At no cost to you, PAF case managers are here to help address any roadblocks to access and affordability:

Reduce Financial Burden

- Find local, regional and national resources for financial support and for practical needs such as housing, utilities, transportation, and food
- Educational and emotional support resources
- Guide patients through eligible workplace protections such as FMLA and ADA
- Give assistance engaging, applying and appealing workplace benefits including short-term and long-term disability

Enroll into Appropriate Insurance, Charity and Social Programs

- Provide eligibility, enrollment and appeal navigation into Medicare, Medicaid, Social Security disability, Marketplace, and health insurance
- Evaluate eligibility and facilitate application to charity care and discount programs

Insurance Navigation

- Assistance such as benefit review, preauthorization, clinical appeals, billing and coding issues, out-of-network, second opinions and treatment decisions, and insurance plan interpretation
- Facilitate insurance appeals process for denied treatment and medications

Case management services provide hands-on navigation of the reimbursement system, ensuring access to prescribed and emerging therapies and treatment and the practical financial support needs and often addressing the holistic needs of the patient, recognizing that everday barriers often impact access and compliance. Education, research, and representation across a wide spectrum of services are provided for unisured, underinsured, and insured patients.

Who is Eligible?

- A U.S. Citizen or Permanent Resident of the U.S.
- Diagnosis or screening of sickle cell disease
- Be receiving treatment at a facility in the United States or one of its territories

Contact Us

- Request help at **https://sicklecell.pafcareline.org** 24 hours a day
- Toll-free at **(855) 588-6362**
- Hours of operation **8:30 a.m. to 5:00 p.m. Monday - Thursday; 8:30 a.m. to 4:00 p.m. Friday Eastern Time**

SICKLE CELL CareLine

sicklecell.pafcareline.org

(855) 588-6362

PAF Patient Advocate Foundation