



Spring 2014 Quarterly e-News Update

## NEWS

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### Q1 2014 UPDATE FROM HEALTHWELL FOUNDATION PRESIDENT, KRISTA ZODET



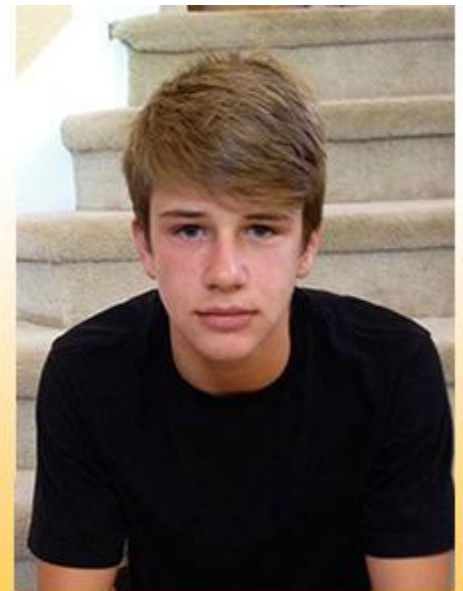
As we bid a fond farewell to Old Man Winter and welcome spring, it's time to bring you up-to-date on what's blossoming at HealthWell. After all, people have medical emergencies year round, snow, rain, or shine.

Winter's deep freeze did not stop HealthWell from expanding our ability to provide critical medical treatments to men, women and children who have nowhere else to turn. We launched three new funds and are now providing financial assistance to patients with multiple sclerosis, growth hormone deficiency, and chronic idiopathic urticaria. We also recently reopened several programs that had previously been closed due to lack of funding. The HealthWell Team would like to say thank you to our individual and corporate donors whose generous and continued support made this possible.

Along with the launch and reopening of funds, we continue to implement system enhancements to give our patients and providers direct, uninterrupted access to HealthWell resources. New website messages provide alerts and timely information to our visitors regarding schedules, program updates and online portal instructions. We also established a dedicated Grants inbox ([Grants@HealthWellFoundation.org](mailto:Grants@HealthWellFoundation.org)) to reduce call hold times for patients and providers by offering a direct source for their inquiries.

HealthWell is advancing its commitment to meet the changing needs of patients through what we call our Total Patient Care model. We are working to go beyond our trusted financial assistance programs to become a catalyst for creating a broad spectrum of care – from prevention, screening and diagnosis to treatment, recovery, rehabilitation, and advocacy. In March, HealthWell hosted a panel discussion focusing on Total Patient Care at the 15th Annual CBI Patient Assistance & Access Programs conference in Baltimore, Maryland, featuring "Total Patient Care" partners like [American Well](#) and [Buzzy](#). In addition, we continue to use our sponsored blog, [RealWorldHealthCare.org](#), as our online nerve center for featuring partners like these that are already working successfully to increase access, lower costs, or improve compliance.

### HealthWell Making a Difference



"Dear all at HealthWell, with sincere gratitude I write this note. Thank you for your generous assistance for our Mason's human growth hormone. He began treatment over two and a half years ago and has grown from 4'10" to 5'9". He is thrilled! Thank you for making another year of treatment possible for Mason."

Sara (Mason's mother)  
Boca Raton, FL



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Read on to learn more about what you can do during Lupus Awareness Month, meet HealthWell Foundation Coordinator Tim Vawter, learn more about our Pediatric Assistance Fund, gather some important updates, find ways to help patients, and hear the stories of several of the grant recipients who inspire us every day.

### PUT ON PURPLE (POP) FOR LUPUS AWARENESS!

May is Lupus Awareness Month. Did you know that The Lupus Foundation of America estimates that there are approximately 1.5 million Americans and more than five million people worldwide living with a form of lupus? Lupus is a serious autoimmune disease in which the body's immune system attacks and destroys healthy tissue. The disease can affect many parts of the body including the skin, heart, lungs, kidneys, brain, and joints.

Since the launch of our Systemic Lupus Erythematosus (SLE) Fund in the fall of 2011, HealthWell is proud to have assisted more than 1,000 people living with lupus in accessing critical, life-changing medications they need to manage their disease and live healthier lives. If you or someone you know has lupus and needs assistance with out-of-pocket costs associated with treatment, [visit us](#) to determine eligibility and apply online.

In April, we launched a new Patient of the Month series through our sponsored blog, [RealWorldHealthCare.org](#). This month we are honored to feature [Ms. Sharon Harris](#), lupus patient and HealthWell grant recipient, as our [Patient of the Month](#). Learn about Sharon's courageous battle with lupus and how a HealthWell grant made a difference in her life.

Inspired to help? In conjunction with the Lupus Foundation of America DC/MD/VA chapter, we are excited to share a few ways you can raise awareness during the month of May and show your support to help those living with this devastating condition. Here are some suggestions:

- Make a [donation](#) to HealthWell's SLE Fund in honor of a family member or loved one who is battling lupus.
- Celebrate [World Lupus Day](#) on Saturday, May 10th.
- Put on Purple on Friday, May 16th and visit The Lupus Foundation of America's website to learn how you can show your support. If you are from the DC/MD/VA area, take a picture of you or your group and send it to [info@lupusdmv.org](mailto:info@lupusdmv.org)! Follow LupusDMV on Twitter [@LupusDMV](#) and Instagram [@lupusfoundationDMV](#) using the hashtag #putonpurple.



## HealthWell Making a Difference

"I had squamous cell carcinoma of the neck and my doctors recommended several medications. The copayment for three months was nearly one and a half times my retirement. HealthWell gave me a grant to pay for treatment, and I am forever grateful. Without this grant, I had few options and my health and life would be in jeopardy. Thank you is so inadequate, but I have no better words. I will continue to be a supporter, although my support is, by necessity, modest at best."

Martin  
Hemet, CA

"The nurse had told me about your Foundation. I was on oxygen around the clock, and the doctors did tests to determine the severity of my illness. The asthma medicines alone were not helping much, so the doctors suggested that I try an injection. My insurance would not help with the costs of the injection, and that's where the HealthWell Foundation came in. I guess I would be dead if it wasn't for the Foundation. Thank you for you all!"

Deborah  
Vonore, TN

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- Find your local [Lupus Foundation of America](#) chapter and learn about activities in your area. A list of educational summits and community events in the DC/MD/VA area is available at [www.lupus.org/dmv/events](http://www.lupus.org/dmv/events).

### MEET THE HEALTHWELL TEAM

We are pleased to introduce you to our Foundation Coordinator, Tim Vawter. For over two years, Tim has provided HealthWell with highly professional organizational and information technology expertise. From coordinating day-to-day activities including donations, internal and external meetings, programming and distribution of up-to-the-minute news and fundraising campaigns, to programming and graphic design for the Foundation's interactive website, Tim's talents are always in demand.



After graduating from Troy University, Tim worked as a graphic designer in Atlanta. After moving to Maryland, he provided information technology and design support for several organizations prior to accepting the Foundation Coordinator position at HealthWell in 2012. When Tim isn't wearing several different hats in the office, he's spending time with his lovely wife and 6-month old son. As if that doesn't keep him busy enough, Tim also has an affinity for photography, which is an added bonus for HealthWell.

What inspires Tim in his critical role? "Having worked at camps focusing on the special needs of children and adults, my passion has always been to be part of an organization that provides hope and support to those in need," he said. "I'm inspired and motivated to do my job to the highest standards because I know how many people we are helping - and how many more we could help with additional resources. When I was offered a position that allowed me to exercise my creative and technical skills and play a role in assisting those in need, it was hard to believe. It's funny how a job you really enjoy can find you instead of you finding it."

### FUND REMINDER

#### PEDIATRIC ASSISTANCE FUND UPDATE AND FUND FACTS

Last August, we officially launched our first ever HealthWell Pediatric Assistance Fund® (PAF). Since opening the fund, we have already provided financial assistance to more than fifty families to help their

## HealthWell Making a Difference

"What a special organization! Your help extends beyond the individual recipients of your grants – it benefits the extended family and friends. My quality of life has improved dramatically since getting your help. I hope for the opportunity to 'pay it forward'."

Thomas  
Pacific, MO

"If it had not been for the HealthWell Foundation, I would not have been able to afford the \$1,004.00 fee for chemotherapy. I will be forever grateful. I have endured colon and lung cancer and would not be here without the Foundation's help. I will continue to donate whatever I can to support this great organization. Thanks again."

Rudy  
Citrus Heights, CA

"To the HealthWell Foundation, The words "Thank You" seem so pale in light of what you are doing for me. It was soon after my retirement when I heard those unforgettable words, "you have colon cancer." Surgery was performed and all appeared great for a few years. Then, a few years later, I heard the words, "you have cancerous tumors in your liver." I tried to focus on what they were saying but, my heart sank and tears flowed in silence. Surgery was scheduled, the tumors removed and I started

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children start or continue critical medical treatments. While we carefully consider each and every request for assistance and we wish we could say "yes" to every family that comes to us, funding is limited - we're always in need of more [donations](#) so that we can help more families, and we welcome your support. As with all HealthWell funds, families must meet standard income and insurance [eligibility](#) criteria to qualify for a grant. Grant applications are reviewed by committee on a bi-monthly basis and are awarded on a case by case basis. Here are a few facts to keep in mind when applying for a PAF grant:

- Pre-approval letters will be sent upon review of the information collected during the screening process and once eligibility has been determined. Applicants are given 30 days to provide the required documentation as listed in the pre-approval letter.
- Approval letters are sent after all required documentation is received and approved; this letter will also include the grant amount.
- All reimbursements are made directly to the provider or insurer. We do not reimburse any payment for this fund directly to patients or parents.
- Pharmacy cards are not provided for this fund.

## DID YOU KNOW?

### CHECK OUT THE DISEASES AND MEDICATIONS LIST BEFORE APPLYING

While we make every effort to keep our funds open as long as possible, we are often faced with having to close funds due to limited financial resources. We recognize that all of our funds are critical to our patients, and we continue to seek resources even after we have made the difficult decision to close a fund. We encourage you to check our list of [Diseases and Medications](#) regularly as we reopen funds as quickly as possible once additional financial resources become available to us. Before applying for a grant, please be sure to check the list to see whether we have a fund open for your specific disease state and whether your medication is covered under the fund.

### DO YOU HAVE QUESTIONS ABOUT MEDICARE?

A recent article in [The Baltimore Sun](#) sheds some light on frequently asked questions about Medicare. This timely article addresses some of the most common questions and provides concise answers regarding Medicare benefits. We thought you might find this information helpful.

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treatment. My retirement check was not sufficient to keep up with the copays and treatment. Before long, I was \$4,000 in debt to the cancer center. I was between a rock and a hard place. I needed help with medical bills or I would have to stop treatment. The social worker from the cancer center said she would try to help me. Your letter arrived -- a letter from the HealthWell Foundation! There it was! The help I so desperately needed. The anxiety and depression has subsided and there is peace in my heart. The HealthWell Foundation has given me back hope and a vision for the future. Today, I continue my cancer treatment. Things are looking up and I am currently volunteering to pastor a little church that was on the brink of closing. I am nearly 73, happy, busy, and enjoying my 8 grandchildren. Thank you, HealthWell Foundation."

Laura  
Auburn, ME

"Your voice counts in so many ways. Please pass this message along to everyone at the HealthWell Foundation. If you have ever had the burden of costly life-saving medications, then you understand where we are coming from. When Jim was transplanted in April of 2013, we had no idea where to turn for help paying for these medicines. We were directed to different drug manufacturers

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## HOW CAN YOU HELP?

### THANK YOU FOR YOUR FEEDBACK

We would like to extend a very special thank you to everyone who completed our 2014 Donor Feedback Form. We had an overwhelming response to the campaign and received hundreds of testimonials from individuals who have been touched by a HealthWell grant. We look forward to featuring these amazing stories of courage, hope, and healing in future communications. If you didn't have an opportunity to complete the feedback form, and have a HealthWell story you would like to tell, we encourage you to submit it [here](#).

### EXPANDING OUR COMMUNITY – THANKS TO YOU

We'd like to send a special thanks to our loyal [Facebook](#) fans and [Twitter](#) followers. Through your support, we continue to spread the word about the life-changing work we do through posts and tweets! Thanks for liking us and for following us. If you haven't already, take a minute to visit us on Facebook and Twitter and join our ever expanding online community. A simple post or tweet can make a significant impact on the life of a patient who needs a helping hand and will help broaden our reach to increase awareness about our programs and resources.

## HealthWell Making a Difference

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but some didn't have any patient assistance programs, until finally I got the name and number for HealthWell. What a relief to know that there are so many wonderful people out there that make donations to help people like us. Your foundation has been the blessing we have been searching for. We are proud recipients of not only one, but two grants to cover the high copays of very expensive life-saving medications. We would like to extend our gratitude to the HealthWell Foundation and all of the donors out there who helped make this possible for us. Thank you again."

Jim (double lung transplant patient)  
Debbie (spouse and caregiver)  
Aliquippa, PA

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