



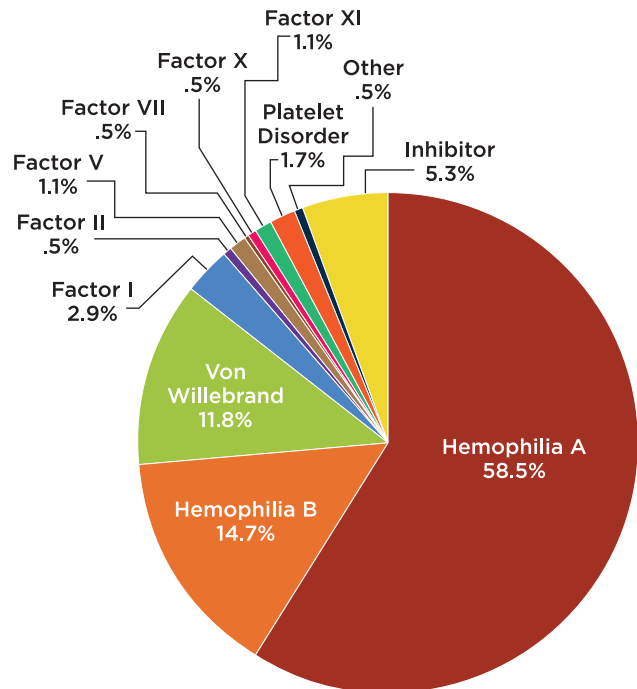
Project CALLS Report

Creating Alternatives to Limiting and Lacking Services

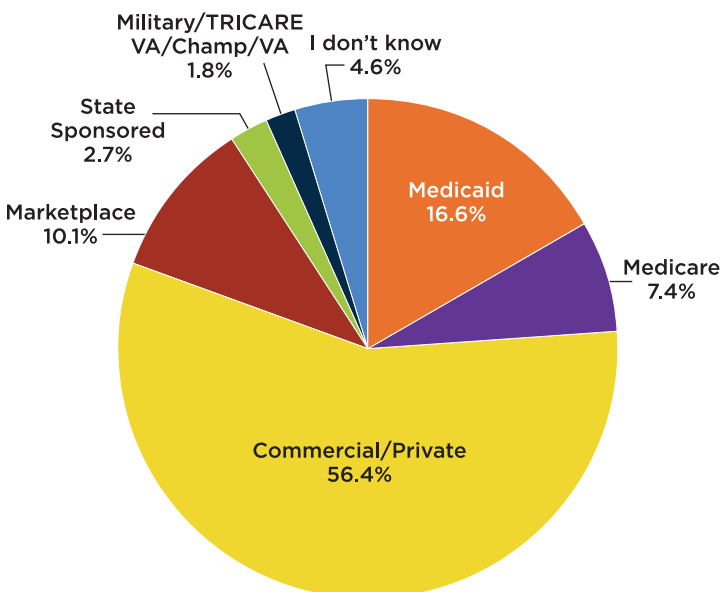
In the summer of 2015, Hemophilia Federation of America (HFA) launched Project CALLS, an initiative designed to collect data and personal stories about how changes in insurance company policies are impacting the care of those with bleeding disorders. After the results of the first iteration of the Project CALLS survey were reported, HFA learned that the community was having more issues with their insurance than first imagined. Questions were added to significantly expand the data sets being collected and HFA launched an updated survey, Project CALLS 2.0. With this, data about network adequacy, deductibles, premiums, balance billing, prior authorization, and specialty pharmacies was gathered.

Since the launch of Project CALLS, more than 150 members of the bleeding disorders community have completed surveys, helping HFA create a more accurate picture of the types of insurance issues encountered by the bleeding disorders community.

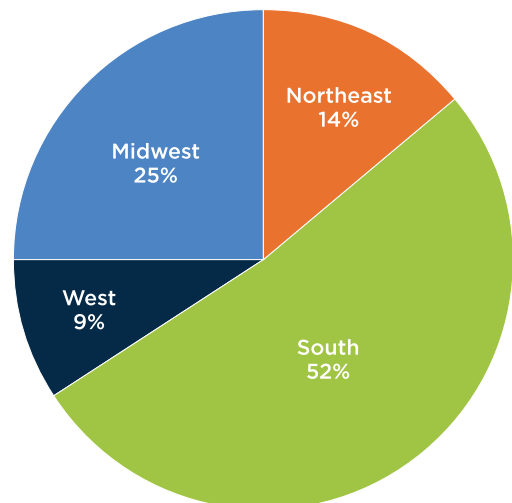
Diagnosis**



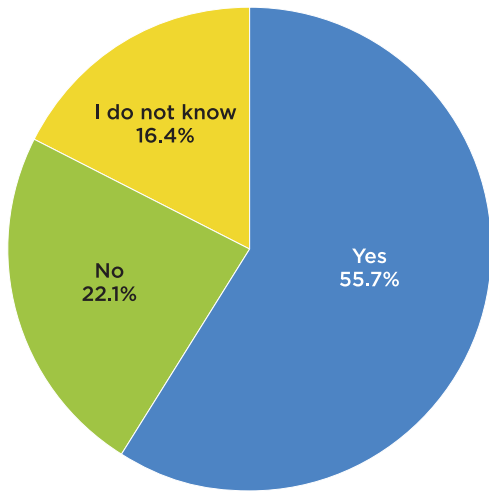
Types of Insurance**



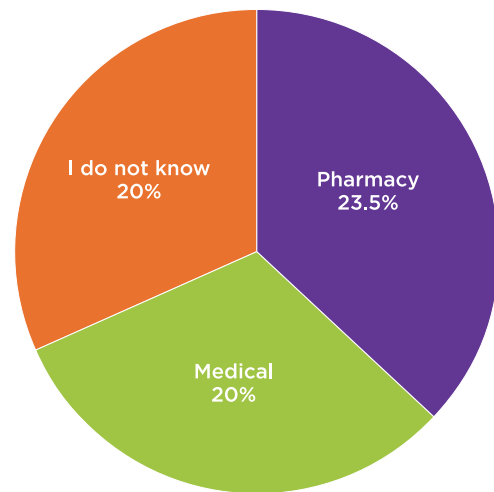
Region



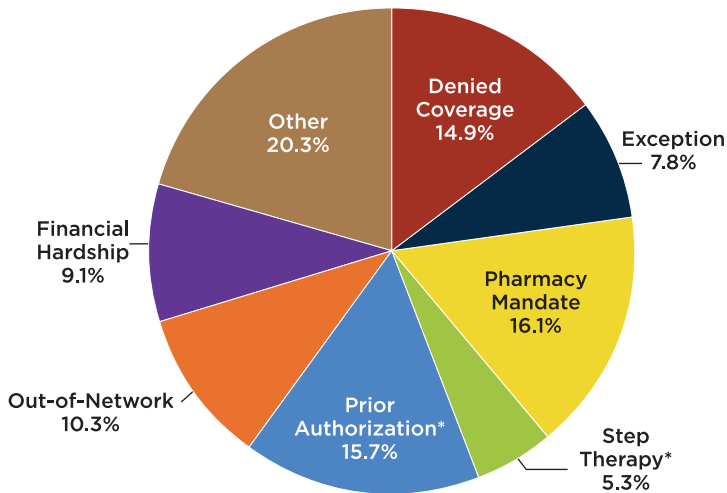
Specialty Pharmacy Mandate



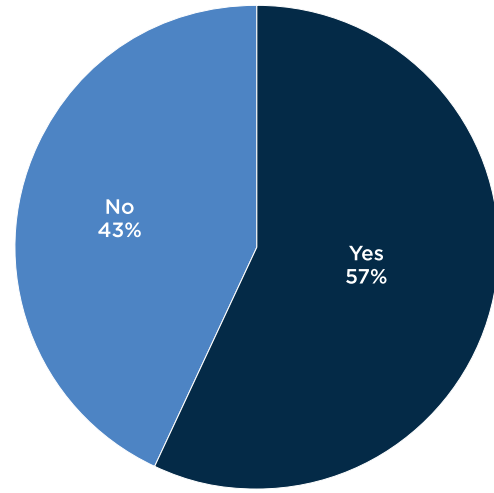
Pharmacy or Medical Billing for Product?



Issue Reported**



Delayed Care



Product or Service

