Hepatitis C CareLine
Since January 2015

Managed by the Patient Advocate Foundation
to provide Hepatitis C patients with hands-on case management support

Patient Advocate Foundation Overview:
Operating since 1996, the PAF is a non-profit organization whose professional case management staff responds to a broad variety of patient concerns to improve access to healthcare, navigating insurance appeals/denials, maintenance of employment and preservation of their financial stability relative to their diagnosis of a life threatening or debilitating disease.

The CareLine is staffed by a seasoned team of case managers who provide individualized service to Hepatitis C patients, caregivers and providers.

Covered Diagnoses:
All patients diagnosed with Hepatitis C are eligible for service.

Services Provided:
Patient Advocate Foundation assists with the following:

- Access to care issues
  - Lack of coverage resulting in no access to care
  - Inability to afford medical and pharmaceutical co-payments and coinsurance
  - Lack of access to required healthcare due to cost, transportation issues and coverage denials
- Assist patients with insurance denials
  - Experimental or investigational denials
  - Medical necessity denials
  - Out-of-network benefits
  - Benefit exclusion
- Review denial letter and provide direct insurance appeals for all levels of appeals available to a member
- Prepare patients to educate their employer, seeking appeal options as appropriate
- Review insurance plan language
- Employment challenges including loss of income and compromised benefits that impact access
- Medical debt crisis that has impacted or stopped required care
- Cost of living debt crisis that forced many to choose between paying for treatment or paying for their essential costs of living, often resulting in a decision to go off therapy

Contact Us!
- 1-800-532-5274
- Select your preference of English or Spanish
- Press option 2 then listen for additional prompts to be connected to the Hepatitis C CareLine
- Hours:
  - Monday - Thursday, 8:00 AM - 8:00 PM EST
  - Friday, 8:00 AM - 7:00 PM EST

Learn more at http://hepatitisc.pafcareline.org

Thank you for allowing PAF to provide support to you and your patients! We welcome your feedback. Should you have any urgent questions or needs, please contact us at 1-800-532-5274.