

Navigating Patient Assistance Programs

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Pharmacy Forward: Advancing Practice for a
Healthier Tomorrow!

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Disclosure Statement

- Kacee Williams has no relevant financial relationship with ineligible companies to disclose.
and
- None of the planners for this activity have relevant financial relationships with ineligible companies to disclose.





Learning Objectives

At the completion of this activity, the participant will be able to:

1. Identify what patient assistance resources are available, what they offer, and how to use them in the healthcare setting.
2. Discuss what savings could look like within a healthcare organization.
3. Apply tips shared to help set up workflows for a strong patient assistance program.

What is a Medication Assistance Program?

- A medication assistance program is any program that provides financial support for the out-of-pocket cost for a medication.
- Some of these programs also help cover administration costs, labs, and other fees a patient may incur
- There are 3 main sources of medication assistance:
 - Free drug programs, organized and supplied by the manufacturing company of the medication
 - Grant foundations, non-profit organizations that rely on donations
 - Copay assistance programs, organized and supplied by the manufacturing company of the medication



What is a Medication Assistance Program?

- Many hospital systems are creating Medication Assistance teams to help meet the needs of patients experiencing financial burdens, lack of insurance, or high out-of-pocket costs for their medications.
- These individuals may be the same individuals obtaining prior authorizations.
- Other names for these positions are:
 - Medication Assistance Counselor
 - Financial Counselor
 - Financial Liason
- These individuals, with consent from the patient, apply for, renew, and make sure to bill these programs
 - Once billed, may also need to supply EOB/insurance claim information to the program



What is a Medication Assistance Program?

- In the retail setting, this is usually handled by the ordering provider's office or the patient themselves.
 - Someone at the provider's office will assist patient in applying for copay assistance
 - May sign them up directly
 - May give them information to sign up on their own
 - Once obtained, patient should have a card or billing information to provide to the retail staff, including BIN, PCN, Member ID, Group.
 - Provider's office and/or patient responsible for renewing each year



The Three Kinds of Assistance

Grant Foundations

- Works secondary to primary Medicare insurance coverage.
- Covers medications by diagnosis, not by medication.
- Covers brand and generic medications; some foundations will cover labs, administration, travel, etc.

Copay Assistance

- Works secondary to primary commercial insurance coverage.
- Usually awarded on a yearly basis.
- Some programs will cover medication and admin costs.
- Available for most brand name medications

Free Drug Programs

- Requires application to the drug manufacturer.
- Some programs require patients to fall under Federal Poverty Guidelines, have insurance requirements, citizenship requirements, etc.
- Can ship meds to patient's homes or provider's office for administration



Grant Foundations

- Grant Foundations are a great resource for patients that are insured with Medicare and do not have a supplemental insurance plan.
- Especially helpful to Traditional Medicare patients (Medicare A/B) who will always owe 20% of their balance.
- Enrollment is based on diagnosis; prostate cancer, asthma, etc.
- May require income paperwork.
- Provides assistance for copays and/or insurance premiums.
- Open and close funding based on donations and availability.



Grant Foundations

Examples of Grant Foundations include but are not limited to:



HEALTHWELL
FOUNDATION®



PAN
Foundation

**Blood Cancer
United**



Patient Advocate Foundation
CO-PAY RELIEF™

DISPENSING HELP, DELIVERING HOPE



The
Assistance
Fund

good days®
effective compassion®



Grant Foundations

How to Search for Funding

- FundFinder is an excellent resource available to anybody
- Free to sign up
- Accessible to anybody
- Managed and updated by PAN Foundation.
- <https://fundfinder.panfoundation.org/>

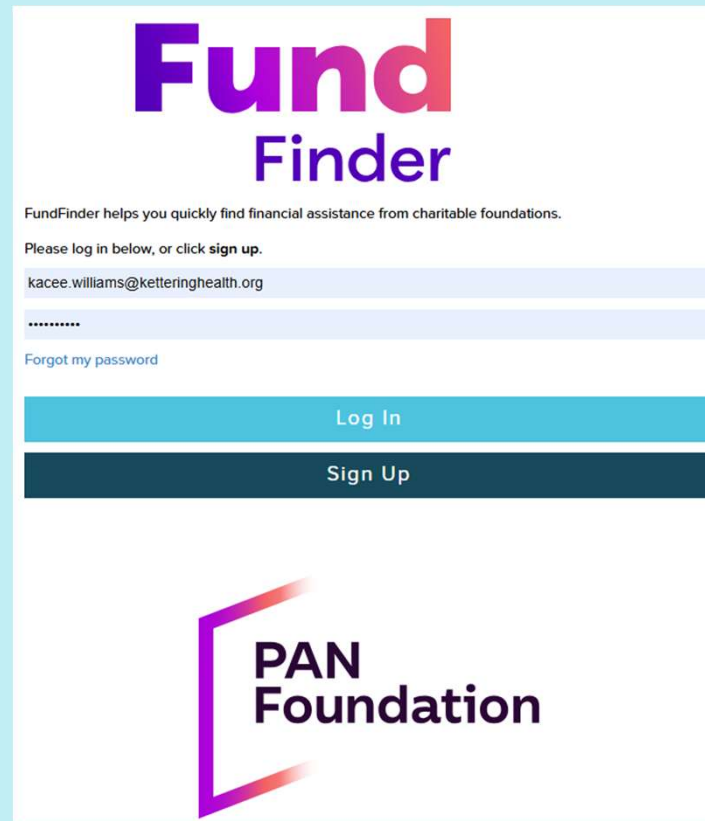
**Fund
Finder**

FundFinder helps you quickly find financial assistance from charitable foundations.



Grant Foundations

Navigating FundFinder



**Fund
Finder**


FundFinder helps you quickly find financial assistance from charitable foundations.

Please log in below, or click [sign up](#).

[Forgot my password](#)

[Log In](#)

[Sign Up](#)

 **PAN
Foundation**



Grant Foundations

Navigating FundFinder

Create Your Profile

Once you create an account, you can check the status of a disease fund from any charitable foundation.

When you log in to your account, you can subscribe to email notifications for specific disease funds. If you would also like to receive text message notifications, click below.

By signing up for FundFinder, you agree to receive emails and/or SMS from the PAN Foundation. These emails may include updates about our existing and new programs and services. We value your privacy and will never share your email address or phone number with third parties. You can unsubscribe from these communications at any time.

Please Complete / Select All Fields.

First Name

First Name

Last Name

Last Name

Email Address to Receive Notifications

Email Address to Receive Notifications

Password

Password

Confirm Password

Confirm Password

Add text message notifications? NO YES

Who Are You?

Patient

Caregiver

Healthcare Provider

Pharmacy

Drug Company

Patient Advocacy Organization

Other - please specify

All fields are required.

Done



Grant Foundations







Navigating FundFinder

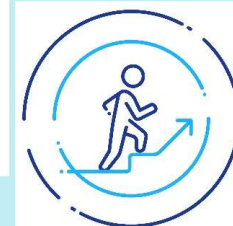
- Once logged in, you will see a list of grant funds arranged alphabetically by diagnosis.
- Use the search function to look up the grant fund diagnosis of your choice; for this example, we'll choose Breast Cancer

[← Back to Funds List](#)

Breast Cancer

The following foundations currently have assistance programs.
Last Updated: 02/11/2026 15:10 PM

PAN Foundation Breast cancer - Copay	
CancerCare Co-Payment Assistance Foundation Breast Cancer - Copay	
HealthWell Foundation Breast Cancer - Medicare Access - Copay	
Patient Advocate Foundation Co-Pay Relief Breast Cancer - Copay	
Patient Advocate Foundation Co-Pay Relief Breast Cancer Health Equity Fund - Copay	
The Assistance Fund Breast Cancer - Copay	





Grant Foundations

Navigating FundFinder

[← Back to Funds List](#)

Breast Cancer

The following foundations currently have assistance programs.
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PAN Foundation Breast cancer - Copay	
CancerCare Co-Payment Assistance Foundation Breast Cancer - Copay	

- In this example, PAN Foundation shows an open fund. You can access this fund by clicking the name of the Foundation to be routed to the PAN Foundation's website. The other Foundations in this example are closed; but may allow users to register to be added to a wait list.



Grant Foundations

Navigating FundFinder

[← Back to disease funds](#)

[Open](#)

Breast cancer

COPAY GRANT

\$2,400 initial grant (up to \$4,800 per year)

[Check eligibility](#) [Covered medications](#) [Next steps](#) [More patient support](#) [Help topics](#)

[Apply online](#) Need help by phone? Call 1-866-316-7263, Monday through Friday, 9 a.m. to 5:30 p.m. ET

- Clicking the open fund will bring you directly to the program's website where you can view eligibility guidelines, see which medications are covered under the grant fund, and apply for assistance.



Grant Foundations

Navigating FundFinder

Covered medications

ABRAXANE (paclitaxel protein-bound)	KISQALI FEMARA CO-PACK (ribociclib succinate/letrozole)
ADRIAMYCIN (doxorubicin hcl)	KYXATA (carboplatin)
AFINITOR (everolimus)	LAPATINIB (lapatinib ditosylate)
AFINITOR DISPERZ (everolimus)	LETROZOLE (letrozole)
ALYMSYS (bevacizumab-maly)	LEUPROLIDE ACETATE (leuprolide acetate)
ANASTROZOLE (anastrozole)	LEUPROLIDE DEPOT (leuprolide acetate)
ARIMIDEX (anastrozole)	LUPRON DEPOT (leuprolide acetate)
AROMASIN (exemestane)	LUPRON DEPOT-PED (leuprolide acetate)
AVASTIN (bevacizumab)	LUTRATE DEPOT (leuprolide acetate)
AVGEMSI (gemcitabine hcl)	LYNPARZA (olaparib)
BEIZRAY (docetaxel)	

- Each fund varies on which medications it will cover so it is important to verify covered medications prior to applying for grant funding.
- Funds prioritize covering medications that are FDA-approved to treat the diagnosis listed per fund.

The PAN Foundation covers all the prescription medications for each diagnosis, including generic or bioequivalent drugs, that meet any of the following criteria: FDA-approved, listed in official compendia, and/or listed in published evidence-based or clinical guidelines.



Grant Foundations Billing Breakdown - Medical

- Grant foundations can only be billed secondary to primary Medicare coverage.
- In medical billing, this is done by attaching the grant fund as a secondary payor, similar to if the patient had supplementary Medicare coverage.
- Medicare is billed first, processes the claim, and returns a patient balance.
- Patient balance is then billed to grant foundation; pending what they cover, patient may still have some responsibility.



Cardiomyopathy - Medicare Access			
HEALTHWELL ID	PATIENT	STATUS	SUB STATUS
2410772	[REDACTED]	Approved	Active
START DATE	END DATE	ASSISTANCE TYPE	PAID
01/01/2026	12/31/2026	Co-pay	\$0.00
PENDING	GRANT BALANCE		
\$0.00	\$7500.00		

Grant Foundations Billing Breakdown - Pharmacy

- Billing a grant foundation in the pharmacy setting is similar to using copay assistance.
- Grant foundations will provide specific billing information for pharmacy billers



Pharmacy Card

CARD NO.
102160498

CARD STATUS
Active

BIN
610020

PCN
PXXPDMI

PC GROUP
99992865

HELP DESK
[1-855-326-9533](tel:1-855-326-9533)

PROVIDER
PDMI

PROCESSOR
PDMI

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Free Drug Programs

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Copay Assistance



Copay Assistance

- Copay Assistance Programs are offered by the drug manufacturer.
- These programs are typically covering brand name medications.
- Depending on the program, they will have different eligibility guidelines, including but not limited to:
 - Income guidelines
 - Diagnosis verification
 - On-label versus off-label requirements
 - Site of care (pharmacy versus medical benefits)
- One of the biggest benefits of copay assistance is that it can help cover the patient's deductible.
- Important considerations:
 - Some programs will limit the use of copay assistance when a patient's commercial insurance has a copay accumulator or maximizer plan which prevent the assistance money from counting toward a patient's annual deductible or maximum out-of-pocket limit. This means they may still face high costs later in the year.
 - Manufacturers often set maximum annual or monthly dollar limits for these programs.



Copay Assistance Accumulators vs. Maximizers

Accumulators

Copay accumulators don't allow copay assistance to count toward the patient's deductible and out-of-pocket maximum until the maximum value of the copay assistance is reached.

Maximizers

Copay maximizers also don't allow copay assistance to count toward the patient's deductible and out-of-pocket maximum. Maximizers apply the full value of the copay assistance over the year; this could either be the same amount each month or a larger amount early in the year that tapers off without allowing any of those funds to count toward the patient's annual deductible.



Copay Assistance: What's the Catch?

- While manufacturer copay assistance programs are framed as charitable support for patients, they are primarily strategic business tools designed to maximize a drug's long-term profitability and market dominance.

Preventing "Prescription Abandonment"

- The most immediate benefit is ensuring the patient actually buys the drug.
- Adherence: High out-of-pocket costs are the leading reason patients leave a prescription at the pharmacy counter. By covering the copay, manufacturers ensure patients "on-ramp" onto their therapy and remain on it consistently.
- Revenue Protection: If a patient's insurance requires a \$200 copay, they might not buy the drug. If the manufacturer pays \$190 of that, they still receive the other \$800+ from the insurance company that they would have lost entirely if the patient walked away.



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Circumventing Insurance Controls

- Insurers use "formulary tiers" to encourage patients to use cheaper generics by setting lower copays for them.
- Neutralizing Price Tiers: Copay cards make an expensive brand-name drug cost the same (or less) than a generic for the patient. This effectively "breaks" the insurer's ability to steer patients toward lower-cost alternatives.
- Prescriber Influence: Physicians are more likely to prescribe a high-cost drug if they know a coupon will make it affordable for the patient, a phenomenon sometimes called the "coupon halo effect".

Supporting High List Prices

- Because copay cards shield patients from the true cost of the drug, there is less public pressure on manufacturers to lower "list prices." This allows them to continue charging high rates to insurance companies, which ultimately recuperate those costs through higher premiums for everyone.



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Boosting Long-Term Sales and Loyalty

- **Market Share:** Coupons have been shown to boost branded drug sales by over 60%, largely by reducing the use of generics.
- **High ROI:** Research suggests that for every \$1 million a manufacturer spends on copay coupons, they can reap \$20 million or more in profits by maintaining high-volume sales of expensive medications.
- **Brand Loyalty:** Once a patient is stabilized on a specific specialty drug, they (and their doctors) are often reluctant to switch, even if the coupon eventually expires or the price increases.



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Free Drug Programs

- A free drug program, commonly referred to as a Patient Assistance Program (PAP), is a program offered and ran by a drug manufacturer. They create their own eligibility guidelines and policies regarding shipping, delivery, etc.
- Guidelines enforced by these programs generally include:
 - Patients are uninsured
 - If insured, medication coverage has been denied by insurance during the prior authorization process
 - Some programs require multiple denials, including multi-level appeals, etc. prior to approval
 - Some programs may decide to decline eligibility to patients with government funded insurance plans (Medicare, Medicaid)
 - Depending on the manufacturer, they may require medication prescribed is being used for an FDA approved on-label diagnosis
 - Other programs allow off-label utilization with documentation
 - Patients must be residents of the United States; in some cases, patients must be U.S. citizens



Free Drug Programs

- Patients must meet financial guidelines set by program based on their household size and federal poverty level (FPL)
 - Guidelines vary per program (Example from Astra Zeneca)

2025 Program Income Requirement	
For Specialty and Primary Medications	Annual adjusted gross income must be at or below 300% of the Federal Poverty Level (FPL)
For Rare Disease Medications (WAINUA)	Annual adjusted gross income must be at or below 500% of the Federal Poverty Level (FPL)



2026 Poverty Guidelines: 48 Contiguous States (all states except Alaska and Hawaii)

Dollars Per Year

Household/ Family Size	50%	75%	100%	125%	130%	133%	135%	138%	150%	175%	180%	185%
1	7,980.00	11,970.00	15,960.00	19,950.00	20,748.00	21,226.80	21,546.00	22,024.80	23,940.00	27,930.00	28,728.00	29,526.00
2	10,820.00	16,230.00	21,640.00	27,050.00	28,132.00	28,781.20	29,214.00	29,863.20	32,460.00	37,870.00	38,952.00	40,034.00
3	13,660.00	20,490.00	27,320.00	34,150.00	35,516.00	36,335.60	36,882.00	37,701.60	40,980.00	47,810.00	49,176.00	50,542.00
4	16,500.00	24,750.00	33,000.00	41,250.00	42,900.00	43,890.00	44,550.00	45,540.00	49,500.00	57,750.00	59,400.00	61,050.00
5	19,340.00	29,010.00	38,680.00	48,350.00	50,284.00	51,444.40	52,218.00	53,378.40	58,020.00	67,690.00	69,624.00	71,558.00
6	22,180.00	33,270.00	44,360.00	55,450.00	57,668.00	58,998.80	59,886.00	61,216.80	66,540.00	77,630.00	79,848.00	82,066.00
7	25,020.00	37,530.00	50,040.00	62,550.00	65,052.00	66,553.20	67,554.00	69,055.20	75,060.00	87,570.00	90,072.00	92,574.00
8	27,860.00	41,790.00	55,720.00	69,650.00	72,436.00	74,107.60	75,222.00	76,893.60	83,580.00	97,510.00	100,296.00	103,082.00
9	30,700.00	46,050.00	61,400.00	76,750.00	79,820.00	81,662.00	82,890.00	84,732.00	92,100.00	107,450.00	110,520.00	113,590.00
10	33,540.00	50,310.00	67,080.00	83,850.00	87,204.00	89,216.40	90,558.00	92,570.40	100,620.00	117,390.00	120,744.00	124,098.00
11	36,380.00	54,570.00	72,760.00	90,950.00	94,588.00	96,770.80	98,226.00	100,408.80	109,140.00	127,330.00	130,968.00	134,606.00
12	39,220.00	58,830.00	78,440.00	98,050.00	101,972.00	104,325.20	105,894.00	108,247.20	117,660.00	137,270.00	141,192.00	145,114.00
13	42,060.00	63,090.00	84,120.00	105,150.00	109,356.00	111,879.60	113,562.00	116,085.60	126,180.00	147,210.00	151,416.00	155,622.00
14	44,900.00	67,350.00	89,800.00	112,250.00	116,740.00	119,434.00	121,230.00	123,924.00	134,700.00	157,150.00	161,640.00	166,130.00

Household/ Family Size	200%	225%	250%	275%	300%	325%	350%	375%	400%	500%	600%	700%
1	31,920.00	35,910.00	39,900.00	43,890.00	47,880.00	51,870.00	55,860.00	59,850.00	63,840.00	79,800.00	95,760.00	111,720.00
2	43,280.00	48,690.00	54,100.00	59,510.00	64,920.00	70,330.00	75,740.00	81,150.00	86,560.00	108,200.00	129,840.00	151,480.00
3	54,640.00	61,470.00	68,300.00	75,130.00	81,960.00	88,790.00	95,620.00	102,450.00	109,280.00	136,600.00	163,920.00	191,240.00
4	66,000.00	74,250.00	82,500.00	90,750.00	99,000.00	107,250.00	115,500.00	123,750.00	132,000.00	165,000.00	198,000.00	231,000.00
5	77,360.00	87,030.00	96,700.00	106,370.00	116,040.00	125,710.00	135,380.00	145,050.00	154,720.00	193,400.00	232,080.00	270,760.00
6	88,720.00	99,810.00	110,900.00	121,990.00	133,080.00	144,170.00	155,260.00	166,350.00	177,440.00	221,800.00	266,160.00	310,520.00
7	100,080.00	112,590.00	125,100.00	137,610.00	150,120.00	162,630.00	175,140.00	187,650.00	200,160.00	250,200.00	300,240.00	350,280.00
8	111,440.00	125,370.00	139,300.00	153,230.00	167,160.00	181,090.00	195,020.00	208,950.00	222,880.00	278,600.00	334,320.00	390,040.00
9	122,800.00	138,150.00	153,500.00	168,850.00	184,200.00	199,550.00	214,900.00	230,250.00	245,600.00	307,000.00	368,400.00	429,800.00
10	134,160.00	150,930.00	167,700.00	184,470.00	201,240.00	218,010.00	234,780.00	251,550.00	268,320.00	335,400.00	402,480.00	469,560.00
11	145,520.00	163,710.00	181,900.00	200,090.00	218,280.00	236,470.00	254,660.00	272,850.00	291,040.00	363,800.00	436,560.00	509,320.00
12	156,880.00	176,490.00	196,100.00	215,710.00	235,320.00	254,930.00	274,540.00	294,150.00	313,760.00	392,200.00	470,640.00	549,080.00
13	168,240.00	189,270.00	210,300.00	231,330.00	252,360.00	273,390.00	294,420.00	315,450.00	336,480.00	420,600.00	504,720.00	588,840.00
14	179,600.00	202,050.00	224,500.00	246,950.00	269,400.00	291,850.00	314,300.00	336,750.00	359,200.00	449,000.00	538,800.00	628,600.00

Note: Each individual program--e.g., SNAP, Medicaid--determines how to round various multiples of the poverty guidelines, what income is to be included, and how the eligibility unit is defined. For more information about the poverty guidelines visit: <http://aspe.hhs.gov/poverty>.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation.



Free Drug Programs

PATIENT ASSISTANCE PROGRAM TERMS AND CONDITIONS

- Patient must be a United States (U.S) citizen or resident and must physically reside in the U.S
- Patient has been prescribed Feraheme for an on-label, FDA-approved indication.
- Prescriber must complete and submit a PAP enrollment form for every patient.
- Patients whose health insurance plan or employer requires them to go through a third-party Alternative Funding Program (AFP) and apply to the PAP as a condition of, requirement for, or prerequisite to coverage of Feraheme will not be eligible for assistance from this program.
- Income criteria that demonstrate qualifying financial needs and proof of income documentation.
- Medical Expenses: Acceptable medical expenses submitted to the program should contain the amount and date of the transaction.
- Azurity reserves the right to cancel or modify the program at any time.

- Programs are more commonly rejecting applicants whose insurance denies medications due to Alternative Funding Programs or exclusions of Specialty Medications.



Free Drug Programs

- When searching for patient assistance programs online, it is safest to go through the drug manufacturer website, or a trusted search engine that is dedicated to monitoring these programs.
 - There are plenty of fraudulent third parties online that will promise to assist patients in signing up to these programs for a fee, which is unnecessary.
 - These programs will help patients with direction, coordination, and application. However, most of them charge a \$50/month fee while patients are enrolled.
- NeedyMeds is a free resource for any healthcare provider or patient.
 - With NeedyMeds, one can search free drug programs and copay assistance programs for any medication.
 - Links are available to help patients access those resources, along with applications that include pre-filled fields.



NeedyMeds

The screenshot shows the NeedyMeds website homepage. At the top left is the NeedyMeds logo. To its right is the tagline "Find help with the cost of medicine." and a phone icon with the number "(800) 503-6897". Further right are social media icons for Facebook, Instagram, YouTube, LinkedIn, Twitter, RSS, and Pinterest. Below this is a dark blue navigation bar with white text for "Home", "Savings", "Education", "Blog", "About Us", and "Donate Now". The main content area features a large image of two women in a pharmacy. Overlaid on the bottom left of this image is a search bar with the text "Search by Drug" and four tabs: "Search Drugs", "Search Diagnoses", "Search Clinics", and "Search Programs". To the right of the image is a "Drug Pricing Calculator" section with the text "Find Drug Prices and Pharmacies" and a "Search" button. Below that is a large dark teal circle containing the text "UP TO 80% OFF" and a small icon of a person with a shopping cart. In the bottom right corner of the screenshot area is a circular icon with a person running and an upward arrow.



NeedyMeds

The NeedyMeds search engine is extremely user-friendly. It includes both oral and infused medications. In this example, we are searching for resources for the drug Xarelto.

Search Drugs Search Diagnoses Search Clinics Search Programs

Search by Drug

xarelto

Xarelto (rivaroxaban)

Xarelto tablet (rivaroxaban tablet)









NeedyMeds

Once the medication is selected, the user can search deeper into copay assistance options or patient assistance programs.





Available Drugs 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name ↕

Xarelto (rivaroxaban)  

Xarelto tablet (rivaroxaban tablet)    

Prescription Assistance Program

Coupons

The small capsule icon will hold all free drug program information. The scissor icon will help steer the user toward copay assistance opportunities.



NeedyMeds

Program Name 	Company Name
 Johnson & Johnson Patient Assistance Program	Johnson & Johnson Health Care Systems Inc.

Rows per page: 10  1-10 of 1  

Once the icon for patient assistance program is selected, the user will be routed to which manufacturer handles this medication and its free drug program. The program is listed as a hyperlink and will take the user directly to the program's application.



NeedyMeds

Johnson & Johnson Patient Assistance Program Patient Enrollment Form

Instructions for Enrollment

Johnson & Johnson (J&J) believes that access and affordability challenges shouldn't stand in the way of patients and their medicines. Medicines from Johnson & Johnson may be provided at no cost to eligible patients who are uninsured or have inadequate coverage through commercial, employer group, or government insurance coverage and are not supported by other Johnson & Johnson offerings.

Enrollment Checklist

- Complete all sections and sign on page 2
 - Review pages 4-7, which contain the Patient Consent Form and Patient Support Program Patient Authorization Form, in their entirety. Please certify that you have read, understand, and agree by signing sections 4 and 5 on page 2.
 - You can also submit the Patient Consent Form and Patient Authorization Form online at:
 - Patient Consent Form: JJPatientAssistance.com/Consent
 - Patient Authorization Form: JJPatientAssistance.com/PA
 - If you have already completed a Patient Consent Form and Patient Authorization Form, you do not need to sign new forms.
- Ask your Healthcare Provider to complete and sign page 3 (**complete a copy of page 3 for each medicine**)
- Gather any required supporting documents to determine what documents you need to include (if any)

Supporting Documents

- Best practice to include if you have the following:
- Insurance Information: copies of the front and back of all insurance card(s) (eg. medical, pharmacy, etc, if you did not complete section 2 on page 2)
 - Proof of income: a copy of your most recent 1040 or 1040-SR Federal tax return
 - For Puerto Rico Only: Please include financial documentation support with application submission. Acceptable forms: Income Tax Return (Form 482) Form AS 6088:1 – Returns Filing Certification Form SSA-1099 – Social Security Benefits

Complete this Patient Assistance Enrollment Form to the best of your ability, including the supporting documents and fax to: 833-512-0497. Any required information you did not provide with your initial submission will cause delays in processing your application. For assistance on how to complete the form or questions about the program, call 833-742-0791, Monday through Friday, 8:00 AM to 8:00 PM ET.

Applications can be filled out and printed with this workflow. All applications will require the patient's ordering provider to sign any prescription information included on the application. Once all documents are gathered, completed, and signed, they can be faxed to the program and followed up on accordingly.

Turn around time on applications can range anywhere from 1-21 days pending their requirements and the proper completion of the application.



Free Drug Programs

- Once approved, the program will send out an approval letter to both the provider and the patient.
- Home administration
 - If the patient is approved to receive self-administered medication (oral, topical, self-injecting medications), the program will likely ship directly to the patient's home.
 - The specialty pharmacy that is contracted with the drug manufacturer will advise the patient on delivery requirements. They will work with the patient to pick a suitable delivery date. Depending on the medication, signature may be required for delivery.
 - In this circumstance, patients are responsible for requesting their own refills through the free drug program.
- Healthcare location administration
 - If the patient will receive their medication at a healthcare organization (infused, injected medications), someone at the office will help coordinate deliveries with the free drug program and their contracted specialty pharmacy.
 - When administered, the healthcare organization is responsible for ensuring the patient and/or their insurance plan is NOT billed for the medication.



Free Drug Programs

In the hospital setting, medications approved to be given via a free drug program will be supplied by one of two methods:

Up-Front Shipments

Medication is shipped and delivered PRIOR to the patient's treatment date. It is the healthcare provider's responsibility to ensure not to bill the patient or their insurance company for any medication dispensed through a free drug program. Drug manufacturers hold the ability to audit the free drug handling process in any approved healthcare setting.

Replacement Shipments

Medication is purchased by the dispensing pharmacy through their contracted wholesaler. A patient will be treated with the medication and will NOT be billed. After administration, a free replacement dose can be requested for shipment to replenish the pharmacy's supply.



Benefits of Employing a Medication Assistance Program Within a Healthcare Organization

Better Patient Outcomes

- **Improved medication adherence**
 - Patients are far more likely to take medications they can afford
- **Reduced hospital admissions, reduced complications and ER visits**
 - Especially for chronic conditions like diabetes mellitus or heart failure
- **Higher quality scores**
 - Important for value-based care models
- **Stronger trust in the organization**

If patients can't afford their medications, even the best clinical care plans fail.



Benefits of Employing a Medication Assistance Program Within a Healthcare Organization

Financial Benefits

- **Reduced uncompensated care**
 - Patients who can't afford their medications are less likely to pay bills or may return with complications. Assistance programs lower that risk.
- **Drug cost savings**
 - Access to manufacturer-sponsored free or discounted medications reduces pharmacy spending.
- **Improved reimbursement**
 - Patients who adhere to treatment plans are more likely to complete care cycles that are billable.
- **Avoided penalties**
 - Better outcomes can help avoid readmission penalties.



Benefits of Employing a Medication Assistance Program Within a Healthcare Organization

Measurable Metrics

- Medication adherence rates
- 30-day readmission rates
- Cost savings from assisted prescriptions
- Patient satisfaction scores
- Number of patients enrolled

A medication assistance program reduces avoidable costs, improves patient adherence and outcomes, and strengthens our performance under value-based care. It's both a financial and clinical win—while also advancing our mission to provide equitable care.



References

- ASPE, Federal Poverty Level, <https://aspe.hhs.gov/>
- Astra Zeneca, <https://www.azandmeapp.com/eligibility-requirements>
- Blood Cancer United, <https://bloodcancerunited.org/>
- Fund Finder, <https://fundfinder.panfoundation.org/>
- Good Days, <https://mygooddays.org/>
- Healthwell Foundation, <https://www.healthwellfoundation.org/>
- Johnson & Johnson PAP, <https://www.jnjwithme.com/>
- NeedyMeds, <https://www.needymeds.org/>
- PAN Foundation, <https://www.panfoundation.org/>
- Patient Advocate Foundation, <https://www.patientadvocate.org/>
- The Assistance Fund, <https://tafcares.org/>



Need More Information?

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Thank you!



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