Patient Advocate Foundation (PAF)
National Resource

Service Details

Patient Advocate Foundation (PAF)
421 Butler Farm Rd
Hampton, Virginia 23666

Additional Information

Program Details

The Patient Advocate Foundation (PAF) is a national nonprofit organization that serves as an active liaison between the patient and their insurer, employer and/or creditors to resolve insurance, job retention and/or debt crisis matters relative to their diagnosis through case managers, doctors and attorneys. PAF seeks to safeguard patients through effective mediation assuring access to care, maintenance of employment and preservation of their financial stability.

Eligibility Criteria (Applies to case management and co-payment program):

1. Treatment:
   - Patient must have been in treatment within the last 6 months
   - Patient must be in active treatment
   - Patient will be starting treatment in the next 60 days

2. PAF will no longer assist with the following:
   - Burial/Funeral
   - Non documented residents

Specific Employment Issues:
   a. Reports of discrimination/harassment
   b. Termination after FMLA
   c. Threat or fear of losing employment

PAF DIRECT PATIENT SERVICES specializes in mediation, negotiation and education on behalf of patients nationwide on the following issues:

- Securing pre-authorizations
- Resolving coding & billing issues
- Facilitating the insurance appeals process
- Coordinating benefits
- Access to Pharmaceutical agents, chemotherapy, medical devices and surgical procedures
- Providing copayment and coinsurance assistance
- Resolving cost of living and medical debt crisis
- Arbitrating job retention issues to maintain benefits
  (Serves as a resource between patients and their employers relating to health insurance benefits such as COBRA, FMLA, STD, LTD, etc.)
- Identifying available coverage options for patients who are:
  - Uninsured
  - Underinsured
  - Medicare eligible
  - Medicaid eligible
- Help people with expediting the application process for Social Security Disability, Medicaid, SCHIPS, and other social programs.
  (Does not determine eligibility for programs)

CO-PAY RELIEF ASSISTANCE PROGRAM (CPR): Provides direct financial assistance to qualified insured patients, including Medicare Part D beneficiaries, assisting them with prescription drug co-payments, co-insurance and deductibles their insurance requires relative to their diagnosis. Call counselors work directly with the patient as well as with the provider of care to obtain necessary medical, insurance and income information to advance the application. Medical services such as lab work, office visits, surgeries, radiation therapy and scans are not covered by the program. Supported Diseases vary depending on available funding and may include, but not limited to: Breast Cancer, Bladder Cancer, Cervical Cancer, Electrolyte Imbalance, Hepatitis B and Hepatitis C, Non-Small Cell Lung Cancer, Multiple Myeloma, Myelodysplastic Syndromes, Osteoporosis, Ovarian Cancer, Prostate Cancer, Renal Cell Carcinoma, Transportation Financial Aid Fund: For metastatic lung cancer and metastatic melanoma patients. One-time grant of $300 for transportation as it applies to current IV-infused treatment. Patients interested may call (855) 824-7941 for more information.
- Merkel Cell Carcinoma Financial Aid Fund: Patients currently in treatment, scheduled to begin in the next 60 days or patients that have been in treatment within the past 6 months are encouraged to apply. One-time grant of $450.00 for any and all transportation expenses related to their diagnosis. Patients interested may call (855) 824-7941 for more information.
- Info for Reservists: PAF provides information

Location Information

Patient Advocate Foundation (PAF)
421 Butler Farm Rd
Hampton, Virginia 23666

Mon - Thur 8:00 am - 8:00 pm (E) - Case Management and Patient Services
Fri 8:00 am - 7:00 pm (E) - Case Management and Patient Services
Mon - Thur 8:30 am - 5:00 pm (E) - Co-Pay Relief Asst
Fri 8:30 am - 4:00 pm (E) - Co-Pay Relief Asst Closed on Holidays. General phone number: 800-532-5274

Contact Information
Phone: (844)922-7723
Dialing Instructions: Dedicated ACS number for English & Spanish Case Management/Patient Services ONLY
Secondary Phone: (866)512-3861
Dialing Instructions: For Co-Pay Relief Assistance Program ONLY - Co-Pay Fax: (757) 952-0119
Fax: (757)873-8999

## Additional Information

<table>
<thead>
<tr>
<th>Cost/Fees:</th>
<th>CO-PAY RELIEF: Can make payments directly to healthcare providers, pharmacies or reimbursement to the patient. They cannot accept patient ledgers or billing statements in place of the Explanation of Benefit (EOB remittance) nor are they able to assist with discount cards OR bills in collections. Proof of Payment must be provided with claims submitted for reimbursement.</th>
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<tbody>
<tr>
<td>Eligibility/Procedures:</td>
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<tr>
<td>Website:</td>
<td><a href="http://www.patientadvocate.org">http://www.patientadvocate.org</a></td>
</tr>
<tr>
<td>Languages:</td>
<td>Spanish, English, Translators Available</td>
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Last Annual Review: 6/20/2019

Your American Cancer Society compiled this information as a public service. Our goal is to provide a comprehensive list. Inclusion should not be viewed as an endorsement of these organizations and programs by your American Cancer Society. Before attending a meeting, please verify the meeting time and date. Should you experience difficulties with any of these resources, please call your local American Cancer Society office.

Date Provided: Thursday, June 20, 2019 10:46:47 AM