



Summer 2014 Quarterly e-News Update

## NEWS

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### Q2 2014 UPDATE FROM HEALTHWELL FOUNDATION PRESIDENT, KRISTA ZODET



With more than half of 2014 behind us, I want to take this opportunity to bring you up to date on our accomplishments during the second quarter. With support from many of you, our team continued to work diligently to help more men, women and children access life-saving health care. We launched the new HealthWell Heroes initiative to partner with organizations that share our values and mission to ensure access to care for those in desperate need of medical treatments. It is an honor to work side-by-side with our Heroes. We are excited to introduce the organizations that made this vision a reality. Learn more and check out our growing list of [Heroes!](#)

If you think you have what it takes to be a HealthWell Hero, [we'd love to hear from you.](#)

For our customers, we continue to find new ways to optimize our services and online capabilities. I'm proud to report on the latest enhancements to our online tools. Through our new document upload feature and Online Application Status Lookup Tool, we now offer a quick and easy way for our patients and providers to upload documents and track the status of online applications. Read on for more details about these exciting new features.

As you may recall, we launched the Patient of the Month series through our sponsored blog, [RealWorldHealthCare.org](#), earlier in the quarter. In June, we were honored to recognize Men's Health/Cancer Awareness Month by featuring Mr. Alex Defio and his struggle against cancer. We were touched by Alex's courage and strength and his ability to overcome the setbacks so many cancer patients face. From diagnosis through the harsh realities of treatment and its associated expenses, Alex has not given up. Take a minute to [meet HealthWell grant recipient, Alex](#), and read his amazing story.

To learn more about enhancements we've made, meet HealthWell Senior Accountant Collin Alexander, find out how you can make a difference in the life of a cancer patient, check out Affordable Care Act resources, and hear from just a few of the special people we have had the privilege of helping, keep reading.

### HealthWell Making a Difference



"On September 5, 2006, my life changed dramatically when I was diagnosed with multiple sclerosis. Year after year, the medication bills began to surmount. As the bills increased, so did the weight of responsibility. From that time until now, the disease has decapitated my physical as well as financial bank accounts. God utilizes angels to meet human needs, and I'm so grateful that HealthWell was used to provide substantial needs in my life. The stipend HealthWell granted has relieved stress and debt in a major way. 'People will forget what you said, people will forget what you did, but people will never forget how you made them feel' – Maya Angelou. Thank you, HealthWell, for



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### MEET THE HEALTHWELL TEAM

We are proud to feature Collin Alexander, Senior Accountant, in this quarter's edition. Collin has been an integral member of the HealthWell team for more than two years. Collin joined the Foundation as Accounting Specialist, then moved to the ranks of Accountant, and most recently advanced to the Senior Accountant position. Collin's role covers a wide range of responsibilities including financial audit oversight, bookkeeping and accounting functions, foundation filings, and payroll and benefits. Collin is currently working toward his B.A. in accounting at University of Maryland's University College.



In his down time, Collin enjoys spending time with his wife and four wonderful children, volunteering for his church, cooking, gardening, and, on occasion, skydiving! In his multi-faceted position, his studies, and his dynamic family life, Collin's charisma and energy are his trademarks.

Collin tells us what inspires him. "I like the fact that the versatility of my position allows me to work closely with every member of the team," he says. "Having worked in the public sector prior to joining HealthWell, it's interesting to learn the intricacies of the non-profit world and how everyone pulls together to make things happen. Also, it's amazing to see how the generosity of others and the compassion of our team make such a difference in the lives of so many people. At the end of the day, you know you played a role in making a positive change in someone's life."

### FUND REMINDER

#### **BEFORE APPLYING, DON'T FORGET TO CHECK OUT THE DISEASES AND MEDICATIONS LIST!**

Before applying for a grant, please be sure to check our list of [Diseases and Medications](#) to see whether we have a fund open for your specific disease state. While we make every effort to keep our funds open as long as possible, often times we have to close funds due to limited financial resources. We recognize that all of our funds are critical to the patients they serve, and we continue to seek resources after we have closed a fund in order to re-open it as quickly as possible.

### HealthWell Making a Difference

(continued) empowering me to feel as though ALL things are possible. I am encouraged to fight the good fight because I have had HealthWell's support."

Wendell  
Lorton, VA

"I am a retired widow that was diagnosed with carcinoid tumors approximately five years ago. I was put on a medication injection on a monthly basis. For the first three years, my insurance covered the injection 100%, and then suddenly, I was informed it had been coded incorrectly and that I would be responsible for the copay. Since I live on a fixed income, my children helped cover the copay, but the financial burden has been very difficult on all of us. Fortunately, a very caring Walgreens employee informed me about HealthWell last year and helped me connect with your wonderful foundation. Having found HealthWell has allowed me to receive my monthly injection without embarrassment or guilt of placing financial burden on my children. I stopped the injections for a year and told my family that I no longer needed it. In reality, my quality of life deteriorated and the symptoms of carcinoid syndrome were taking a huge toll on me physically and emotionally.

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## DID YOU KNOW?

### NEW FEATURES ENHANCE THE ONLINE EXPERIENCE FOR OUR PATIENTS AND PROVIDERS

We are excited to announce two new enhancements to our online tools.

In our ongoing efforts to provide those we serve with the most convenient and user-friendly online tools, we recently enhanced our My Patients - My Portal and our My Health - My Grants portals to support document upload. Now, patients and providers can upload documents through our secure system. To use this new feature:

- Log on to the appropriate portal by clicking on the buttons below:

MY HEALTH - MY GRANT™  
*(FOR PATIENTS)*

MY PATIENTS - MY PORTAL™  
*(FOR PROVIDERS)*

- Or visit [www.HealthWellFoundation.org](http://www.HealthWellFoundation.org)
- Select the Documents tab.
- Click the Upload Document button.
- Select a file to upload.

It's that simple! Any document can be sent easily and securely, including statements of treatment, insurance card copies, reimbursement requests, and income documents. In addition, documents that were mailed or faxed can be tracked via the document tab to confirm whether they have been received and processed.

And that's not all! We also recently launched our new online Application Status Lookup Tool. This tool allows anyone who submitted an online grant application to check the status of that application with only a few clicks. When an online application is received, an email containing a confirmation number is sent automatically. To use the Application Status Lookup Tool:

## HealthWell Making a Difference

(continued) I can't express enough how grateful I am to the HealthWell Foundation for allowing me to have peace of mind and not inflicting more problems on my family."

Ofelia  
Miami, FL

"I received help for only a short time because of being allergic to the medications the doctor prescribed. However, it is just so good to know that this organization is out there and they are ready to help as many as they can. I have told others about HealthWell, and it's comforting to know if I should ever need your services, I can apply."

Shirley  
Sumrall, MS

"Without the help of my HealthWell grant, I had almost maxed out my credit cards paying for my kidney transplant medications. I'm so grateful for all the grants you supply to people who are so desperately in need of assistance."

Jerry  
Rocky Point, NY

"I worked at a factory and retired after 30 years. Two years after I retired, the company filed for bankruptcy and took all our insurance away and cut our retirement by 50%. Without help from HealthWell, I couldn't afford

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- Click on the button below or the link received in the email.
- Enter the confirmation number from the email and last four digits of the patient's social security number.
- Click submit.

ONLINE APPLICATION STATUS  
LOOKUP TOOL

We hope you enjoy these new online features! We look forward to sharing further enhancements in the coming months.

### YOUR VOICE COUNTS

When you speak to a HealthWell Customer Service Representative, knowing that you received kind, helpful and professional service is of utmost importance to us. We want to be sure that you always have a rewarding experience when working with the HealthWell Foundation. How do we gauge how well we are doing and whether there are areas we can improve? WE ASK YOU! We listen to your feedback and implement suggestions to make your overall HealthWell experience as pleasant as possible.

We are excited to announce that we recently rolled out our new Customer Satisfaction Survey so that you may share your feedback with us on the same day you speak with a HealthWell representative. This quick survey provides valuable feedback to us regarding how callers were handled, whether they received the information/assistance they requested, and how satisfied they were overall with HealthWell's services. The next time you call HealthWell, please ask to participate in the survey before terminating your call. Your feedback makes a difference, and we would love to hear from you.

### AFFORDABLE CARE ACT - INFORMATION AND RESOURCES

Every day, there are multiple articles regarding the Affordable Care Act (ACA) and the impact it's making on America's health care landscape. While the latest statistics highlight the progress in exchange enrollments and the number of newly-insured Americans, the finer details of the Act can be difficult to absorb. In our ongoing effort to help those we serve stay informed, here are a few resources that might help shed some light on the particulars of the ACA. We hope you find these links helpful.

## HealthWell Making a Difference

(continued)  
my costly treatments. You are very much appreciated, and I have told some other people about your foundation."

Juanita  
Brookeville, IL

"I use an expensive medication to control my Crohn's. The cost for a 28 day supply after insurance coverage was \$826. With my other medications, it was becoming unaffordable. The HealthWell grant made it possible for me to get the medicine I needed."

James  
Easton, PA

"When I was getting physically weaker every day due to my anemia (and didn't yet qualify to go on dialysis), I desperately needed anemia shots. I found out the shots cost over \$1,000 a piece and I couldn't afford them. My aunt told me about HealthWell and I applied and got accepted. I now was able to afford anemia shots and get them until I qualified for dialysis (and also Medicaid). Once on dialysis, I got help for my anemia at my treatments. A little over 2 years after I started dialysis, I was blessed with a new, healthy kidney (which I still have)! I might have died if I hadn't been able to get those initial anemia shots. Thanks to HealthWell, my aunt and, of course, God. In my religion, they say if you save one life it's as if you've saved the

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The Henry J. Kaiser Family Foundation:  
<http://kff.org/health-reform/>

American Public Health Association:  
<http://www.apha.org/advocacy/Health+Reform/ACAbasics/>

HealthCare.gov:  
<https://www.healthcare.gov>

## HOW CAN YOU HELP?

### WE'RE CLOSE TO MEETING OUR GOAL – BUT WE CAN'T DO IT ALONE!

Last fall, we announced an initiative to raise \$50,000 to open our [Emergency Cancer Relief Fund \(ECRF\)](#). We are very excited to let you know that we are getting close to reaching our goal, with a little over \$16,000 more to go! We would like to thank everyone who has donated to this unique fund specifically designed to help cancer patients afford medical expenses not covered by insurance. Once we reach our goal and open the fund, we can provide financial relief for insured people living with cancer who are not only battling the disease, but also trying to manage medical expenses associated with their treatment. We will be able to provide small grants from \$25 to help someone pay for anti-nausea medicine and larger grants for things such as surgical expenses and diagnostic testing. ECRF will provide immediate and critical support to patients to reduce the financial burden they face in treating cancer, because the last thing cancer patients should have to worry about is money.

Through the launch of this fund, we can empower people living with cancer to pay for critical, often life-saving treatments. Won't you help us reach our goal by giving a [donation](#) of any amount today?

## HealthWell Making a Difference

(continued)  
entire world. Thanks to HealthWell – you are continually saving the entire world with all that you do for others! Please urge others to help you with your great cause!”

Alice  
St. Louis, MO

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