NEWS

CHARITY NAVIGATOR AWARDS HEALTHWELL 4-STAR RATING

The HealthWell Foundation is thrilled to announce that it has received the coveted 4-star rating from Charity Navigator, America's largest and most-utilized independent evaluator of charities. Receiving four out of a possible four stars is a testimony to HealthWell's commitment to accountability, transparency and sound fiscal management.

“This is a significant achievement for us as only 25% of the charities evaluated by Charity Navigator receive this prestigious four-star designation” said HealthWell President, Mary P. Sundeen. “HealthWell’s fiscal accountability and expert governance are critical components of enabling us to extend our services to the greatest number of patients. The more efficient we are, the more money we can grant out to patients through our funds - which is the sole reason we exist."

For more information about this exceptional designation and other HealthWell news, visit our newsroom.

MEET THE HEALTHWELL TEAM

In this issue, we shine the spotlight on Shela Halper, Director of Strategic Development and Marketing at HealthWell. Shela has been with HealthWell for more than 6 years and has been instrumental in growing and diversifying HealthWell's donor base. In her role, Shela oversees the Foundation's marketing and development activities, which include individual giving, media relations, web development, social marketing and strategic alliance development. A primary responsibility of Shela's position is to identify new sources of funding to strengthen and diversify our donor base in and outside of the health care industry so we have more money to grant to patients.

When I first found out the cost of my treatment copay after I was diagnosed with rheumatoid arthritis, I realized that it was going to place a burden on my husband and my family. My rheumatologist suggested that I contact the HealthWell Foundation. I was very pleased and felt lucky when they told me I would get copay assistance for my medication. Thank you, HealthWell Foundation, for making it easier to deal with this illness.

Gloria
Hallandale Beach, FL
The HealthWell Foundation is a non-profit, charitable organization working to reduce barriers to medical care for patients with chronic and life-threatening diseases. For more information, please contact us at support@healthwellfoundation.org or call 1-800-675-8416.

November 2012 Quarterly e-News Update

Shela commented, "It's a powerful feeling to be a partner in people's journey back to wellness. We provide a critical lifeline to thousands of individuals in their time of need who can't afford the treatments they need to live and survive. One former grant recipient, Virginia, is now cancer-free and back to work. Another, Sophie, was able to treat her asthma and is back in school. And Kevin received his chemo treatments without going into debt. I've had the pleasure of meeting these brave individuals - along with many other grant recipients - and THEY are the ones who inspire me in my work every day. I'm inspired by their strength in battling their disease, their strong sense of hope and their desire to pay it forward."

"I've been incredibly touched by their generosity and by the letters of gratitude we receive, such as the one from Sophie's dad, Patrick who wrote, 'Since I lost my job, I have had a difficult time paying for all of our needs. My daughter's asthma medication is a paramount need. At no time in my life have I had to ask for help. Simply can't express to you how grateful I am that I found your foundation. You not only help my daughter breathe, but you are the reason people around the world live better lives.' These words empower and remind me of just how much the work we do is changing lives each day."

**FUND RE-ENROLLMENTS ARE JUST AROUND THE CORNER**

Hard to believe it's already November and 2012 will soon come to an end! Be ahead of the curve and start your re-enrollment process early. By starting this process early, you'll beat the processing rush and will be all set to receive your 2013 grant. It's easy. Simply call our hotline at 800-675-8416 beginning December 1st anytime between 9:00 a.m. and 5:00 p.m. Monday through Friday EST to speak with a customer service representative who will handle your re-enrollment for you.

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**HealthWell Making a Difference**

You are helping me with my prescription copays for anti-rejection medications, which I couldn't afford otherwise. I had my new kidney in 2001 in Portland, ME and my youngest daughter was the donor. Karin was on one table and I was on another. It was a miracle! My new kidney started working immediately and she will always be my hero. They told us the whole surgery team cheered - thank God! We are both going strong and my blood tests are still perfect. My daughter climbs mountains, kayaks, and is very active. It still brings tears to my eyes and how I thank God everyday. I hope I can continue to be with HealthWell. What a wonderful thing you do. You are great. Fondly and thankfully.

Shirley Northome, MN

I have been going without many of my medications strictly because I could not afford the copays and we have not fit into any low-income assistance based programs. Thank you so very much for your help with my private insurance copays on my medications, which are currently a high out-of-pocket monthly expense for my family. I applied through the drug manufacturer and was denied...
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DID YOU KNOW?

WHY DID I RECEIVE AN AUDIT LETTER AND WHAT HAPPENS NEXT?

As a standard practice, we conduct random financial audits throughout the year to ensure that patients who initially met our eligibility requirements continue to meet the criteria of their enrollment in our program.

These audits are essential to ensure that:

- We are fulfilling our mission of helping those who truly need assistance.
- We maximize our ability to say "yes" to more program applicants.

We randomly select patients with active grants and send audit letters requesting income documentation. In order to remain eligible to use the grant, and keep the grant open, the patient needs to submit the required documentation within the time specified in their letter.

All documentation is reviewed to determine the outcome (pass/fail) of the audit.

- Patients will pass if they submit documents on time and meet the criteria.
- Patients will fail if they do not respond within the timeframe, do not provide the requested information, or no longer meet the criteria of our program.

If a patient fails an audit, we will close their grant(s), and withdraw them from the program. When patients pass the audit, they remain in the program and their grants remain active.

SURVEY SAYS, "96% OF HEALTHWELL CUSTOMERS EXTREMELY SATISFIED"

In our last issue, we encouraged callers to take a moment to complete our Customer Satisfaction Survey to let us know how we’re doing and how we may be able to serve them better. We are excited to report that approximately 96 percent of our callers who participated in the survey gave HealthWell exemplary remarks regarding the service they received, noting that they were extremely satisfied with the HealthWell experience.

HealthWell Making a Difference

(continued)

but they told me about your program. I called and was immediately accepted. I'm so excited about this program I'll tell everyone I know... especially my doctors offices about you!

Liz Conway, SC

I have health insurance; I pay a lot for a private policy. I also have asthma. This very expensive policy does not cover my very expensive asthma drugs. I lost my job. My spouse is on Chemotherapy. Our only income is unemployment. Thank God for HealthWell! Because of their help, I can keep breathing!

Lane Kirkland, Washington

I have suffered with Rheumatoid Arthritis for about 20 years. It has gotten more and more painful and debilitating. So when I was put on the grant to receive an infusion, I was most grateful.

Barbara Clyde, NC

Get Assistance  Donate Now
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