



2022 Year In Review



Putting Patients First in All We Do



HEALTHWELL
FOUNDATION®

When health insurance is not enough.®

2022 Year In Review: Integrity, Innovation, Impact – Putting Patients First in All We Do



When health insurance is not enough.®

2022 was a year of hope and optimism for many. Hope that the COVID-19 pandemic was finally in the rearview mirror and optimism that vaccines, boosters, and oral antiviral medications would keep it that way. While the pandemic had a dynamic impact on all of us, for those living with a chronic or life-altering illness, the impact was all too often devastating. Rising inflation, job loss, and the financial burden of accessing medication they desperately needed to manage their conditions were insurmountable obstacles for millions of America's underinsured. We were honored to be able to remove some of those obstacles for the tens of thousands of patients who reached out to us for assistance in 2022. We did not do this alone. It was only through the continued trust and support of our dedicated individual and corporate donors that we were able to say, "Yes, we can help you," to those who had nowhere else to turn. That trust and generous support allowed us to provide access to life-changing, sometimes lifesaving, medications to patients who were faced with the harsh reality that their health insurance simply wasn't enough. Thank you to our individual and corporate donors for allowing the HealthWell Foundation to carry out its mission to ensure that those living with a chronic or life-altering condition have access to critical medical treatments they otherwise would not be able to afford.

In 2022, we were humbled to receive a record amount of individual and corporate contributions, totaling more than \$678 million*. As a result of this generous support, we awarded over \$896 million in medication copayment and insurance premium assistance through more than 183,500 grants to over 169,000 underinsured patients. HealthWell was able to do this while continuing to achieve industry-leading operational efficiency via an average operational overhead rate of 2.81%, while never using any donor dollars to pay administrative costs.

As we have done since our inception in 2003, we continued to maintain the highest ethical standards as the cornerstone of our operations. HealthWell has worked rigorously to become the highly rated, trustworthy, efficient, and transparent charitable patient assistance program that it is today. Ensuring that the Foundation operates in full compliance, transparency and with the highest ethical standards has positioned the HealthWell Foundation as an industry leader. Year-over-year, our transparency and efficiency have continued to receive external recognition and in 2022, we were honored to:

- Rank 34th on *Forbes'* 2022 list of [The 100 Largest U.S. Charities](#).
- Be recognized by *Forbes* as one of only 11 charities nationwide to achieve a 100 percent fundraising efficiency rating.
- Score 100 out of 100 on Charity Navigator's Encompass Rating System.
- Be awarded the 2022 [GuideStar Platinum Seal of Transparency](#).
- Rank as a 2022 Top-Rated Charity by [GreatNonProfits](#).
- Rank 42nd on the [NonProfit Times](#) 2022 Top 100.

Funds Open In 2022

- Acromegaly
- Acute Myeloid Leukemia
- Alagille Syndrome Vitamins and Supplements
- Amyloidosis
- Amyotrophic Lateral Sclerosis
- ANCA-Associated Vasculitis, and Granulomatosis with Polyangiitis (formerly Wegeners)
- B-Cell Lymphoma – Medicare Access
- Bladder and Urothelial Cancer – Medicare Access
- Bone Metastases – Medicare Access
- Breast Cancer – Medicare Access
- Cancer-Related Behavioral Health
- Cardiomyopathy – Medicare Access
- Chronic Heart Failure – Medicare Access
- Chronic Lymphocytic Leukemia
- Chronic Myeloid Leukemia – Medicare Access
- Colorectal Carcinoma – Medicare Access
- Congenital Sucrase-Isomaltase Deficiency
- COVID-19 Frontline Health Care Workers Behavioral Health
- Cushing's Disease
- Cystic Fibrosis Treatments
- Cystic Fibrosis Vitamins and Supplements
- Dupuytren's Disease
- Gastric Cancer – Medicare Access
- Giant Cell Arteritis or Temporal Arteritis – Medicare Access
- Gout - Medicare Access
- Gout Travel Fund
- Head and Neck Cancer – Medicare Access
- Hepatitis C
- Homocystinuria and Organic Acidemias
- Hypercholesterolemia – Medicare Access
- Hyperoxaluria
- Lambert-Eaton Myasthenic Syndrome
- Mantle Cell Lymphoma
- Melanoma – Medicare Access
- Multiple Myeloma – Medicare Access
- Multiple Sclerosis – Medicare Access
- Myelodysplastic Syndromes – Medicare Access
- Neurocognitive Disease with Psychosis – Medicare Access
- Non-Small Cell Lung Cancer – Medicare Access
- Nontuberculous Mycobacterium – Medicare Access
- Ovarian Cancer – Medicare Access
- Pancreatic Cancer – Medicare Access
- Pediatric Assistance
- Peyronie's Disease
- Porphyrias
- Post Menopausal Osteoporosis – Medicare Access
- Prostate Cancer – Medicare Access
- Pulmonary Fibrosis
- Pulmonary Hypertension – Medicare Access
- Renal Cell Carcinoma – Medicare Access
- Sickle Cell Disease
- Small Cell Lung Cancer – Medicare Access
- Systemic Lupus Erythematosus
- Tardive Dyskinesia – Medicare Access
- Urea Cycle Disorders
- Urticaria
- Waldenstrom Macroglobulinemia
- Wilms' Tumor



In 2022, We Were Proud to Have:

- Launched or re-opened 16 funds, including new funds to assist patients living with Alagille Syndrome to assist with vitamins and supplements, B-Cell Lymphoma, Cardiomyopathy, and Waldenstrom Macroglobulinemia.
- Enhanced our patient, provider, and pharmacy portals to further simplify the user experience. New features include a message center to help users stay current on process and portal enhancements, document upload from any device, and more!
- Enhanced our travel assistance funds with the addition of transportation services through our partnership with Ride Health. Grant recipients can request transportation to and from medical appointments as related to their travel grant – with the transportation cost being paid directly from their grant.
- Provided financial assistance to the families of over 1,800 children living with chronic or life-altering conditions through our HealthWell Pediatric Assistance Fund®.
- Assisted more than 150 oncology patients seeking behavioral health services through our Cancer-Related Behavioral Health Fund.
- Continued to operate close to 60 funds in a variety of disease areas, including multiple funds in oncology, and our special initiative funds in behavioral health and pediatrics.
- Diversified and grew our individual donor base to almost 72,000 donors with more than 17,300 giving in 2022, resulting in a record high year-end public charity percentage.
- Increased our social media presence across all platforms by growing our online audience to over 11,00 followers, resulting in over 2,826,000 impressions, over 95,000 engagements and over 15,000 clicks.
- Increased our Real World Health Care blog following to 29,419 users, resulting in 37,084 page views in 2022.
- Spread our message nationally with dozens of alliance partners, resulting in over 1.6 billion media impressions from placements in major news outlets, including Yahoo! Finance, Seeking Alpha, MarketWatch, *Reuters*, and *Washington Business Journal*.
- Enhanced our staff with the addition of 8 new members to our corporate team.

Ethics and Integrity – How We Operate as a Foundation and as Individuals

Since our inception, HealthWell has prioritized the importance of operating in compliance with all guidance and requirements of federal regulations that govern charitable patient assistance programs (CPAPs). We are 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, and which provides strict guidance for how CPAPs should be structured to maintain compliance. HealthWell has always strived to meet, and exceed, the requirements of all applicable laws and regulatory requirements in everything we do; it is the guiding principle under which we operate as a Foundation and under which our Board and staff operate as individuals. If we fail to adhere rigorously to that guidance and those requirements, we will fail in our mission to support patients in need. Compliance is key to our ability to succeed in our mission. HealthWell's operations are based on the highest standards of ethics and integrity, standards we believe set us apart from many other CPAPs and are critical to maintaining the continued trust and support of our dedicated individual and corporate donors. Like other independent CPAPs, the HealthWell Foundation receives the majority of its donations from the pharmaceutical industry and is required to operate independently from our corporate donors. To learn more about HealthWell's OIG Opinions, financial reporting, and program audit summaries, visit: <https://www.healthwellfoundation.org/about/financials>. To learn more about HealthWell's commitment to compliance, visit: <https://www.healthwellfoundation.org/about/compliance>.



HWF Direct: People, Patients, Performance

– Putting Patients First in All We Do



Our dedicated contact center, HWF Direct, LLC, was established with the mission to provide exemplary customer service to the tens of thousands of patients who reach out to us every year for assistance. Since 2018, we have continued to set new records year-over-year by implementing innovative programs to further streamline the grants process, state-of-the-art performance metrics, staff development and engagement, and employee empowerment. These are the guiding principles that enable us to grow our programs and bolster professional growth as individuals and as a team. At HWF Direct, our number one priority is to provide the highest quality customer service, ensuring that our specialists take the time needed to resolve caller issues within the first contact. Our focus is on providing a compassionate, compliant, and completely satisfactory experience for those we serve.

In 2022, we were honored to welcome 17 new members to our team which now consists of close to 150 professionals ready to assist the more than 37,000 patients, caregivers, providers, and pharmacies who reach out to us each month for assistance.

Our key performance metrics focus on providing compassionate, responsive, and quality care to each and every caller. Our high performance standards continue to be recognized by those we serve. In 2022, the team was proud to have:

- **Handled: 466,010 calls through our hotline while maintaining a call capture rate of 99%.**
- Maintained a 99% staff retention rate.
- Implemented an awards and recognition program for the staff and enhanced our performance management system for all employees.
- Grew our staff through internal promotions of 35 team members and welcomed 17 new hires.
- Created: 184,708 grants via hotline, online applications, and portal.
- Handled:
 - 121,012 documents submitted through our portals — 67% of our total volume.
 - 43,749 documents faxed to us — 24% of our total volume.
 - 15,218 documents received through mail — 9% of our total volume.
- Responded to:
 - 112,983 copay reimbursement/payment requests with an average processing time of six business days.
 - 18,010 premium reimbursement/payment requests with an average processing time of three business days.
 - 34,677 email questions/requests with a same day average response time.

Thank you, again, to our individual and corporate donors for allowing the HealthWell Foundation to carry out its mission and meet the needs of our patients in so many ways.



More than **37,000** callers assisted each month



Actively managed over **148,100** grants



Average monthly calls handled by IVR: **16,341**



Calls into hotline: **466,010**



Calls handled by specialists: **249,857**



Average inbound call capture rate: **99%**



Average call **8:32** minutes



We pride ourselves on high-quality customer service and ensuring that our specialists take the time needed to resolve caller issues within the first contact.

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