



HEALTHWELL  
FOUNDATION®

Welcome to *The Pulse*, a quarterly update from the  
HealthWell Foundation

## What's New?

### HealthWell Helps 50,000 Patients

In March alone HealthWell enrolled over 3,000 patients, awarded over \$9 million in grants, and processed more than 9,300 payments, making it our busiest month ever! As always, we encourage callers to take advantage of our automated telephone system, which allows providers, patients, and their advocates to check the status of an application 24 hours a day, 7 days a week. To access the system, simply call our hotline at 800-675-8416.

### HealthWell Teams Up with CarePages to Help Patients and Families Stay Connected

HealthWell is pleased to offer patients and families an innovative way to stay connected through its new partnership with CarePages.com, an online community of support for people coping with a health issue. A CarePage is a free, private, personalized web page that helps you keep in touch with family and friends, meet people in similar situations and find resources to give and receive emotional support. [Create a CarePage for yourself or a loved one today.](#)

### Conferences and Events:

We invite you to visit HealthWell as we present and exhibit at a number of conferences this Spring:

[CBI 7th Annual Forum on Patient Compliance, Adherence and Persistence](#) (4/24-4/25, Philadelphia, PA)

[Association of Oncology Social Workers](#) (5/7-5/9, Louisville, KY)

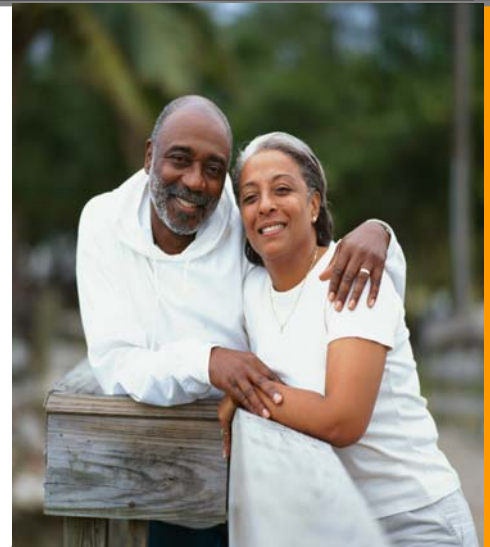
[Oncology Nursing Society](#) (5/15-18, Philadelphia, PA)

[National Medical Association](#) (7/26-31, Atlanta, GA)

### Tips and Tricks

To help us serve you better, here are a few friendly tips:

**Applications:** The HealthWell Physician Forms (Form B) are specific to each disease, so please check to be sure you use the correct application. If there is more than one diagnosis, please select the Physician Form B for the disease area for which you are requesting assistance. For instance, an oncology patient may need assistance only with medications for Chemotherapy Induced Anemia/Neutropenia. The correct application to complete in this case is the Chemotherapy Induced Anemia/Neutropenia Fund, not one of our funds for cancer treatment.



## HealthWell Making a Difference

The HealthWell Foundation helped me with my insurance co-pays for my severe asthma. I recently developed asthma and was faced with high health insurance premiums in addition to high co-pays for my life saving asthma medication. The HealthWell Foundation took the pressure and worry off my shoulders when they granted money to help with my prescription co-pays. The staff was always courteous and sensitive to my needs and always treated me with respect. Asking for assistance is difficult but they made it easy for me by allowing me to maintain my dignity. Thank you HealthWell Foundation, you are a life saver.

Stacey  
CO



HEALTHWELL  
FOUNDATION®

Welcome to *The Pulse*, a quarterly update from the  
HealthWell Foundation

## What's New? continued

### Tips and Tricks

**Payments:** When submitting a reimbursement claim, please make sure the documents you are submitting have the following information:

- *Invoice from a Provider or Pharmacy* - Include patient's name, date of service, drug name and copayment amount.
- *Explanation of Benefits (EOB) or Electronic Response Screen Shot* - Include patient's insurer name, claim number, provider's name, provider's insurer identification or provider's tax identification number, patient's name, date of service, drug code and copayment amount.
- *Award Redemption Form* - The second section of the form says, "**Payment should be made to the following.**" Please indicate here the person (e.g., patient, parent) or group (e.g., physician's office, insurer) who paid the portion of the drug or premium that is being reimbursed. That way, we can pay the correct party. Please also be sure to include a **correct address** for award checks to be mailed.

### Fund Update

Due to high demand, we are unable to accept new applications for our Myelodysplastic Syndromes (MDS) and Multiple Myeloma (MM) funds at this time. Please follow up periodically to check on the status of these funds. In the meantime, please contact the Chronic Disease Fund (877-968-7233) or the Leukemia & Lymphoma Society (877-557-2672) for assistance. If you would like to support any of these disease areas, please email us at [support@healthwellfoundation.org](mailto:support@healthwellfoundation.org) or call our Development Office at 240-632-5305.

## How You Can Support Our Work

### Spotlight on Cutaneous T-Cell Lymphoma

Cutaneous T-Cell Lymphoma (CTCL) is the name given to lymphoma of the skin. In CTCL, T-Cells, a type of white blood cell, become cancerous and affect the skin. CTCL is not a single disease, but a group of different lymphomas that begin in the skin as an itchy, red rash that can thicken or form a tumor. Although CTCL is a very uncommon disease, there has been a significant increase in the number of individuals affected by skin lymphoma over the last three decades.

## HealthWell Making a Difference

Thank you so much for all your help with our patients. The nurse case managers I work with are so appreciative that their patients have a financial resource that helps those patients who have difficulty affording their medications. Even though I have only been here for a short time, I have had many positive interactions with all the HWF staff.

Linda  
Augusta, GA

I have had psoriatic arthritis very many years and was never able to get it under control until I was put on medication. When the co-pays became too high for me to cover I had to go off the medication and I quickly went down hill. HealthWell came to my aid and covered my co-pays for the last three years. I am back on my own two feet instead of a wheelchair and I can't thank the HealthWell Foundation enough!

Colleen  
Las Vegas, NV



HEALTHWELL  
FOUNDATION®

Welcome to *The Pulse*, a quarterly update from the  
HealthWell Foundation

## Spotlight on Cutaneous T-Cell Lymphoma (continued)

The HealthWell Foundation assists CTCL patients with their health insurance premium payments or their copayments for their treatments. To date, Healthwell has awarded over \$275,000 to CTCL patients in need of financial assistance. The CTCL fund continues to experience overwhelming demand, and we need your help! We invite you to help us help more patients by [donating to our Cutaneous T-Cell Lymphoma fund today](#).

## Spread the word

Thanks to our growing network of non-profit and healthcare partners, more and more patients in need are learning about the HealthWell Foundation and applying for assistance. If you are a patient advocate, provider or healthcare professional, we invite you to help spread the word about our program to your network. To request materials or information for your newsletter, website or next conference, please contact our Development Office at [support@healthwellfoundation.org](mailto:support@healthwellfoundation.org).

## Share Your Story

**Attention HealthWell patients and providers:** Has HealthWell made a difference in your life or the lives of your patients? If so, we want to hear from you! If you have a HealthWell story to tell, please email us at [support@healthwellfoundation.org](mailto:support@healthwellfoundation.org) [please indicate if we have your permission to share your story with others anonymously].

## Support HealthWell When You Search the Web or Shop Online

What if HealthWell earned a penny every time you searched the Internet? Or if a percentage of every purchase you made online went to support our cause? Well, now it can!

[GoodSearch.com](#) is a new Yahoo-powered search engine that donates half its advertising revenue, about a penny per search, to the charities its users designate. GoodShop.com is a new online shopping mall which will donate up to 37 percent of each purchase to HealthWell! Hundreds of great stores including Amazon, Target, Gap, Best Buy, ebay, Macy's and Barnes & Noble have teamed up with GoodShop and every time you place an order, you can support the HealthWell Foundation. [To start searching or shopping, visit www.goodsearch.com or www.goodshop.com](#) and enter the HealthWell Foundation as the charity you want to support. And, be sure to spread the word!

To learn about other ways you can help make a difference, or to donate online, please visit [www.healthwellfoundation.org/contribute.aspx](http://www.healthwellfoundation.org/contribute.aspx).

## HealthWell Making a Difference

I am an Oncology biller at a Hematology-Oncology clinic. I work with patients who have been diagnosed with cancer. More and more I see patients come to our office, uninsured and underinsured, and their life is literally falling apart around them. The belief of our billing department is to do everything we can to make life a little easier for the patient at this time of difficulty. We work with these very special people to find out what their insurance covers and what is going to be their financial responsibility before the care begins so the patient has no surprises in the end. Literally, for some patients, it comes down to a choice of having a home and eating, or being treated for cancer. This is where our billing department goes the extra mile. We step in to try to help the patient apply for assistance so that their main focus can be on taking care of themselves and getting well. Time and time again I have turned to HealthWell for help for my patients and they have not let me down yet. On behalf of my patients, my office and myself, I want to Thank You HealthWell, and thank all of your sponsors, for always being there for our patients when we need you the most! You are great to work with, and we appreciate all of the assistance you have given us. Without you, some of our patients would not be able to receive the quality care they are receiving today!

Robyn  
Flint, MI