



January 2012 Quarterly e-News Update

NEWS

Get Assistance

Donate Now

HEALTHWELL DOES IT AGAIN! Your Trusted Copay Foundation Is Now Even Better!

With a consistently high customer satisfaction rating year after year, state-of-the-art program upgrades and a 100% efficiency rating by *Forbes*, you may think that HealthWell would sit back and continue business as usual - but that's not our way! Our way is to serve you, our patients, providers, pharmacy partners and donors, as we would our own families and loved ones. Our way is one of constant customer service and the joy of making your life easier when you work with HealthWell.

Look what we've done for **YOU** in just the past twelve months:

- **Quicker processing - now with same day approvals.**
- Fully upgraded our Interactive Voice Response (IVR) system **giving you access to critical information on your schedule, not ours**, 24 hours each day, every day of the year!
- To meet our volume demands, we added over 40 people to our call center so you don't have to wait so long - **our average hold time is now under three minutes!**
- Enhanced the pharmacy card program with a **direct Help Desk line for pharmacy questions and a Real-Time Pharmacy Card Lookup Tool**, which received over 800 inquiries in the first week!
- Faster payments to patients and providers!
- 98% less paperwork required to get your grant approved!

And there's more on the way:

- This week, HealthWell is launching **MY PATIENTS – MY PORTAL™**. Providers will now be able to control how they view and handle data for all of their patients with HealthWell grants. Designed in partnership with one of the nation's largest providers, **MY PATIENTS - MY PORTAL™** puts social workers, patient advocates and office personnel in the driver's seat when managing HealthWell grant recipients and payments.

HealthWell Making a Difference



Thank you for your help. You generously granted \$1500 to help pay for my medication. Although we have health insurance, the copayment for the treatment is approximately \$100 per dose, and I need the medication often during chemotherapy. I am very fortunate to have received the assistance and realize that because of your organization and the donations of many wonderful people, patients like me can breathe a little easier while going through the struggles of affording cancer treatment. Thank you again.

Danita
Laguna Beach, CA



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Thanks to your referrals, your trust in HealthWell, and the wonderful donors that continue to support us, we are able to continue our important work. **YOU are the reason we are here!** Thank you for being such an important part of our success and our service.

ATTENTION PHARMACY PARTNERS: We Have a Present Just for YOU



- **Become a power user!** If you have internet access, you now have immediate access to ACTIVE pharmacy card information for patients. No phone calls or wait time at all. With one click, you can retrieve a pharmacy card number so you can complete a fill or process a request for payment! Click on the blue **Real-Time Pharmacy Card Lookup Tool** above to power up your HealthWell experience!
- For more detailed active patient grant information, or data related to a non-active grant, pharmacy personnel may still call the **Help Desk at 866-287-1032** or use the 24-hour IVR at 800-675-8416 at their convenience!

DID YOU KNOW?

Helpful Tips

In order to better serve you, please keep these helpful tips in mind:

- When calling HealthWell, have your information ready. You will need:
 - o Insurance cards (medical and prescription), name of the insurance, type of insurance (Medicare, private, supplement), policy number, and the policy holder's name
 - o Total household income (includes adjusted gross income plus any non-taxed, regular income such as Social Security income)
 - o Number of people in your household (e.g., if you are married with 2 children, there are 4 people in your household)

HealthWell Making a Difference

When told that my bi-weekly chemo treatment would cost \$2,300, all I could do was cry. Luckily, your Foundation came to my rescue. I am happy to say, I have been in remission for 19 months. Mine could have been a different story if not for the Foundation. Thank you from the bottom of my heart for your help.

Norma
Gilbert, AZ

I am alive today because of HealthWell. My first transplant was a kidney and pancreas. The kidney failed and I had to wait 4 years for a new one. I received it one month after my husband passed away. Then my insurance company decided to change its policy. I am blind and on disability. They wanted me to pay 20 percent for my meds. I couldn't afford it. While in the hospital, I spoke to a social worker and they helped me with your application. Without your help, I wouldn't be here today. Healthy and glad to be alive!! THANK YOU HEALTHWELL for your continued assistance.

Theresa
Chicago, IL



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- Once pre-approved, don't forget to send in copies of your insurance cards AND the signed and **completed Statement of Treatment** within 30 days to keep your grant active. If you miss the 30 days, you can reapply, however your grant start date will reset to the new application date.
- **Use your grant!** Submit requests for reimbursement regularly to keep your grant open. We recommend every 60 days although we have some flexibility, depending upon funding, for 90-day prescription supplies, mail order prescriptions and 3- and 6-month interval therapies. Your HealthWell agent stands ready to take care of you with any question you may have!

HOW CAN YOU HELP?

Create a Better Tomorrow for Others by Remembering HealthWell in Your Will Today

Remembering the HealthWell Foundation in your will, a trust, or through your insurance plan is one of the most meaningful gifts you can give future generations. Planned gifts allow you to combine your charitable giving goals with your estate and financial planning goals. Your gift will provide lasting benefits for those who need it the most.

For more information on how you can include the HealthWell Foundation in your estate plans, please visit our [website](#) or contact us at 240-632-5307.

HealthWell Making a Difference

I want to express my sincere thank you for your assistance as I'm not used to asking for help. You came as an angel as I had been in so much pain and just wanted to give up. When I got the call that HealthWell would help, I was totally in shock. Because of you, I am able to get on with my life. Thank you again.

Sally
Peabody, MA

Just a Little Can Make a Big Difference in a Child's Life

Did you know that just \$25 can supply a day of treatment for a child with leukemia? Please help us make a difference in the life of a child with a chronic or life-altering illness. Make a gift today to the [HealthWell Pediatric Assistance Fund®](#) to help children start, or continue, critical therapies. Please mail your donation to 9801 Washingtonian Boulevard, 9th Floor, Gaithersburg, MD 20878, Attn: Development Office or donate online. You can also text the word GIVEMEDS from your cell phone to 20222 and a \$5 donation will be made to HealthWell (please answer YES to confirm your donation).

Have You Visited Our Facebook Page Lately?

We invite you to join our Facebook community by visiting us at www.facebook.com. Please also check out our "Spread the Word" app to read about people we've helped, share your own story, and spread the word to your Facebook friends.

Get Assistance

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