



"...I could not afford this medication without this assistance."

— CHERYL J.



"When we heard the yearly cost of the drug, we were stunned!"

— LOU K.



"Would we have to sell our home to pay for medication?"

— LAUREN B.



HEALTHWELL
FOUNDATION®



2025 Year In Review

Helping Patients Access the Treatments They Need



"Due to its high cost, we could not obtain the medication."

— TOMÁS R.



"I had no idea how I was going to pay for the only medication out there."

— TRACY B.



"We were forced to make sacrifices to cover the cost of our prescriptions."

— ZACHARY D.

2025 Year In Review: Medication or Food – No One Should Have to Choose



2025 was a year of transition for the HealthWell Foundation and for others in the charitable patient assistance program (CPAP) space. Uncertainty in the health care landscape – the result of changes to Medicare drug pricing policies and expiration of COVID-era subsidies for Affordable Care Act (ACA) marketplace insurance premiums – prompted insecurity among the patients we serve and changes in strategy among donors planning their philanthropic investments.

Amid this change and uncertainty, HealthWell remained solidly committed to the mission we have held dear since awarding our first grant in 2004: to reduce financial barriers to care for underinsured patients with chronic or life-altering diseases. Assisting patients is, and will always be, our number one priority.

HealthWell launched or reopened 15 funds in 2025. We sought to support underinsured individuals hit hardest by spiking ACA insurance premiums by launching a fund to help cover premium costs for ACA marketplace plans. We conducted a successful GivingTuesday campaign that exceeded its goal by more than \$85,000*. And we were honored to rank #17 on the *Forbes*' 2025 List of America's Top 100 Charities. Additional milestones and accomplishments are highlighted in this Year In Review and will be detailed further in our Annual Report.

Throughout 2025, we continued to hear from patients we serve that the high cost of health care can force them to make tough decisions between paying for care and paying for necessities like food, rent, and utilities – the costs of which also increased in 2025. We stood (and continue to stand) ready to help those who are struggling. **Since awarding our first grant in 2004, we have provided more than \$5.2 billion* in financial support to over 1.3* million underinsured patients through more than 2.2* million grants.**

In 2025, the generosity of our individual and corporate donors resulted in approximately \$530 million* in financial support, which allowed us to award over \$1.1 billion* in medication copayment and insurance premium assistance through more than 440,000* grants to over 420,000* underinsured patients. We did this while maintaining an industry-leading operational efficiency of approximately 4.1* percent average operational overhead and never using any donor dollars to pay administrative costs.

Thank you to all who helped us continue to ensure that those living with chronic or life-altering illnesses have access to critical medical treatments they otherwise would not be able to afford.

59 Funds Open In 2025

- ACA Marketplace Insurance Premium Assistance
- 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
- Blepharitis
- Breast Cancer – Medicare Access
- Bronchiectasis
- Cancer Home Care Services
- Cancer-Related Behavioral Health
- Cardiomyopathy – Medicare Access
- Chronic Lymphocytic Leukemia
- Chronic Obstructive Pulmonary Disease – Medicare Access
- Colorectal Carcinoma – Medicare Access
- Congenital Sucrase-Isomaltase Deficiency
- Cushing's Disease or Cushing's Syndrome
- Cystic Fibrosis Treatments
- Cystic Fibrosis Vitamins and Supplements
- Cytomegalovirus Disease - Prevention and Treatment
- Dupuytren's Disease
- Emergency/Medical Workers Behavioral Health Fund
- General Travel Fund
- Giant Cell Arteritis or Temporal Arteritis – Medicare Access
- Gout Travel Fund
- Hepatitis C
- Hypercholesterolemia – Medicare Access
- Hyperoxaluria
- IgA Nephropathy
- Inborn Metabolic or Genetic Bile Acid Deficiency Vitamins and Supplements
- Macular Degeneration (Wet and Dry)
- Mantle Cell Lymphoma
- Metabolic Dysfunction-Associated Steatohepatitis
- Multiple Myeloma – Medicare Access
- Multiple Sclerosis – Medicare Access
- Myelodysplastic Syndromes – Medicare Access
- Neurocognitive Disease with Psychosis – Medicare Access
- Neuroendocrine Tumors
- Non-Small Cell Lung Cancer – Medicare Access
- Nontuberculous Mycobacterium – Medicare Access
- Oncology Caregiver Behavioral Health Fund
- Ovarian Cancer – Medicare Access
- Pancreatic Cancer – Medicare Access
- Parkinson's Disease – Medicare Access
- Pediatric Assistance
- Peyronie's Disease
- Porphyrias
- Prostate Cancer – Medicare Access
- Pulmonary Fibrosis
- Pulmonary Hypertension – Medicare Access
- Renal Cell Carcinoma – Medicare Access
- Schizophrenia – Medicare Access
- Small Cell Lung Cancer – Medicare Access
- Systemic Sclerosis with Interstitial Lung Disease
- Tardive Dyskinesia – Medicare Access
- Urticaria
- Waldenstrom Macroglobulinemia



In 2025, We Were Proud to:

- Launch or reopen 15 funds, including funds to assist people living with Neuroendocrine Tumors, Parkinson’s disease, and Bronchiectasis.
- Launch a fund to assist Americans with insurance premium costs for ACA marketplace plans.
- Operate 59 funds in multiple disease areas, including multiple funds in oncology and our Pediatric Assistance Fund.
- Rank #17 on *Forbes’* 2025 list of America’s Top 100 Charities and be recognized as one of only eight charities nationwide to achieve a 100 percent fundraising efficiency rating.
- Grow our individual donor base by 11 percent*, to over 89,000 people*, helping us garner \$4.1 million* in support.
- Conduct a record-breaking GivingTuesday campaign that resulted in \$185,000 in individual contributions from over 1,000 donors.
- Successfully launch our first TV ad campaign to increase awareness about our programs and services in Florida, with over 1.3 million spots airing over 10,796 hours and reaching more than 322,000 households.
- Participate in 17 health care conferences and events, including the Healthcare Advocate Summit, where we served as Presenting Sponsor and moderated several panel discussions, and Asembia’s AXS25 Summit, where we also served on a well-attended panel discussion.
- Increase readership of our *Real World Health Care* blog to over 38,000 and engage with 13 new content partners.
- Spread our message nationally through major news outlets, resulting in over 1.2 billion media impressions from placements in Yahoo! Finance, Seeking Alpha, and MarketWatch.
- Enhance our social media presence across all platforms, resulting in over 20,000 followers, over 15,828,000 impressions, more than 143,000 engagements, and over 81,000 clicks.
- Introduce a Medication or Diagnosis/Code Look Up Tool that quickly determines if a patient’s specific disease and treatment are covered under one of our funds.
- Expand our reach and raise awareness among patient communities about available disease funds and financial assistance through our network of more than 95 non-profit alliance partners.
- See our valued employees donate 234 hours of volunteer time to support 14 local events and organizations that align with our mission.

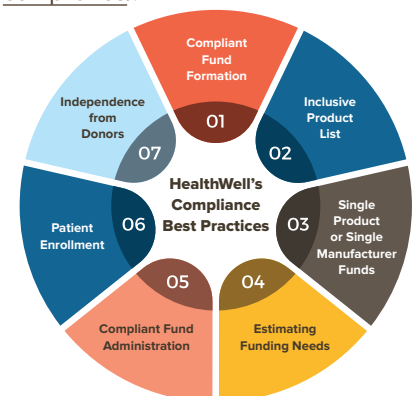
Our Commitment to Compliance

Since our inception, HealthWell has operated our programs in full compliance with federal laws, regulations, and guidance governing the copayment assistance industry. We follow the highest ethical standards, which put patients first over everything else.

We fully support the oversight that we (and other charitable patient assistance programs) receive from 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. Most notably, we operate independently of our corporate donors, reinforcing our commitment to integrity.

Our commitment to meeting and exceeding all applicable laws and regulatory requirements is our guiding principle and one shared by our Board and staff. We know that maintaining the trust of our individual and corporate donors is crucial to our operations, and we are understandably proud of our accomplishments.

For more information about our 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 our Compliance page: <https://www.healthwellfoundation.org/about/compliance/>.



HWF Direct®: Unwavering Commitment to High-Quality Customer Service



Founded in 2018 to deliver exceptional support to the tens of thousands of patients who reach out to us each year, HWF Direct® serves as our dedicated contact center committed to excellence in customer service. Since its inception, we have consistently achieved record growth by introducing innovative programs that simplify the grants process, implementing state-of-the-art performance metrics, and strengthening employee development and engagement.

Our initiatives empower our team to grow personally and professionally — while continually improving the service experience we provide. At HWF Direct, our mission is clear: to ensure every caller receives compassionate, compliant, and fully satisfactory assistance. We prioritize resolving concerns at first contact and dedicate the time and care necessary to make every interaction meaningful, combining innovation, empathy, and professionalism to ensure every patient feels heard, valued, and supported.

In 2025, HWF Direct's 178 members assisted in over 590,000 calls from patients, caregivers, providers and pharmacies — an average of over 45,000 calls each month. Our key performance metrics focus on providing responsive, quality care to every caller, and our high standards continue to be recognized by those we serve.

In 2025, HWF Direct was proud to:

- Handle 596,296 calls through our hotline while maintaining a call capture rate of 95%.
- Maintain a 99% staff retention rate.
- Grow our staff through internal promotions and welcome 3 new full-time and 30 temporary hires to assist during high call volume periods.
- Create 445,566 grants via our hotline, mobile app, portal, and online applications.
- Handle:
 - 163,204 documents submitted through our portals – 59% of our total volume.
 - 92,749 documents faxed to us – 33% of our total volume.
 - 21,226 documents received through mail – 8% of our total volume.
- Complete:
 - 129,285 copay reimbursement/payment requests, with an average processing time of 3 business days.
 - 21,884 premium reimbursement/payment requests, with an average processing time of 3 business days.
 - 40,681 email questions/requests, with an average response time of 2 business days.

Our warmest thanks to our individual and corporate donors for allowing HealthWell Foundation to carry out our mission and meet the critical, sometimes lifesaving, needs of the patients who reach out to us for assistance.



596,296 Calls
into hotline



371,102 Calls handled
by specialists



14,367 Average monthly
calls handled by IVR



45,292 Callers assisted
each month



95% Average inbound
call capture rate



5:13 Minutes average
speed to answer



376,856 Patients with
active grants



445,566 Grants created.
Some patients have more
than one active grant.

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