

Patient Advocate Foundation

Presents to the Virginia Joint Commission on Healthcare

A Report of The Virginia Cares Uninsured Program (VCUP)

July 1, 2007 – August 14, 2009

Reporting Team:

Jamilla Williams – Director of Virginia Cares Uninsured Program
Pat Jolley – Executive Director of Case Management Services
Kendra Bluhm – Chief of Program Management
Nancy Davenport-Ennis – CEO and Co-Founder of Patient Advocate Foundation

September 1, 2009

Richmond, Virginia

Who is PAF?

Patient Advocate Foundation is a national non-profit organization that seeks to safeguard patients through effective mediation assuring access to care, maintenance of employment and preservation of their financial stability relative to their diagnosis of life threatening or debilitating diseases.

What is VCUP

PAF program to assist uninsured Virginians by providing professional sustained case management services

PAF served a total of **8,507** Virginians from July 1, 2007 through August 14, 2009

- 2,859 Virginians in 2007
- 4,247 Virginians in 2008
- 1,401 Virginians in 2009

Of these, 5,591 Virginians were Insured and **2,916** were Uninsured

VCUP Eligibility Guidelines

- Must be a legal resident of the United States
- Must reside in Virginia
- Must be uninsured
- Must have a chronic, life-threatening, or debilitating disease

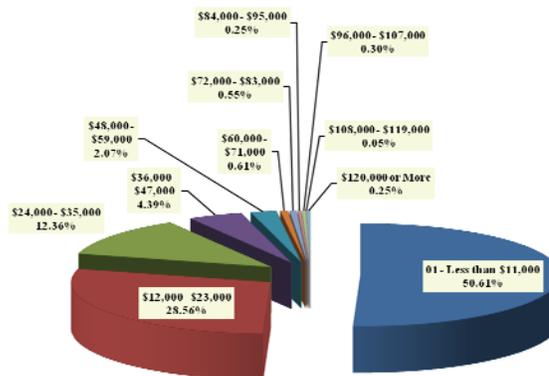
Services Provided to the Uninsured

The following services are provided by the professional case management staff of PAF at no charge to the patient:

- Assist patients with applying, expediting decisions and appealing Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), Long Term Disability (LTD) and/or Short Term Disability (STD).
- Negotiate funding and/or insurance coverage to access medical devices, surgical procedures, medications, medical discounts or write-offs for services, and clinical trials.
- Negotiate access to free or reduced medication, nutrition, housing, utilities, and free or reduced transportation and lodging for patients who must travel for treatment.
- Negotiate insurance with COBRA, Medicaid, Medicare, Risk Pool Coverage, Guarantee Issue Plans, HIPAA plans and FAMIS/FAMIS Select.

Income Level Breakdown for PAF VCUP Patients

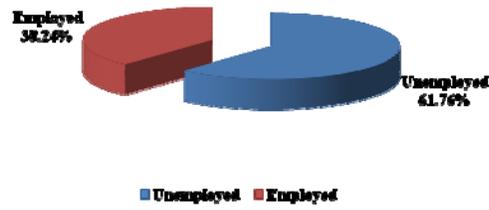
Income Level Breakdown for PAF VCUP Patients



50.61% of all VCUP Patients earned less than \$11,000

Employment Status for PAF VCUP Patients

Employment Status for PAF VCUP Patients

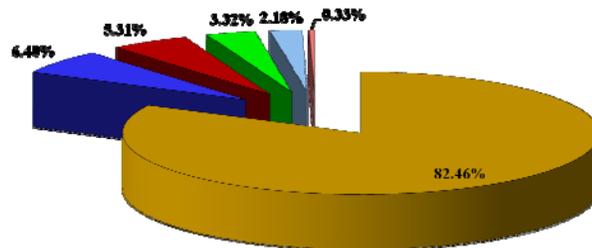


61.76% of all VCUP Patients were Unemployed

Primary Issues for PAF VCUP Patients

Primary Issues for PAF VCUP Patients

Uninsured Issues Debt Crisis Issues Insurance Issues
Disability Issues Educational Issues Employment Issues



82.46% of all VCUP Patients Reported Primary Issues of Being Uninsured

Issues Breakdown

Uninsured Issues Include:

- Denied charity care
- Denied County Medical
- Denied Medicaid
- Children's Health Insurance Program (CHIP)
- Share of Cost/Spend Down
- Traditional
- Denied treatment/inability to meet upfront financial requirement
- Insurance coverage lost/terminated (i.e. Medicaid, group, individual, etc.)
- Medicaid application assistance needed/expedited
- No access to DME
- No access to care
- No access to screening
- No access/no coverage for prescription needs
- Non permanent resident
- Unable to access care due to distance
- Unpaid medical Bills

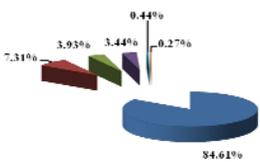
Debt Crisis Issues Driven by Burden of Medical Costs Include:

- Cost of living (Financial assistance)
- Inability to afford car note/car insurance/car repair
- Inability to afford commodities/home adaptation:
 - fans
 - appliances
 - medical alert device
 - ramps
- Inability to afford eviction/foreclosure
- Inability to afford food/nutritional needs
- Inability to afford lodging
- Inability to afford rental/mortgage
- Inability to afford transportation
- Inability to afford utility/shut off
- Inability to afford non-covered needed supplies:
 - wigs
 - bras
 - diabetic needs
 - bandages
 - accessible vans
 - ramps



Resolution Breakdowns

Resolutions for PAF VCUP Patients



84.61% of all VCUP Patients had Uninsured Resolutions

Uninsured Resolutions Include:

- Approved for Medicaid/share of cost
- Approved for charity care/partial or full
 1. Through hospital/facility/MD
 2. Through State/Local program
- Approved for County Medical
- Enrolled/approved for state risk pool/special enrollment
- Enrolled/approved for pharmaceutical indigent drug program
- Facilitated/identified new insurance coverage
- Facilitated access to care through local clinic/hospital/doctor
- Initiated/educated on steps to accessing screening
- Mediated negotiations of payment plan/discount with patient
- Returned to Country of residence for continued care
- Screened/enrolled into clinical trial

Debt Crisis Resolutions

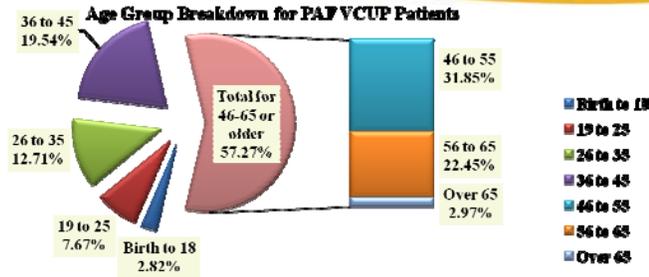
- Cost of living - Issues with:
- Facilitated/located food assistance
 - Facilitated car note/car insurance/car repair relief
 - Facilitated/located commodities/home adaptation:
 - fans
 - appliances
 - medical alert device
 - ramps
 - Mediated/negotiated eviction/foreclosure agreement/relief
 - Facilitated/negotiated free, reduced rate, charity for lodging assistance
 - Offset cost through alternative assistance
 - Facilitated rental/mortgage payment relief
 - Facilitated/secured free/volunteered or charity for transportation assistance
 - Facilitated utility/phone relief

Other assistance provided:

- Facilitated/located needed supplies
- Financial counseling provided



Age Group Breakdown for PAF VCUP Patients



A Total of 57.27% of all Patients served by VCUP were aged 46-65 or older

54.3% of all VCUP Patients were identified in the age groups of 46-55 years old

2.97% of all VCUP Patients were recognized in the age group Over 65

Diagnoses Assisted with through the PAF VCUP Program

Cancers

Abdominal Cancer
Adenocarcinoma
Anal Cancer
Basal Cell Carcinoma
Bile Duct Cancer
Bladder Cancer
Bone Cancer
Brain Cancer
Breast Cancer
Cervical Cancer
Choriocarcinoma
Colon Cancer
Colorectal Cancer
Endometrial Cancer
Esophageal Cancer
Gallbladder Cancer
Head and Neck Cancer
Hodgkins Disease
Kidney Cancer
Laryngeal Cancer
Leukemia
Liver Cancer
Lung Cancer

Lymphoma (Non-Hodgkin)
Melanoma
Mesothelioma
Multiple Myeloma
Myelodysplastic Syndromes
Nasopharynx Cancer (Nose)
Oral Cancer
Ovarian Cancer
Pancreatic Cancer
Pelvic Tumor
Peritoneal Cancer
Pituitary Tumor
Prostate Cancer
Rectal Cancer
Salivary Gland Cancer
Sarcoma
Skin Cancer
Spinal Cord Tumors
Stomach Cancer
Testicular Cancer
Throat Cancer
Thymus Cancer
Thyroid Cancer
Unknown Primary
Uterine Cancer
Vaginal Cancer

Autoimmune Diseases

Arthritis
Crohn's Disease
Irritable Bowel Syndrome
Lupus
Myasthenia Gravis
Sarcoidosis
Sjogrens Syndrome
Ulcerative Colitis
Wegener's Granulomatosis

Organ Transplantation

Kidney
Liver

Nervous System Conditions

Brain Tumors (Benign)
Epilepsy
Guillain Barre
Multiple Sclerosis
Parkinson's Disease
Seizure Disorder
Spinal Cord compression
Spinal Cord inflammation
Stroke (CVA)

Diagnoses Assisted with through the PAF VCUP Program

Pediatric Conditions

ADHD (Attention Deficit Hyper)
 Adrenoleukodystrophy
 Autism
 Cerebral Palsy
 Chromosome Defect
 Cleft Palate/Lip
 Developmental Delay
 Genetic Disorders
 Hemangioma
 Hepatoblastoma
 HPV
 Hydrocephalus
 Precocious puberty
 Scoliosis
 Sickle Cell Anemia
 Spina Bifida
 Turner Syndrome
 Wilm's Tumor

Cardiovascular Conditions

Abnormal Heart beat
 Aneurysm
 Cardiomyopathy
 Congestive Heart Failure
 Coronary Artery Disease
 Heart Attack
 Hypertension
 Peripheral Artery Disease
 Transposition of Great Vessels
 Valve Disorder
Kidney Diseases
 Glomerulosclerosis
 Kidney Stone
 Polycystic Kidney Disease
 Renal Failure

Diagnoses Assisted with through the PAF VCUP Program

Chronic or Debilitating Conditions

Amputations (any limb)
 Amyloidosis
 Anemia
 Asthma
 Blindness
 Bronchitis
 Cirrhosis
 Clotting Disorder
 Connective Tissue Disorders
 COPD (Lung disease)
 Degenerative Disc Disease
 Degenerative Joint Disease
 Diabetes
 Emphysema
 Endometriosis
 Fibromyalgia
 Gauchers' Disease
 Glaucoma
 Hemochromatosis
 Hepatitis
 HIV/AIDS
 Hyper/Hypo Thyroidism
 Infectious process
 MRSA

ITP (Idiopathic Thrombocytopenic purpurs)
 Liver Failure
 Macular Degeneration
 Neuropathy
 Neutropenia
 Osteomyelitis
 Osteoporosis
 Pancreatitis
 Paralysis (any body part)
 Peripheral Neuropathy
 Polio
 Pulmonary Emboli
 Pulmonary Fibrosis
 Thyroid Disorder

Diagnoses Assisted with through the PAF VCUP Program

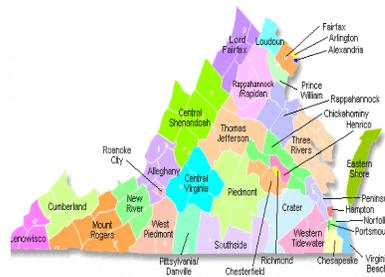
Accident/Injury	Migraine Headache
Acid Reflux Disease (GERD)	Narcolepsy
Alzheimer's Disease	Obesity
Cataracts	Peptic Ulcer
Chest Pain	Pneumonia
Chronic Pain Syndrome	Pregnancy
Colitis	Prolapsed Uterus
Cyst (benign)	Psoriasis
Depression	RSD(Reflex Sympathetic Dystrophy)
Diverticulitis	Sleep Apnea
Fibroids	Spinal Stenosis
Gallbladder Disease	TMJ /Jaw Disorder
Gout	Tumor non cancerous
Head Trauma	Unknown Diagnosis
Hernia	Screening for Symptoms
Lyme's Disease	
Malabsorption	
Mental Illness	

VCUP Outreach

VCUP Areas Visited

Abbingdon	Fredericksburg	Marion	Stanardsville
Accomac	Front Royal	Martinsville	Staunton
Alexandria	Galax	Mechanicsville	Stony Creek
Arlington	Glen Allen	Midlothial	Suffolk
Bastian	Gloucester	Nassawadox	Surry
Beaver Dam	Goochland	Newport News	Tazewell
Blacksburg	Hampton	Norfolk	Verona
Bristol	Harrisonburg	Norton	Virginia Beach
Charlottesville	Henrico	Piedmont	Wakefield
Chesapeake	Herdndon	Pennington Gap	Warrenton
Christianburg	Hudgins	Petersburg	Waverly
Clinchco	Independence	Portsmouth	Waynesboro
Culpeper	Irvington	Pulaski	Williamsburg
Danville	Jamestown	Radford	Winchester
Dinwiddie	Lebanon	Reston	Wise
Dungannon	Leesburg	Richmond	Woodbridge
Emporia	Lexington	Roanoke	Woodstock
Fairfax	Lord Fairfax	Salville	Wytheville
Falls Church	Low Moor	Smithfield	Yorktown
Fishersville	Lynchburg	South Boston	
Franklin	Manassas	South Hill	

PAF has performed outreach in all 35 health districts in Virginia



PAF Outreach Events and Sites

Aberdeen Elementary School	Beyond the Cure Teleconference
Access Membership Meeting	Birthday Celebration at Omni Hotel
Achievable Dream Health Fair for 2009	Bland County Medical Clinic
Aids Network	Bon Secours Health Center
Albermarle/Charlottesville Health Department	Bon Secours Memorial Regional
Alleghany Highlands Free Clinic	Bons Secours St Francis
Alleghany Regional Hospital	Bradley Free Clinic
Alpha Kappa Sorority Empowerment Fair	Brock Hughes Free Clinic
Annual Minority Breast Health Symposium 2008	Calvary Community Church
Antioch Baptist Church	Canaan Baptist Church
Arbors at Pt. Warwick	Carilon Community Hospital
Arlandraia Health Center	Carilon Regional Hospital
Arlington Free Clinic	Catholic Charities Care Centers
Ash Manor-NN Redevelopment and Housing Authority	Center for Pediatric Research
Augusta Regional Free Clinic	Chambrel Peninsula Task Force on Aging
Augusta/Staunton Health Department	Chambrell retirement facility
Barrett Transitional Homeless Shelter	Charlottesville CPAC
Beach Health Clinic	Charlottesville Free Clinic
Belle Harbour Emergency	Chesapeake Bay Agency
Bethany Baptist Church	Chesapeake Care

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PAF Outreach Events and Sites

Chesapeake Care - A Free Clinic	Community Resources Network
Chesapeake Community Services	Comprehensive Health Investment Program (CHIP)
Chesapeake General Medical Center	Conference call for the Dialysis Patient Citizens
Chesapeake Health Department	Craddock Branch Library
Chesapeake Housing Authority	Cross Over Ministry
Chesapeake Medical Association	Cross Roads Medical Mission
Chippenham Johnston-Willis campus	Crystal Gateway
Chippenham Medical Center/Chippenham Campus	Cullather Brain Tumor Quality of Life Center
CHKD Health Center and Hospitals	Culpeper Regional Hospital
CHKD Hospital	Danville Regional Medical Center
CHKD Speciality Group	Department of Human Services
CHKD Surgery Center	Department of Social Services
Churchland Branch Library	Department on Aging
City of Hampton	DePaul Medical Center
City of Newport News Task Force Meeting	Dept of Social Services
Clinch River Health Service	Dinwiddie High School
Colliseum Nursing Park	Division of Community Health; Research for EVMS
Community Health Center - Adult Center	Doris Miller Community Center
Community Resource - Hamtown Barber & Styling	Downing-Gross Cultural Arts Center
Community Resource - Seaborne Barber Shop	

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PAF Outreach Events and Sites

Eden Pines/ Mayfair Hampton
 Emergency Food Stamp Shelter Program
 Family & Friends Day
 Family Investment Center/Housing Authority
 Family Medical Center
 Farmer's Market
 Fauquier Free Clinic
 Fauquier Hospital
 First Baptist Church
 First Baptist Church East End
 First Baptist East End
 Food Bank of the Peninsula
 Fredericksburg Health Dept
 Free Clinic of Central Virginia
 Free Clinic of Culpeper
 Free Clinic of the New River Valley
 Free Clinic of the Twin Counties
 Free Medical Clinic of Northern Shenandoah Valley
 Friends of the Homeless
 Gethsemane Baptist Church

Gillhaven Manor
 Goochland Family Services
 Goochland Free Clinic
 Grace United Methodist Church
 Grayson Count Health Dept
 Green Care Clinic
 Greenbrier Healthplex
 Hair Tek 2000 Inc.
 Halifax Regional Hospital
 Hampton City Health Department
 Hampton Conference Center
 Hampton Convocation Center
 Hampton Holiday Inn
 Hampton Marina Motel
 Harrisonburg-Rockingham Free Clinic
 Hats Off To Caregivers
 Head Start - James City County
 Head Start of York County
 Health Department
 Health District for Tazwell

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PAF Outreach Events and Sites

Healthy Generations- Community Health Movement
 Healthy Generations-Healthy Promoters Class
 Healthy Generations-SEC Taskforce
 HemOnc Richmond - I Can Cope Support Group
 Henricho Doctors Hospital
 Holiday Inn Peninsula Southern Christian Leadership
 Holiday Inn Select MS Annual Membership Meeting
 Home Instead Home care
 Homeless Intervention Program
 Homeless Prevention Program
 HOPE Center
 Hope Community Church
 Hospice House & Support Care
 Hotel Roanoke VPCA: Leadership Education Conference
 Inova Health System
 Inova Fairfax Hospital
 Inova Loudoun Hospital
 Inova Outpatient Center
 Institute for Family Centered Services of SE Virginia
 Isle of Wight Family Practice

Ivy Baptist Church
 James A. Fields House
 James City County Community Services
 Jamestown Settlement
 Jeanie Schmidt Free Clinic
 Johnson Health Center
 Juneteenth Festival
 Komen Mission Conference
 Lackey Free Family Clinic
 Lake Wright VOA
 Laura Stamp; Johnson's Homeless Shelter
 Leukemia and Lymphoma Society Foundation
 Loudoun Free Clinic
 Lynchburg City Health Dept
 Lynchburg Community Regional Hospital
 Main Street Library
 Manor Branch Library
 MAPP/Medication Access Program for Portsmouth
 Mariners' Museum
 Martha Jefferson Hospital

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PAF Outreach Events and Sites

Mary Washington Hospital
 Maryview Med Center/Heart Center
 Maryview Medical Center
 Massey Cancer Center @ Hanover
 Mayfair House Peninsula Task Force on Aging
 Mayfair House Santa to a Senior Program
 Meals on Wheels
 Med Assist (Downstairs from Project Access)
 Medtown Community Center
 Memorial Hospital of Martinsville
 Mennowood Retirement Center
 Mercury West
 Midtown Community Center
 Ministering to Individuals With Cancer
 Morningside Assisted Living
 Morningside Assisted Living Center
 Morningside Convalescent Center
 Morrison Church Event
 Mount Nebo Baptist Church
 Mount Zion Baptist Church

Mountain View Regional Medical Center
 Mt Rogers Health District
 Mt. Gilead Missionary Baptist Church
 Multiple Myeloma Treatment Options
 New Destiny Outreach Ministries
 New Horizons Healthcare
 Newport News Boys and Girls Camp
 Newport News Health Dept
 Newport News Pediatrics
 Newport News Police Headquarters
 Norfolk Community Services Board
 Norfolk Dept of Human Services
 Norfolk Dept. of Health Immunization Clinic
 Norfolk Waterside Marriott Hotel
 Norfolk Waterside Marriott Hotel
 Norton Community Hospital
 Obici Hospital
 Office of Human Affairs
 OHA Head Start

PAF Outreach Events and Sites

Olde Towne Medical Center
 On Purpose Ministries Worship Center
 Our House Shelter
 Parkview Community Day Active Lifestyle Health Expo
 PATH (Piedmont Access To Health Services)
 Patrick Henry Mall Disability Awareness Day
 Pearl Bailey Library
 Pearl Bailey Library
 Pearl Bailey Library
 Pediatric Center-VA Health Center
 Peninsula Agency on Aging
 Peninsula Agency on Aging
 Peninsula Health Center
 Peninsula Health Department
 Peninsula Health District CINCH
 Peninsula Institute for Community Health
 Petersburg Department of Social Services
 Phillip W. Memorial Cancer Resource Center
 Phyllis Wheatley YWCA
 Port Warwick Hospital

Portsmouth City Council Meeting
 Portsmouth Community Health Center
 Portsmouth Family Resource Center
 Portsmouth Health Department
 Portsmouth Social Services
 Portsmouth WIC
 Potomac Hospital
 Prospect Zion Baptist Church
 Pulaski Cancer Center
 Pulaski Community Hospital
 RAM - Remote Area Medical Health Expedition
 Rappahannock Area Health District
 Rescue Mission Health Center
 Residence Inn-Marriott Sickle Cell Team Tour- Health F
 Reston Hospital Center
 Retreat Hospital
 Richmond Area High Blood Pressure Clinic
 Richmond VA Cancer Plan Action Coalition
 Riverside Cancer Care Institute
 Riverside Cancer Center

PAF Outreach Events and Sites

Riverside Cancer Center/Patient Navigator	Senior Services of Suffolk
Riverside Health Department	Sentara Bayside Hospital
Riverside Health System Conference Center	Sentara CarePlex Hospital
Riverside Hospital	Sentara Complex
Riverside Hospital Greater VA Peninsula Health Care Summit	Sentara General
Riverside Regional Medical Center	Sentara Leigh
Riverside Rehab Institute	Sentara Norfolk General Hospital
Roanoke City Health District	Sentara Nursing Center
Rockbridge Area Free Clinic	Sentara OBICI Hospital
Russel County Health Dept	Sentara Regional Hospital_WMSBG
Russell County Medical Center	Sentara Virginia Beach General Hospital
Saint Mary's Cancer Resource Center	Sentara Williamsburg Regional Medical Center
Salvation Army	Shanandoah County Free Clinic
Salvation Army Adult Rehab Center	Shenandoah Memorial Hospital
School of Nursing, Hampton University	SMFP Task Force
SEC Taskforce-Health Generations	Smithfield Medical Center
Second Baptist Church East End	Smithfield Physical Therapy
Senator William Wampler	Smyth County Free Clinic
Senior Center/ Meals on Wheels	Smyth County Hospital
Senior Fair	Social Service Departments
	Social Work Department

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PAF Outreach Events and Sites

Smyth County Free Clinic	The City Of Portsmouth Annual Senior Health Fair
Smyth County Hospital	The Founders Inn and Spa
Social Service Departments	The Matteson Trail American Diabetes Association
Social Work Department	The Murray Center
Southern Area Agency on Aging	Tides Inn
Southwest Virginia Community Health System	Trinity Faith Diamond
Spratley House	Twin Counties Regional Healthcare
Spring Arbor	Union Mission
Spring Arbor Nursing Home	United Way
St Francis Medical Center	University of Virginia Medical Center
St Lukes Community Free Clinic	VA Beach Department of Human Services
St Mary's Health Wagon	VA Cooperative Extension
St Mary's Hospital/Bon Secour	VEC
Stanardsville Health Department	Victory Home Geneva Baptist Church
Stone Mountain Health Services	Virginia Beach American Cancer Society
Stony Creek Community Health Center	Virginia Beach City Council Meeting
STOP Organization	Virginia Blood Cancer Conference
Target Pharmacy Outreach	Virginia Cancer Institute
Tazewell Community Hospital	Virginia Commonwealth University
The Cancer Center	
The Cancer Center - Henrico Doctor's Hospital	

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PAF Outreach Events and Sites

Virginia Community Healthcare Association
Virginia Hospital Center
Virginia Hospital Center Urgent-George Mason
Wal-Mart Santa to Senior Program
Warren Memorial Hospital
Warwick Forrest Peninsula Task Force on Aging Meeting
Warwick Moose Lodge
Waterside Marriott
Waverly Health Center
West Hampton Community Center
Western Tidewater Free Clinic
WIC
Williamsburg Community Services
Williamsburg United Methodist Church, Respite Care Program
Willing Partners
Winchester Medical Center
Winchester/Frederick Health Dept
Wise County Health Department

Wise Fairgrounds
Wise/Norton Health Dept
Wythe County Health Dept
YMCA Community Health Fairs & Task Forces
YWCA VA Peninsula, Phyllis Wheatley Building

Patient De-Identified Summaries

Case # 1: PAF/93726

This is a 51 year old Caucasian uninsured man who is an unemployed truck driver from Iron Gate, Virginia. He has multiple diagnoses including Sleep Apnea, Asthma, Hypertension and Diabetes. He was at the Administrative Law Judge level of appeal for ongoing denial of Social Security Disability. He was ineligible for Medicaid due to not meeting eligibility requirements. He contacted PAF for assistance in obtaining durable medical equipment (DME) for his sleep apnea (C-PAP machine), which was ordered but he was unable to afford the \$700 up front payment.

Resolution:

- Patient Advocate Foundation case manager negotiated a 3 month rent to purchase agreement with the DME provider and worked diligently to obtain donations to cover initial payment. The equipment was not able to be delivered until the initial payment was made. The patient signed an agreement to pay the remainder of the C-PAP machine balance with his income tax return.
- The patient required the addition of oxygen to his C-PAP machine. Due to the previous mediation by the PAF case manager, the DME Company agreed to work with the physician and the family to ensure correct equipment was in the home. The patient was able to receive his care through a Free Health Clinic. He was qualified at the University of Virginia to receive care on a sliding scale basis if necessary.

Total # of minutes to resolve case – 640 minutes

Patient De-Identified Summaries

Case #2: PAF/22898

This is a 59 year old Caucasian uninsured man from Petersburg, Virginia who had recently been diagnosed with bladder cancer. The patient was involuntarily terminated from his job, and had lost his COBRA coverage due to his inability to afford the premium. His financial problems were due to a lapse in payments while he was transitioning between Short and Long Term disability carriers. Patient contacted PAF requesting assistance in getting his COBRA reinstated so he could continue necessary medical care.

Resolution:

- Patient Advocate Foundation case manager mediated with Third Party Administrator to overturn the cancellation of the COBRA coverage. Due to Social Security Disability approval, the patient was determined to be eligible for an 11 month extension of COBRA benefits, providing him coverage until he becomes eligible for Medicare.
- PAF interceded with the Third Party Administrator in determining why this patient who satisfied requirements was not benefitting from the relief provided by COBRA Stimulus Package. Approval was ultimately obtained and the patient was only required to pay 35% of the COBRA premium.

Total # of minutes to resolve case – 583 minutes

Patient De-Identified Summaries

Case # 3: PAF/93559

This is a 45 year old Caucasian self employed, uninsured father from Newport News, VA. He was admitted to the hospital after suffering a stroke, during his admission he had a second stroke and a heart attack. He was still suffering from residual side effects from the strokes; he was unable to swallow, required tube feedings, and oral suctioning every hour. He was unable to be admitted to a rehabilitation facility due to being uninsured, but required total care from his elderly parents. He was being discharged with instructions to follow up with multiple providers and therapists, despite being uninsured with no visible means of support. The hospital had screened him for Social Security and Medicaid and had advised him he was ineligible, and left him the applications to submit on his own.

Resolution:

- Mediated with medical providers to schedule follow up appointments as well as establishing affordable payment arrangements until a determination was made on his disability status.
- Patient Advocate Foundation case manager facilitated completion and submission of claim for both Social Security Disability and Medicaid applications with patient's mother.
- Interceded with disability determination office to ensure necessary medical information had been received, and patient was approved for Social Security Disability and met eligibility criteria for Medicaid allowing continued access to necessary medical care.
- Coordinated with medical providers to ensure Medicaid was billed for previous and ongoing care, reducing financial hardship on patient and family for outstanding medical debt.

Total # of minutes to resolve case – 707 minutes

Patient De-Identified Summaries

Case # 4: PAF/96145

This is a 56 year old uninsured African American woman from Newport News, VA. She has multiple diagnoses' including Meraglia Paresthetica, hypertension, morbid obesity, degenerative arthritis of the foot and knee and low back pain. She contacted PAF regarding access to care issues (inability to afford treatment and medications), due to termination of her Medicaid benefits due to her dependent granddaughter turning 18. She lived on a limited income from General Relief and was facing eviction from section 8 housing due the landlord being involved in foreclosure proceedings.

Resolution:

- Patient Advocate Foundation case manager assisted with obtaining a new voucher for medications through Social Services program
- Researched and located NeedyMed programs for obtaining medications after voucher exhausted
- Ensured access to care by locating a Free Clinic that utilizes sliding scale fee for ongoing care. Case Manager made certain that the free clinic's location was on a bus route to avoid transportation issues.
- Coordinated with local and state programs to provide financial assistance to stop disconnection of electric services due to outstanding balance
- Interceded on patient's behalf with current real estate agent, section 8 housing authority, city of Newport News to ensure the patient was able to receive assistance with expenses she faced while being required to relocate to new apartment.

Total # of minutes to resolve case – 630 minutes

Financial Summary of VCUP for July 1, 2007- July 31, 2009

Financial Summary of VCUP For July 1, 2007 - July 31, 2009				
	2007 Expenses		2008 Expenses	TOTAL
Total Direct Costs	\$ 224,945.52		\$ 261,460.04	\$ 486,405.56
Total Indirect Costs	\$ 15,572.08		\$ 22,150.07	\$ 37,722.15
Total VCUP Expenses July 1, 2007- July 31,2009	\$ 240,517.60		\$ 283,610.11	\$ 524,127.71
Total Contributions from VA Dept of Health	\$ 217,916.67		\$ 225,000.00	\$ 442,916.67
**Total PAF In-Kind Contributions	\$ 22,600.93		\$ 58,610.11	\$ 81,211.04
** PAF provides 15.5% of the total funding required for the VCUP program to provide services to uninsured Virginians.				

5,591 Virginians were Insured and 2,916 were Uninsured

To Learn More about VCUP

- Go to <http://www.pafcares.org>



Join us for an online seminar

Patient Advocate Foundation is pleased to invite you and your staff members to an online webinar where you will learn about the ways in which PAF can help your uninsured Virginia patients.

The Virginia Cares Uninsured Program (VCUP), is supported by the state of Virginia and is available to you all as a resource!

During the 30 to 45 minute presentation you will learn about the program features including:

- Access free or reduced cost healthcare services
- Establish a safety net of healthcare resources, programs and services
- Research health insurance options and initiate steps of enrollment

Webinars are offered at 12:00 Eastern Standard Time

Class schedule:

September 10, 2009 @ 12 PM

September 22, 2009 @ 12 PM

VCUP Coverage Highlights

The Washington Post

The NEW BURKEVILLE JOURNAL

CulpeperTimes.com

THE AMELIA BULLETIN **MONITOR** ameliamonitor.com
Serving Amelia County and its Neighbors since 1973

THE ROANOKE TIMES
roanoke.com

The Virginia-Pilot
PilotOnline.com

dailypress.com tidewaternewsdot.com

Richmond Times-Dispatch

The York Town Crier
The Poquoson Post

The Rural Virginian

CONNECTION

StaffordCountySun.com
Part of InsideNOVA.com

THE VIRGINIA GAZETTE

The Franklin News-Post

Courier-Record

THE SALEM TIMES-REGISTER

Sussex-Surry Dispatch

THE VOICE
The Voice Newspaper

PAF Patient Advocate Foundation

CONTACT US

VIRGINIA CARES UNINSURED PROGRAM

Are you without health insurance?
Have you been diagnosed with a
life-threatening or chronic disease?

Every day, Virginians are denied
access to the healthcare their
doctors recommend.

Patient Advocate Foundation's
Virginia Cares Uninsured Program
helps Virginians:

Access free or
reduced healthcare services

Establish a safety net of healthcare
resources, programs, and services

Research health insurance options and
initiate steps of enrollment

For more information, please call us at:
1-800-532-5274
or visit:

www.pafcares.org
**PAF Patient Advocate
Foundation**

www.pafcares.org (VA) (800) 532-5274 (NC) (704) 333-3333
All services are free.

Patient Advocate Foundation's Virginia Cares Uninsured Program is in
partnership with the Commonwealth of Virginia. To be eligible for the program,
you must reside in Virginia, be a legal resident of the United States, be uninsured,
and have a diagnosis of a chronic, life-threatening, or debilitating disease.

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Q & A

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