14.6% – 48.3%)
- PTSD (7% – 53.8%)
- Psychological distress (34.4% – 38%)
- Stress (8% – 81.9%)

About 16 percent of adults in the general population have severe COVID Stress Syndrome (characterized by danger and contamination fears, socioeconomic concerns, xenophobia, traumatic stress, and compulsive checking and reassurance seeking<sup>14</sup>).

More than 50 percent of the population reported considerably elevated levels of distress specific to the pandemic.<sup>14</sup>

41%

**of college students reported symptoms of depression from the end of March through May 2020.<sup>15</sup>**

Sixty-three percent of parents said the pandemic made the 2019-2020 school year extremely stressful. Seventy-seven percent of parents of 8- to 12-year-olds said uncertainty about the 2020-2021 school year was causing them stress.<sup>9</sup>

COVID-19 was a blow to all of us, disproportionately impacting many already facing physical and mental health care challenges. HealthWell recognizes and seeks to address such scary realities before and during COVID-19 and will continue doing so after.

"The things you do for yourself are gone when you are gone, but the things you do for others remain as your legacy."

— Kalu Ndukwe Kalu

# Earning Your Trust and Support Through Compliance and Transparency

The COVID-19 public health crisis completely altered the definition of “normal.” In 2020, one thing remained unchanged — the critical need for our services. Through the continued trust and support of our individual and corporate donors, we were fortunate to have exceeded our 2019 revenue, with a record year of donations that, most importantly, allowed us to provide a record amount of financial assistance to a record number of patients.

We are humbled to report that in 2020 we received donations of more than \$545 million from our individual and corporate donors. As a result of their continued generosity and trust, we awarded over \$650 million in medication copayment and insurance premium assistance grants to close to 170,000 underinsured Americans.

We do not take this good fortune lightly. The trust and support we receive from our dedicated donors is one of our greatest and most humbling achievements. Even during a public health crisis, we were touched by the outpouring of donations we received. It is only as a result of this generosity that we are able to carry out our mission to reduce financial barriers to care for patients with chronic or life-altering diseases and are able to lead the way in assisting America’s underinsured. Thank you for trusting the HealthWell Foundation to fulfill a critical, unmet need for those who have nowhere else to turn.

We are proud that, since awarding our first grant in 2004 through the end of 2020, we have provided over \$2.1 billion in financial assistance to over 615,000 patients, 88 percent of whom are Medicare patients, who otherwise would have forgone critical medical treatments because they could not afford them. We are also pleased that we continued to maintain our operational efficiency by programming our grants with an overhead rate of less than 2.5% foundation-wide, while never having utilized any donor dollars to pay any administrative fees.

While we are thankful for the trust our donors have placed in us, we believe that it is also well-deserved. HealthWell has always prioritized the importance of operating in compliance with all guidance and requirements of federal regulations that govern charitable patient assistance programs (CPAPs). We work diligently to exceed these requirements in terms of compliance, efficiency, ethical behavior, and transparency in everything we do. These have always been, and will continue to be, the guiding principles under which we operate as an organization.

## **Leading the Way in Compliance, Efficiency, Ethics, and Transparency**

The way we define and manage our funds, develop and apply patient eligibility guidelines, maintain the anonymity of our donors and patients, and provide grant assistance continues to be a model for other CPAPs. By applying and adhering to these standards, we are able to focus on what is most important: helping patients access life-changing medical treatments.

The HealthWell Foundation, like other charitable patient assistance programs (CPAPs), is structured, governed, and operated in compliance with federal legal and regulatory requirements and is subject to oversight by the U.S. Department of Health and Human Services, Office of Inspector General (OIG) whose mission is to protect the integrity of federal health care programs.

The OIG has provided strict guidance for how CPAPs should be structured to avoid potential fraud and abuse. HealthWell is, like other CPAPs, funded in majority by donations from the pharmaceutical industry, and is required to operate independently from our donors. We continue to follow that guidance to the letter and have focused on maintaining compliance, independence, and transparency since our inception. Strict adherence to all regulatory guidelines is, and will continue to be, the cornerstone of our operations.

We have and will continue to operate within the parameters of our favorable OIG opinion and subsequent modifications to help ensure that patients follow their prescribing physician’s orders and access the best medical treatments for their conditions, regardless of manufacturer or cost.

We are proud to serve as an invaluable safety net for underinsured Americans, helping to give patients the financial ability to start or continue critical medical treatments. As long as there is a need for our services, we will remain steadfast in carrying out our mission.

To learn more about our OIG Opinions, financial reporting, program audit summaries, and compliance documentation, please visit us at: <https://www.healthwellfoundation.org/about/financials/>.



# Communications, External Relations, and Marketing

Throughout 2020, we continued to focus on engaging and strengthening relationships with our key stakeholders through strategic campaigns highlighting our programs, alliance development activities, provider and pharmacy outreach, our Real World Health Care blog, social media, and educating audiences about our robust portfolio of disease funds.

We highlighted insights and services for patients and their caregivers, sharing timely information from organizations making a positive impact on patient communities through our sponsored blog, Real World Health Care. Our 2020 series included interviews and commentary featuring leaders in the areas of amyotrophic lateral sclerosis (ALS), CAR T cell therapy, macular degeneration, and movement disorders. We were excited to work with a number of leading non-profit organizations including the ALS Therapy Development Institute, American Academy of Ophthalmology, American Macular Degeneration Foundation, Association of Community Cancer Centers, Cancer Support Community, Community Oncology Alliance, Huntington's Disease Society of America, Leukemia and Lymphoma Society, Michael J. Fox Foundation for Parkinson's Research, Mental Health America, Multiple Myeloma Research Foundation, and the Tourette Association of America. We would like to thank these amazing organizations for their valuable contributions to our blog.

We continued to assist patients through our core special initiative funds, including the HealthWell Pediatric Assistance Fund® and the Cancer-Related Behavioral Health Fund. Since launching the Pediatric Assistance Fund more than seven years ago, we have been honored to provide a financial lifeline to the families of more than 2,100 children living with chronic or life-altering conditions to help cover out-of-pocket costs for critical treatments in over 310 disease areas. In 2020, we assisted more than 860 children through this unique fund. In addition, we assisted patients through our groundbreaking HealthWell-sponsored Cancer-Related Behavioral Health Fund, which provides assistance for prescription drugs, counseling services, cognitive behavioral therapy, and transportation needed to manage cancer-related

behavioral health issues. Since launching the fund in 2019, we have provided financial assistance to close to 200 patients, including over 115 in 2020.

Communicating regularly with our provider and pharmacy networks to increase awareness of our programs, educate stakeholders about our online tools, and provide training is an integral component of our operations. We connected regularly with our network to provide training and portal demonstrations to ensure they have up-to-date information on our programs and available tools. In addition to routine outreach, in 2020, we were honored to partner with NeedyMeds to host a series of webinars to explain our application process, review documents and information required when applying for a HealthWell grant, and answer questions from our audience. We are proud to be working with NeedyMeds on this initiative and look forward to additional webinars regarding disease-specific funds, tools, and enhancements to our program in 2021. We also engaged with pharmacies through conferences, such as the National Association of Specialty Pharmacies (NASP), and awareness days, and we were honored to highlight American Pharmacists Month in October. During the month, we recognized pharmacists' contributions to health care and highlighted the vital role they play as members of the health care team and as valued providers of patient care services.

## Additional 2020 Highlights

- Spread our message nationally with dozens of alliance partners, resulting in more than 1 billion media impressions from placements in major news outlets, including Reuters, Yahoo! Finance, MarketWatch, and Washington Business Journal.
- Increased our social media presence across all platforms by growing our online audience to over 8,500 followers resulting in over 2,133,000 impressions, 38,000 engagements, and over 14,300 clicks.
- Our Real World Health Care blog welcomed 14,251 visitors in 2020.

**#29 on**  
**Forbes**  
100 Largest U.S.  
Charities for 2020



Recognized by  
Forbes as one of 12  
charities to achieve a  
**100%**  
fundraising  
efficiency rating

# New Funds, New People, New Technology

The COVID-19 pandemic and stay-at-home and social distancing mandates forced many organizations to implement new ways of conducting business in 2020. We were proud to have been able to quickly and seamlessly transition our contact center and corporate teams to operate remotely without interruption. In fact, we were able to provide a financial lifeline to a record number of patients in need in 2020.

We continued to stand by our commitment to make working with HealthWell as easy as possible for our stakeholders. We held firm on our promise that each grantee is able to access their grant up to the maximum grant amount or for the duration of their 12-month enrollment period, whichever comes first. Once a grant is awarded, grant dollars are set aside for that grantee. There are no exceptions.

We continued to identify, analyze, and implement state-of-the-art technology solutions to ensure timely and efficient execution of daily operations. Enhancements at the grants management and program levels enabled us to further simplify our processes for our stakeholders as well as our team.

In 2020, we launched or re-opened 25 funds, including new funds to provide copayment and/or premium assistance to patients living with adrenal insufficiency, B cell lymphoma, Cushing's disease, hyperoxaluria, prostate cancer, sickle cell disease, and small cell lung cancer. We also opened two HealthWell-sponsored COVID-19 relief funds to address the unmet needs of individuals impacted by the pandemic. Through these unique funds, we were proud to offer a financial lifeline to approximately 9,000 families in 2020.

- Our COVID-19 Ancillary Costs Fund assisted individuals who were at risk or had been quarantined due to COVID-19. Grants provided reimbursement assistance for delivered food and medication and transportation costs to manage COVID-19, while maintaining social distancing protocols. Eligible copayment and incidental costs associated with telehealth treatments and diagnostics related to COVID-19 were also covered under the fund.
- We launched a second COVID-19 fund, which provided premium assistance to workers who had been furloughed or laid off as a result of the COVID-19 crisis. We offered up to \$6,000 in financial assistance for three months following grant approval to eligible households, which had annual incomes up to 500 percent of the federal poverty level prior to being laid off or furloughed.

We enhanced our Patient Portal to make working with the Foundation even more convenient for our grant recipients. The enhanced portal allows patients to review current grant status, sign up for and receive fund alerts, upload documents, and check the status of payments from their phones, tablets, laptops, or PCs with ease.

As the need for our services continued to grow, we enriched our staff with the addition of Jeremy Abbundi, Manager, Provider & Pharmacy Relations; Rita Coleman, Special Initiatives Manager; Brian Katz, Manager, Development & Individual Giving; Chelsea Lingrel, Digital Strategist; Sarina Robbins, Development Support Manager; and Samuel Sappor, Data Analytics Manager, to our corporate team.

## HWF Direct, LLC

HWF Direct's mission is to provide unparalleled, compassionate customer service through our innovative cloud-based contact center solutions and empowered, dedicated staff. Our strength as a team sets us apart from other contact centers – by providing high-quality customer service and ensuring that our specialists take the time needed to resolve caller issues within the first contact.

We welcomed close to 60 new members to our team, which is comprised of 130 highly-trained, mission-driven professionals serving as the first line of communication for those who reach out to us for assistance.

Our performance standards, which focus on providing compassionate, responsive, and quality care to each and every caller, have been applauded by the patients, providers, and pharmacies we serve. During 2020, the team:

- Handled over 500,000 calls via interactive voice response and live agent interactions
- Had an inbound-call capture rate of more than 99 percent
- Received accolades through a customer service survey where more than 93 percent of those surveyed were likely or very likely to recommend HealthWell Foundation



*"Even before COVID-19, it was difficult getting my husband the medical care he needs. Kenneth battles pulmonary hypertension, COPD, and liver cancer. He's also had two heart attacks. We regularly have to drive nearly four hours to the University of Michigan for his appointments, and because Kenneth has numerous conditions, we have to coordinate with seven different doctors. And everything costs something.*

*When I was temporarily laid off from my job due to COVID-19, the worries got overwhelming. Kenneth's conditions put him at high risk of contracting the disease, and we had to limit the time he might be exposed. We needed a back-up plan. I thought to myself, 'What will we do if I can't afford gas? How can we afford to board the dogs while we are gone for his procedures? What about groceries?' Our entire life became uncertain.*

*Thanks to HealthWell's generous gift, my heart is less burdened with the 'what if?' and 'how can we?' and I can concentrate on caring for the person I love with my whole heart. What makes this gift truly special is that it comes from compassionate people pitching in what they can. That tells us people really are coming together to help out during these scary times; people really are looking out for us. We can't tell you how much that means in a time like this. We are going to be OK and we are so grateful!"*

**Christina & Kenneth M. (Kenneth – HealthWell Foundation COVID-19 Ancillary Costs grant recipient)**

Watervliet, MI





## Funds Open During 2020

In 2020, we served as a financial safety net to nearly 170,000 insured Americans to assist them in accessing critical, sometimes lifesaving, medical treatments. Through the following

disease funds, we were honored to award more than \$650 million of support to our fellow Americans who had nowhere else to turn:

|  |   |
|--|---|
| Acromegaly   | Hepatitis C   |
| Acute Myeloid Leukemia   | Homocystinuria  |
| Adrenal Insufficiency  | Huntington's Disease – Medicare Access  |
| Amyloidosis  | Hypercholesterolemia – Medicare Access  |
| Amyotrophic Lateral Sclerosis  | Hyperoxaluria   |
| ANCA-Associated Vasculitis, and Granulomatosis with Polyangiitis (formerly Wegeners) | Immunosuppressive Treatment for Solid Organ Transplant Recipients – Medicare Access |
| Asthma   | Lambert-Eaton Myasthenic Syndrome   |
| AutoImmune – Medicare Access   | Macular Degeneration (Wet and Dry)  |
| B-Cell Lymphoma – Medicare Access  | Mantle Cell Lymphoma  |
| Bladder and Urothelial Cancer – Medicare Access                                      | Melanoma – Medicare Access  |
| Bone Metastases – Medicare Access  | Migraine  |
| Breast Cancer – Medicare Access  | Movement Disorders – Medicare Access  |
| Cancer-Related Behavioral Health   | Multiple Myeloma – Medicare Access  |
| Chemotherapy Induced Neutropenia – Medicare Access                                   | Multiple Sclerosis – Medicare Access  |
| Chronic Heart Failure – Medicare Access  | Non-Small Cell Lung Cancer – Medicare Access  |
| Chronic Lymphocytic Leukemia   | Nontuberculous Mycobacterium – Medicare Access                                      |
| Chronic Myeloid Leukemia – Medicare Access   | Ovarian Cancer – Medicare Access  |
| Colorectal Carcinoma – Medicare Access   | Pediatric Assistance  |
| Congenital Sucrase-Isomaltase Deficiency   | Peyronie's Disease  |
| COVID-19 Ancillary Costs   | Porphyrias  |
| COVID-19 Insurance Premium Payment Assistance  | Post Menopausal Osteoporosis – Medicare Access                                      |
| Cushing's Disease  | Prostate Cancer – Medicare Access   |
| Cystic Fibrosis Treatments   | Pulmonary Fibrosis  |
| Cystic Fibrosis Vitamins and Supplements   | Renal Cell Carcinoma – Medicare Access  |
| Cytomegalovirus Disease – Prevention and Treatment                                   | Secondary Hyperparathyroidism   |
| Diabetic Foot Ulcers   | Sickle Cell Disease   |
| Dupuytren's Disease  | Small Cell Lung Cancer – Medicare Access  |
| Gastric Cancer – Medicare Access   | Systemic Lupus Erythematosus  |
| Giant Cell Arteritis or Temporal Arteritis – Medicare Access                         | Tardive Dyskinesia – Medicare Access  |
| Glioblastoma Multiforme/Anaplastic Astrocytoma                                       | Urea Cycle Disorders  |
| Gout – Medicare Access   | Urticaria   |
| Gout Travel Fund   | Wilms' Tumor  |
| Head and Neck Cancer – Medicare Access   |   |

*"If anyone had told me at the beginning of this year that I'd be writing this letter, I wouldn't have believed them.*

*It was in April when Bobby started experiencing some of the symptoms related to COVID-19. We called the doctor to try to get a test and were told to go to the emergency room. But with his high blood pressure and diabetes, Bobby was in one of the groups that was at the greatest risk and I didn't want to take any chances.*

*Because Bobby is a Vietnam War veteran, I thought there might be other options, so I started making calls. Certainly, they're not going to forget about the veterans, I thought. I cannot tell you how many places I contacted and received no response.*

*We never were able to get him tested. We had no choice but to make the right decisions for his health based only on the information we had. That meant he couldn't return to his job because it's not possible to social distance in the warehouse where he works. I also had to stop working to take care of him and reduce the risk of bringing the virus into our home.*

*It was during this very scary time when I saw an ad for the HealthWell Foundation that said they were providing assistance with health-related expenses to people who had been impacted by COVID-19. I immediately called.*

*It may sound strange, but after months of never reaching a real person everywhere else, I couldn't believe it when a HealthWell representative picked up the phone. She was so kind and understanding and Bobby was approved for a grant on the spot.*

*HealthWell has made it clear that they are happy to help. What's more, it has been inspiring to learn that HealthWell's emergency COVID-19 funds are supported entirely by HealthWell's individual and corporate donors.*

*The fact that you have donated your hard-earned money to make sure HealthWell would be there to help Bobby and me means the world to us. The grant didn't take all our worries away, but it gave us hope at a moment we needed it most."*

**Monique C. (Wife of Bobby – HealthWell COVID-19 Ancillary Costs Fund grant recipient)**

Titusville, Florida





# Strengthening Our Reach Within Patient Communities — Thanks to Our Dedicated Network of Alliance Partners

Identifying and connecting with organizations that help us spread the word about the life-changing, oftentimes lifesaving, work we do is a critical component in reaching disease-specific communities. Our dedicated network of alliance partners is a vital part of our total-patient-care strategy. Through these relationships, we are able to broadly spread

the word about our funds and the disease areas we support, cross refer patients, and share resources within specific disease communities, reaffirming our commitment to assisting patients in need.

In 2020, we continued to grow our network of partners by working with leading patient support organizations and advocacy groups who share our

vision to ensure that no patient goes without health care because they cannot afford it. We are honored to continue to work with more than 75 organizations, of which more than 30 actively refer patients to our funds and share information about our services, and we are excited to **welcome our newest alliance partners:**



*Thank you to all of our valued alliance partners for their assistance and continued support of our mission.*

*To learn more about these organizations and others who helped us spread the word about our life-changing programs, visit: [www.HealthWellFoundation.org/About/Our-Alliance-Partners](http://www.HealthWellFoundation.org/About/Our-Alliance-Partners).*

*"My dad was diagnosed with multiple myeloma in early 2019, but kept it hidden from his family. This past February, my mom, sister, and myself were made aware of his diagnosis and my sister started going to doctor appointments with him. In mid-March, we convinced him, after many different conversations, to try the treatment. The copay would be approximately \$2,700 for one two-week course and he would need six courses. He agreed because of the flexibility he had in choosing how aggressive it was, knowing that he might be able to withstand the financial burden because of a grant he received from the HealthWell Foundation, and because his family was there for him.*



*On March 25, my dad broke his sternum and several ribs just by standing up. His bones became so brittle from the myeloma — and on April 1, my dad was sent to a nursing home for physical therapy. This was during the time in which all nursing homes were on lockdown from COVID-19. No visitors in or out. There my dad stayed for 21 days deteriorating with no one there. My sister fought to have the medication delivered to her house so that he could start his treatment in the nursing home. That took 10 days and, finally, on April 10, he started his treatment for the myeloma.*



*Dad only finished one two-week round of the treatment. On April 21, my dad was released from the nursing home, only to die at home nine days later, on April 30. He was only 69 years old.*

*Now, we all know what multiple myeloma is capable of. It slowly turns your bones to swiss cheese and, without treatment, you will start to fracture and break bones doing the simplest of things. This disease is also extremely painful and cruel. I wish someone told my dad these things back in 2019. Maybe he'd still be here.*



*The grant that my dad received could have saved his life. Because of this, my sister and I donated back to HealthWell in hopes that it saves someone else's father. I miss him every day."*

**Nicole (Daughter of James M. — HealthWell Multiple Myeloma Fund grant recipient)**

Stillwater, MN

# Changing Lives With Your Support

2020 was a year that many of us will never forget. During these trying times, we were humbled by the outpouring of support we received from our dedicated individual and corporate donors. As a result of their selfless generosity, we were able to assist a record number of patients through our programs in 2020. While the COVID-19 pandemic continued to grip our nation and the world, the critical need for our services became even more apparent. We were honored to have increased our individual donors to more than 40,000 — over 14,000 giving selflessly in 2020 — and to have diversified and broadened our corporate donor base. Through their dedication to our mission, we were able to assist families like Kenneth and Christina, and Bobby and Monique with COVID-19 ancillary costs, and patients like Nicole's father James, and Jim,

who needed assistance with critical medical treatments.

Without the dedication of our donors, we would not be able to continue our life-changing, sometimes lifesaving, work. Your donation helps us say “Yes, we can help you” to patients who would otherwise forgo critical medical treatments due to cost. Through generous contributions from donors, like you, we are able to change the lives of tens of thousands of underinsured Americans every year. Your tax-deductible contribution to HealthWell is put to work immediately to make a life-changing difference to people in urgent need of assistance. Also, 99 percent of every dollar donated to HealthWell goes directly to patient grants and services! There are a variety of ways you can help us carry out our life-changing work.

## Tribute or Memorial Donation

Consider a tribute or memorial gift to honor a loved one. Many people choose to commemorate occasions by contributing to an organization that is close to their hearts.



## Donor-Advised Funds

Help thousands of patients afford the medications and essential treatments they need with your donor-advised fund (DAF). If you have a DAF with Fidelity Charitable, Schwab Charitable, or BNY Mellon, consider a gift to the HealthWell Foundation using our [DAF Direct Tool](#).



## Create a Fundraiser on Facebook

You can easily create a fundraiser for HealthWell by visiting our Facebook page. Our team is here to provide support to get your fundraiser up and running. If you have any questions about getting started, send us a message on our page and we will be in touch soon.



## Workplace Giving

Employees can support the HealthWell Foundation by naming the Foundation as a recipient of a workplace campaign contribution. Many employers will match personal gifts made by their employees, sometimes even tripling an employee's personal donation. Such programs may be open to spouses of employees, retirees, and spouses of retirees. Contact your Human Resources Department to find out whether your company offers a workplace giving or matching gifts program.



Did you know that many employers allow you to donate to non-profit organizations through a payroll deduction? If you are interested, ask your accounting representative about this option, and consider adding the HealthWell Foundation to your payroll deduction.

## Shop for Our Cause

Did you know that you can support HealthWell every time you shop on Amazon? Amazon will donate 0.5 percent of the price of your eligible purchases to the HealthWell Foundation when you shop at AmazonSmile.



## Fundraise

Dedicate your birthday or another special occasion to the HealthWell Foundation and invite your friends and family to donate in your honor.



## Planned Giving

You can make an extraordinary difference in the lives of others by making a planned gift to the HealthWell Foundation. Remembering the HealthWell Foundation in your will or trust is one of the most meaningful gifts you can offer to those who struggle with chronic illnesses and need the financial support for their lifesaving medications when their health insurance simply is not enough. For more information on how to add a charitable component to your estate plans, please contact Brian Katz, Manager, Development and Individual Giving at (240) 257-5159.



## Other Ways To Give

Stock donation: A gift of appreciated stock and mutual funds to HealthWell can offer tax advantages. Consult your financial planner or tax advisor to determine whether it is worth considering. To make a stock donation to HealthWell, either you or your financial advisor can contact Brian Katz, Manager, Development and Individual Giving at (240) 257-5159 or via email at [Brian.Katz@HealthWellFoundation.org](mailto:Brian.Katz@HealthWellFoundation.org).



To learn more about these options and other ways you can support our life-changing work, visit us at <https://www.healthwellfoundation.org/donors/individual-donors/>

## Connect With Us on Social Media



— “Like” us at [Facebook.com/healthwellfoundation](https://www.facebook.com/healthwellfoundation)



— Follow us on Twitter [@HealthWellOrg](https://twitter.com/HealthWellOrg)



— Follow us at [Instagram.com/healthwellfoundation/](https://www.instagram.com/healthwellfoundation/)



— Follow us at [Linkedin.com/company/healthwell-foundation](https://www.linkedin.com/company/healthwell-foundation)

## Keep Making a Difference



— Give online: [www.HealthWellFoundation.org/donate](https://www.HealthWellFoundation.org/donate)



— Mail your check payable to the **HealthWell Foundation** at  
**20440 Century Boulevard, Suite 250, Germantown, MD 20874**



— Call us: Development and Individual Giving **(240) 257-5159**



— Email us: [Brian.Katz@HealthWellFoundation.org](mailto:Brian.Katz@HealthWellFoundation.org)



*"I want to thank you for providing me with a grant. Asking for help has never been easy for me. But, today, I'm a 59-year-old retired firefighter with emphysema, hypercholesterolemia, symptoms of dementia, and multiple other health issues who has had to accept that I can't do this alone.*

*My Daddy used to say 'When you have your health, you have everything,' and I now know how right he was. I'll never forget the day I nearly died in June 2009. I was coming across the parking lot to the fire station when my chest began to feel tight. By the time I got in the building, I was wheezing so hard I had to find a seat. The chief called for a medic and I was rushed to the hospital. That was my last day as a firefighter and the start of my health heading south. I spent that next week in the ICU and have been back in the ICU over 200 times since.*

*As a firefighter, I had pulled families from burning houses, extricated victims from car wrecks, and had to tell parents that their child didn't make it. Sadly, I've seen how things could turn upside down for people in the blink of an eye. But, when it happened to me, I had a really hard time accepting it.*

*My pride got to me and I didn't tell anyone what was going on even as it became financially devastating. I lost my house – I lost everything. The more I fought it, the worse it got. I had to make choices between eating and paying my insurance premium. For three and a half years, I had no income and leaned on my children, my church, and two dear friends.*

*I know now that there are people out there willing to help. That's how I found the HealthWell Foundation. When I was diagnosed with hypercholesterolemia – an abnormal buildup of plaque that restricts blood flow to my heart – my doctor suggested I call to see if I could get financial assistance so I could afford my medication. Mary, the woman who answered the phone the day I called, was so kind and patient. She broke everything down for me to make sure I understood. I was so happy when you all said 'Yes.'*

*I am so grateful to those who support HealthWell and to the caring staff, like Mary. This old firefighter thanks you for all you're doing to help people like me."*

**Jim P. (HealthWell Hypercholesterolemia Fund grant recipient)**

Newport News, Virginia



# Statement of Financial Position

AS OF DECEMBER 31, 2020

## Assets

|                                      |                |
|--------------------------------------|----------------|
| Cash and Cash Equivalents            | \$ 141,745,676 |
| Investments                          | 391,847,684    |
| Interest Receivable and Other Assets | 452,697        |
| Pledges Receivable                   | 70,378,438     |
| Property and Equipment, net          | 488,837        |

**Total Assets \$604,913,332**

## Liabilities and Net Assets

### Liabilities

|   |               |
|---|---------------|
| Accounts Payable and Accrued Expenses     | \$ 15,320,049 |
| Copayments and Premium Assistance Payable | 6,082,699     |
| Loans Payable                             | 1,198,512     |
| Deferred Rent                             | 192,876       |

**Total Liabilities \$ 22,794,136**

### Net Assets

|                        |               |
|------------------------|---------------|
| Unrestricted           | \$ 52,046,936 |
| Temporarily Restricted | 530,072,260   |

**Total Net Assets \$ 582,119,196**

**TOTAL LIABILITIES & NET ASSETS \$604,913,332**

# Revenue and Expense Summary

2020 REVENUE & EXPENSES

## Expense Ratios

|                             |        |
|-----------------------------|--------|
| Patient Grants and Services | 99.24% |
| Management                  | 0.38%  |
| Fundraising                 | 0.21%  |
| Education and Outreach      | 0.17%  |

## Revenue

|                            |                |
|----------------------------|----------------|
| Donations and Other Income | \$ 546,256,983 |
| Investment Income          | \$ 32,087,870  |

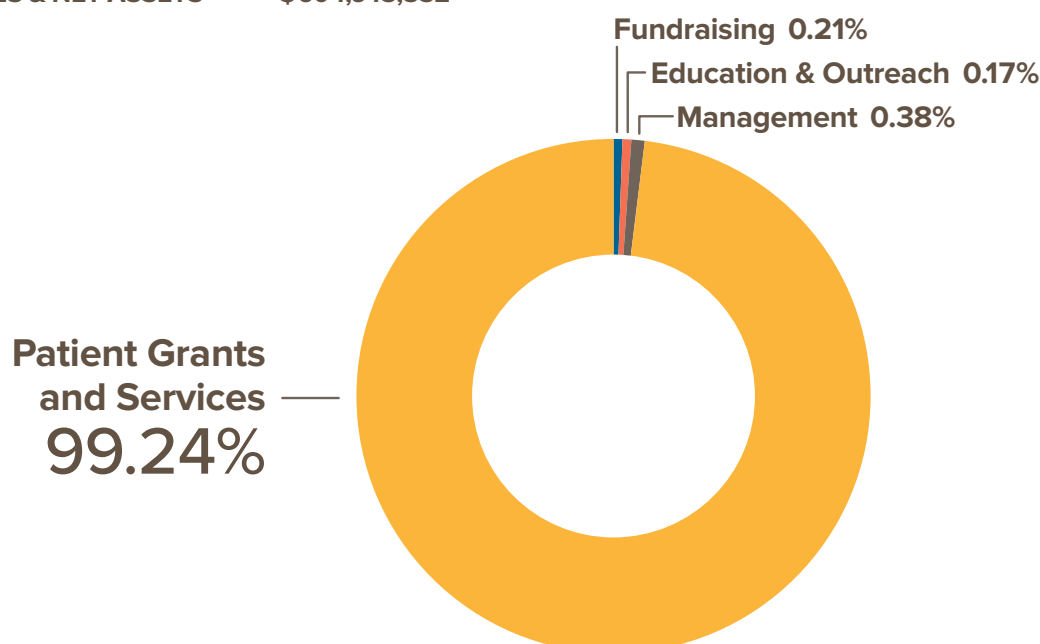
**Total Revenue \$578,344,853**

## Expenses

|                             |                |
|-----------------------------|----------------|
| Patient Grants and Services | \$ 448,483,554 |
| Management                  | \$ 1,726,199   |
| Fundraising                 | \$ 948,149     |
| Education and Outreach      | \$ 778,401     |

**Total Expenses \$451,936,303**

## 2020 Expenses





# Board of Directors

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Mintz, Levin, Cohn, Ferris, Glovsky and Popeo PC

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Clinical Professor of Medicine - Volunteer  
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Director, Patient Empowerment and Decision Making  
Department  
Fox Chase Cancer Center/Temple University  
Health System

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Manager, Development & Individual  
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Manager, Provider & Pharmacy  
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Senior Operations Manager

## **Cesar Martinez**

Operations Implementation Manager

## **Rita Coleman**

Special Initiatives Manager

## **Samuel Sappor**

Data Analytics Manager

## **Chelsea Lingrel**

Digital Strategist

## **Albert Mejia**

Junior Accountant

## **Sabrina Howard**

Office Assistant

# Scientific and Ethics Advisor

## **Jeffrey Peppercorn, MD, MPH**

Director

Massachusetts General Hospital Supportive Care and Survivorship Program  
Associate Professor of Medicine, Harvard Medical School

<sup>1</sup> Dr. Randall Oyer, MD, Medical Director, Oncology Program, Penn Medicine Lancaster General Health

<sup>2</sup> <https://www.commonwealthfund.org/publications/issue-briefs/2020/sep/covid-19-affordability-coverage-care-medicare-beneficiaries>

<sup>3</sup> <https://www.kff.org/report-section/kff-health-tracking-poll-may-2020-health-and-economic-impacts/>

<sup>4</sup> <https://news.gallup.com/poll/309224/avoid-care-likely-covid-due-cost.aspx>

<sup>5</sup> <https://hepvu.org/wp-content/uploads/2021/02/State-of-Viral-Hep-in-COVID-Feb.-2021-Final-1.pdf>

<sup>6</sup> [https://wwwnc.cdc.gov/eid/article/26/8/20-0679\\_article](https://wwwnc.cdc.gov/eid/article/26/8/20-0679_article)

<sup>7</sup> <https://www.commonwealthfund.org/publications/issue-briefs/2020/aug/looming-crisis-health-coverage-2020-biennial>

<sup>8</sup> <https://www.commonwealthfund.org/publications/issue-briefs/2021/mar/managing-medicare-beneficiaries-chronic-conditions-covid#4>

<sup>9</sup> <https://www.apa.org/news/press/releases/stress/2020/sia-mental-health-crisis.pdf>

<sup>10</sup> <https://www.commonwealthfund.org/publications/2021/mar/while-sick-visits-pediatric-practices-decline-mental-health-visits-rise>

<sup>11</sup> <https://connect2affect.org/about-isolation/> (not COVID specific)

<sup>12</sup> Mental Health America screening data: April-December 2020

<sup>13</sup> <https://www.sciencedirect.com/science/article/abs/pii/S0165032720325891?via%3Dihub>

<sup>14</sup> <https://adaa.org/learn-from-us/from-the-experts/blog-posts/consumer/covid-stress-syndrome-5-ways-pandemic-affecting>

<sup>15</sup> [https://adaa.org/sites/default/files/2020-08/Coronavirus\\_Turmoil\\_Raises\\_Depression\\_Risks\\_in\\_Young\\_Adults\\_-\\_WSJ\\_0.pdf](https://adaa.org/sites/default/files/2020-08/Coronavirus_Turmoil_Raises_Depression_Risks_in_Young_Adults_-_WSJ_0.pdf)



# HEALTHWELL FOUNDATION®

HealthWell Foundation  
20440 Century Boulevard  
Suite 250  
Germantown, MD 20874

[www.HealthWellFoundation.org](http://www.HealthWellFoundation.org)

Addressing a critical need, the HealthWell Foundation is an independent 501(c)(3) charitable organization dedicated to reducing financial barriers to care for underinsured Americans with chronic and life-altering medical conditions. HealthWell is a financial lifeline for adults and children who desperately need critical medical treatments but can't afford them. We help patients pay their share of prescription copayments, deductibles, health insurance premiums, and other ancillary costs. By reducing their financial stress, the people we serve can focus on what's most important: their health.



**PHONE: (240) 632-5300**



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