



NEWS

SPECIAL MESSAGE FROM MARY SUNDEEN, HEALTHWELL PRESIDENT



As the year is already halfway behind us, I'd like to take this opportunity to thank you, our generous donors, patients, and providers for your continued support of the HealthWell Foundation. Without you, we would not be able to change, or in some cases save, the lives of so many

patients. Thanks to you, we have been able to achieve many great accomplishments that have been recognized by those we serve, and by others throughout the nation.

I'd also like to make special mention of the milestones we've achieved. One that is particularly noteworthy is the implementation of a series of online tools for our patients, providers, and pharmacies to make managing grant and payment information as simple as clicking a button. HealthWell's online tools provide real-time access to grant and payment information through user-friendly, cloud-based, portals 24 hours a day, 7 days a week. The response to these online tools has been overwhelming and we continue to see a rise in the number of users.

Our new website utilizes specialized fonts, color schemes, and layout to enhance accessibility for people with disabilities. The new website offers easy access to the latest fund information, online grant application, Foundation news, and patient testimonials. If you haven't had a chance to see our new look, check it out by visiting us at www.healthwellfoundation.org.

We've been working hard to spread the word about HealthWell through conferences, our website and through our Facebook and Twitter feeds. Most recently, we announced the launch of a new blog: RealWorldHealthCare.org. The blog, sponsored by HealthWell, draws on the practical knowledge of health systems and health care professionals from diverse fields who understand patient needs and the challenges facing those who often have to choose between paying their medical bills and putting food on the table.

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I have severe/aggressive RA. I take so many medications to try to control it and very few work well. Finally, I found a biologic that does help. I need to receive it via an IV every 4 weeks. Unfortunately, being on disability and Medicare, the copay for this drug is nearly \$500 a month. There is NO way I could afford to take it, which condemns me to a life of degrading joints, pain and disfigurement. Thanks to grants from HealthWell, I can now get the medication I need to keep my disease at bay! Thank you so much from the very bottom of my heart for helping me! Without your wonderful help, I hate to even think of what my life would be like. With this medication, I have felt good enough to work with the Arthritis Foundation to spearhead our local Arthritis Walk, advocate on local radio,



Summer 2013 Quarterly e-News Update

The blog's purpose is to expedite a dramatically improved health care system by providing a home base for stories of health care successes that can be implemented across the country. Real World Health Care is a resource for anyone interested in our emerging health care system. Through the blog, stakeholders can now access proven solutions that can be replicated across multiple models.

We stand ready for continued growth through planned enhancements to our fully automated grants management system, additions to our HealthWell team, and most importantly, assisting more patients in their journey back to good health. Thank you again for your part in making our successes possible.

MEET THE HEALTHWELL TEAM

Taking center stage in this issue is Baskaran Vellandurai. Baskaran joined the HealthWell Foundation in 2010 and serves in a multi-functional role as Director of Information Technology. His diverse background ranging from a CPA with a master's in accounting to business to graduate work in computer science make the perfect combination for running a cost-efficient, one-person information technology department. Baskaran's responsibilities range from supporting users, servers, and databases to strategic decisions regarding the Foundation's infrastructure and internal applications. In addition, Baskaran oversees the Finance department and has been instrumental in the implementation of a new, paperless, electronic in-house check production process.



Baskaran tells us what motivates him, "I have the freedom at HealthWell to be daring, to be at the forefront of information technology in the copayment arena, and the flexibility to utilize unconventional approaches to getting things done. This kind of

environment was tremendously helpful in the development of our new cloud-based grants management system which replaced a challenging legacy application used to manage patient grants. It was exciting to direct the project and to play a significant hands-on technical role in the design and implementation of the new application. Because we had the flexibility to think outside the box and take a less conventional approach to building the new system, we were able to utilize a local software development company with a world-class developer. We were able to not only save 3 to 4 times the cost, but were able to launch the new system on time."

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and go to Washington, DC to speak to our Senators about the importance of coverage for these drugs through Medicare. HealthWell made all of this possible!

Brad
Myrtle Beach, CA

First, thank you for your help. With a high deductible on our insurance it would be hard for me to afford the medication that has made such a difference in my life. I have had psoriasis for 30 years and it has been VERY difficult for my doctor to treat. Nothing seemed to work until new medications became available. With these medications, I am able to have a some what normal life, no more hiding my skin. For the first time in 30 years, I am able to wear a t-shirt and shorts in public. I am also able to go have a hair cut, at a salon, instead of trying to cut it myself. I could go on about the small things but I don't think there is enough space. Like you say in your video "I am the face of HealthWell."

Sue
Elizabethtown, KY

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"Each project presents a challenge and an opportunity to be creative in the development process. I'm looking forward to continued enhancements to the grants management system, online application, and grants management portals," Baskaran said.

THANK YOU TO OUR CALL CENTER REPRESENTATIVES

We would like to extend a very special thank you to our customer service representatives for their tireless efforts in bringing us through the re-enrollment wave earlier this year. During the month of January, we received thousands of calls from re-enrolling grant recipients and new grant applicants. We received so many calls that it triggered an automated message from our phone service provider that there were technical difficulties. Rest assured that at no point during the re-enrollment process were phone lines disabled or technical difficulties noted. We tip our hats to our call center representatives for riding the wave and for providing top-notch customer service to our grant recipients and providers during this busy time.

RULE #1 – PRIMARY INSURANCE PAYS FIRST

Please keep in mind when submitting a claim for payment the HealthWell Foundation is the last payer. HealthWell can only review a claim for payment after all other insurances have paid for that date of service. Make sure that you (or your provider or pharmacy) always bills your primary insurance carrier (and any other applicable insurance carriers) before submitting a claim for payment to HealthWell.

FUND AND MEDICATION LISTINGS

Have a question whether a particular fund is open? We have the answer right at your fingertips. Simply visit the [Diseases and Medications](#) page on our website for a full listing of open, closed, and re-enrolling funds. That's not all! We now offer a complete list of the medications we cover. Remember, we open and close funds based on available funding, so be sure to check both listings regularly.

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I am on permanent disability with limited income, and since I had a kidney transplant, my insurance copays on anti-rejection medications are too high in cost for me to afford. Thanks to HealthWell, they have made my life easier to deal with, without the stress of worrying about where I was going to find the funds for these medications. My life depends on taking these medications everyday. I make donations to HealthWell so that other people will benefit from the type of help they offer. Thank you and God Bless.

Peter
Rancho Cucamonga, CA

Our daughter has lived with asthma her entire life, but within the last 2 years, it has increased to the point that we needed to obtain more expensive medications. To be quite honest, when I stood at the pharmacy counter to pick up her medications and they told me that it would be \$350.00 a month - just for one of the medications, I was shocked and I broke down and cried right there in the middle of the store. I knew that I could not afford it. I asked the pharmacist, "How can I help my daughter breathe if I can't afford the medication?" I knew he could not answer. After calling the pharmaceutical company they referred me to HealthWell, who instantly provided assistance to us.

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DID YOU KNOW?

THE HEALTHWELL PHARMACY CARD AND YOU

Did you know that your pharmacy card works for 90-day prescriptions through mail order and retail pharmacies? If your insurer or prescription plan offers a mail order or specialty pharmacy benefit, you can use your HealthWell pharmacy card for the copayment. All you need to do is call your mail order benefit and provide the HealthWell card number and BIN number. Be sure to explain to use this card AFTER using your primary and secondary insurers first.

AFFORDABLE CARE ACT: ARE YOU IN THE KNOW?

The Affordable Care Act is on everyone's mind these days. How will it impact you? What happens next? With the deluge of information floating around, it can be difficult to decipher what's happening. In this time of uncertainty, reliable resources are critical in understanding the current health care landscape. In an effort to help you make sense of it all, here are a few resources we found very helpful.

[Fact Sheets and Frequently Asked Questions](#)
[Healthcare Facts and Timeline](#)
[Summary of New Health Reform Law](#)

HOW CAN YOU HELP?

THE NEED FOR OUR SERVICES COULD NOT BE MORE EVIDENT

While we were able to assist thousands of patients with their high out-of-pocket medical expenses last year, unfortunately we were not able to keep all of our programs open due to lack of funding. Generous donations continued to come in throughout the year but the demand for our services was greater than the funding available. Our critical mission to provide assistance to those in desperate need of life-saving medications remains the same. You can make the difference! With your help, we can keep funds open longer and say "Yes" to more patients in need of assistance. Your donation, of any amount, will help an insured patient who otherwise would not have access to medications they need to live a healthier life. Please consider making a life-changing [donation](#) of better health today!

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Through the assistance of HealthWell, I can now provide my daughter with what she needs to breathe and live a healthier life. I am truly thankful for your services as I know she is as well. As a parent, I cannot thank your organization for the assistance that it has provided our family. I hope and pray that one day I will be able to give back to others what has been given to us. Your organization is an answer to heartfelt and earnest prayer.

Kathy
Salem, Oregon

I first applied for a grant in 2012 and was approved, but returned my grant as I was able to continue receiving my medication from the manufacturer through their assistance plan. After reapplying for 2013, I was informed that since I was on Medicare they could not help me, and gave me the name of this wonderful organization. After I was told that there was no assistance available initially, I started to panic. Just the copay through the coverage gap for the medication would have put my family in dire straits as the drug has been keeping my Crohn's disease "manageable." It would have taken my whole check to pay for it and the other drugs that I need every month. We wouldn't have a house to live in or be able to afford the utilities! I had visions of hospital stays,

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If You Haven't Joined Us on You're Missing Out!

Just like receiving your heartfelt handwritten cards and letters, we love chatting with you on Facebook. Have you joined our Facebook community? If not, you're missing out on some great posts, up to date information on HealthWell, and much more. Take a minute to visit us at www.facebook.com/HealthWellFoundation. Oh, and don't forget to LIKE us and help spread the word about HealthWell!

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possible infusions (which would not have been manageable) and possible surgeries. Just the stress alone played havoc with my condition. With the help of HealthWell I was able to get assistance with the copay and keep receiving my medication, for which I am extremely grateful. I can only hope that this organization will keep on being able to provide assistance for those in need, as they were able to help me. Thank you to those that provide the grant money and thank you HealthWell!

Peter
Sandusky, OH

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