



NEWS

Get Assistance

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Enhancing Our Program to Better Serve You: Watch for Some Exciting New Changes

You asked for it. We heard you. And we built it just for you! In response to your feedback, we've been building a brand new system over the last 8 months to better serve you. What does that mean for you? Faster approvals, better customer service, less paperwork and quicker reimbursements! Thank you to everyone who took the time to share suggestions with us. We're excited to bring these new program enhancements to you in June.

HEALTHWELL CALL CENTER & OFFICES WILL BE CLOSED JUNE 6-10, 2011

We are closing our call center and offices from June 6 – 10 in order to upgrade our system and train service representatives in preparation for our new system launch on June 13, 2011. PLEASE BE ADVISED THAT DURING THAT TIME WE WILL NOT BE ABLE TO ACCEPT NEW APPLICATIONS BY FAX, PHONE OR ONLINE. We kindly ask that you submit your claims BEFORE June 1 or AFTER June 15. We anticipate high volume in late June and appreciate your patience during this transition period. Thank you in advance for your cooperation as we bring this new system forward to better serve you.

Here's a sneak peek at what's coming in June:

Same day approvals beginning June 13, 2011:

Applicants can now learn if they qualify for a grant the same day they call!

Streamlined application process – less paperwork:

You will have 30 days to submit a provider statement of treatment and a copy of your insurance or prescription card.

Reimbursements will now begin on the date your application is approved:

Starting June, the new start date for reimbursements will be the actual date that your grant is approved.

HealthWell Making a Difference



HealthWell deserves my heartfelt gratitude. The assistance I received from your foundation was a matter of keeping health care coverage or not. Your team is wonderful; everyone is willing to help any way they can. My entire family is grateful for the aid given by HealthWell. Many sincere thanks for your mission of helping others.

Mary
Belvidere, NJ



Complimentary Audio Conference

Join our Audio Conference Thursday, May 19, 2011 from 11:00 - 12:00 ET to learn about our new system rollout. Everyone is invited to participate. To register, please send an email to info@healthwellfoundation.org.

HealthWell Escalates Fraud Detection

In an effort to be the best stewards of our donated dollars and serve the most patients possible, we invested in a state-of-the-art fraud detection system and have new auditing flags and procedures in place. Starting in June, when you use your pharmacy card for the first time or submit any paperwork for reimbursement, you will have accepted and be bound by all terms and conditions outlined in your new patient approval letter. Every patient will now be subject to a random fraud audit. Accounts will be heavily audited on a daily basis and at any time you could be asked to produce verification of any information you verbally provided to the foundation in support of your grant application

Assistance Now Available for Patients with Chronic Gout, Crohn's Disease and Metastatic Melanoma

HealthWell is pleased to expand its program to three new disease areas! We are now accepting applications to our new Chronic Gout, Crohn's Disease and Metastatic Melanoma funds. To apply for assistance to these funds online, please [click here](#), or call our toll-free hotline at 800-675-8416.

DID YOU KNOW?

It Often Pays to Contact the Manufacturer Before Applying to HealthWell

We often refer patients to the manufacturer to check for assistance first before applying to HealthWell. In many cases, manufacturers can offer better financial assistance to patients than HealthWell.

HealthWell Making a Difference

I work in dialysis centers. Secondary hyperparathyroidism is a common problem with dialysis patients. Without the help of the HealthWell Foundation, many of our patients would face excessive metabolic bone disease, high calcium and phosphorous levels, and calcification of peripheral arteries, mitral valves, and general vasculature that could be avoided or minimized. On behalf of the 150 patients I help care for, thank you.

Scott,
Hendersonville, NC

I have been using your assistance for a few years and without it I could not afford to keep my Arthritis under control. I'm also primary caregiver to my handicapped mother and disabled son so believe me anything to help me out is a blessing. The staff is so wonderful and kind, I appreciate all you have done for us. Sincere thanks

Sue
Lannon, WI



DID YOU KNOW? *continued*

Consider the case of Doug who recently contacted us for assistance through our Rheumatoid Arthritis Fund. Before submitting an application, we referred Doug back to the manufacturer to see if they could assist him. As it turned out, the manufacturer's assistance program was able to help Doug with his annual deductible of \$5,000 after which his insurer covers 100%. In the end, **Doug received \$2,200 more in assistance** than what HealthWell would have been able to provide. And because Doug was able to get help elsewhere, we were able to help another patient in need.

Before contacting HealthWell, we ask that you please take the time to call the manufacturer of your prescription drug or therapeutic and ask about possible programs to help ***insured people with their co-payments, deductibles, and coinsurances***. A general internet search by product name can help identify the appropriate manufacturer, or you can contact your local pharmacy or visit <http://www.pparx.org/>.

Fund Update

Please visit our website for the latest information on the status of our funds and a list of the [diseases](#) we cover.

HOW CAN YOU HELP

Plan For Your Future and Help Patients In Need

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 contact us at 240-632-5307 or support@healthwellfoundation.org.

HealthWell Making a Difference

I cannot thank HealthWell and its donors adequately for providing me with premium assistance. When I was first diagnosed with Rheumatoid Arthritis about two years ago, I was still working and able to afford health insurance through my company. Things changed quickly and I became too ill to work so I went on medical leave. Within months I lost my job, I couldn't afford my insurance and I came close to losing my house. With the help of HealthWell, I was able to keep my existing insurance plan and continue receiving treatment from my doctors for a very complex condition. Thank you HealthWell for literally saving my life.

Jane
Brewster, MA

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HOW CAN YOU HELP?

Do You Have a Story to Share?

One of the easiest and most effective ways to support our program is by sharing your story with us. If you have been touched by our program in some way, we want to hear from you! Please send us a picture too so we can feature your story (we will contact you for permission). [Tell us your story!](#)

Just \$5 Can Make a Difference - Text a Donation Today!

Did you know that you can text your donation to HealthWell right from your cell phone? Simply text the word **GIVEMEDS** to **20222** and a \$5 donation will be made to HealthWell. Your donation directly helps patients access lifesaving medications and it's 100% tax-deductible. Please answer YES to confirm your donation! You may donate up to 6 times per month. For more information, please visit our [website](#).

HealthWell Making a Difference

My life has changed in such ways I cannot even express. Your willingness to help me has improved my quality of life beyond compare. My psoriasis and psoriatic arthritis had become so terrible in such widespread percentage of my body that I was finding it harder to function on a daily basis. With the treatments, I have my life back. No one in your foundation would ever know the depth of my appreciation. Again, I look forward to every day. Thank you, thank you, thank you.

Jan
Portland, OR

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