

# PROJECT CALLS

Creating Alternatives to Limiting & Lacking Services



## HFA LAUNCHES NEW PATIENT PROJECT

Across the country, the Hemophilia Federation of America (HFA) has heard of many cases of patients and their families facing new limitations and restrictions from their insurance services like prior authorization, step therapy policies, and restrictions on which specialty pharmacy or pharmacy benefits manager (PBM) may be used. HFA speaks with individuals weekly who struggle to obtain needed exceptions to rules and policies from their service providers. Receiving temporary exceptions serves that particular family or situation but exceptions can be reversed without input or prior notice, and may only last a short time, needing constant renewal. Policy or rule changes provide more overall protection for the entire community. As a community advocacy organization, HFA recognizes the need to obtain policy changes for families with bleeding disorders. To do so, we need to present a unified request with multiple examples of how a current rule or policy is not effective or may possibly harm patients.

To address these concerns, HFA has developed **Project CALLS** [Creating Alternatives to Limiting and Lacking Services], a patient-centered initiative which invites members of the community to share their individual stories about insurance issues to help the entire bleeding disorders community. Project CALLS is flexible in accommodating those who wish to participate. Depending on their preference, participants may speak privately with a trained member of the HFA staff or complete an online form regarding their insurance concerns.

Through the gathering of these stories, HFA will identify trends and collate data to build a broad case for change then work with other advocates, insurance companies, pharmacies and other providers to request needed changes. The information may also be used to educate insurers, legislators, and human resource departments about more comprehensive, cost-effective ways to provide quality care for individuals with bleeding disorders.

## PROJECT CALLS IS DESIGNED FOR INDIVIDUALS OR FAMILIES WHO HAVE BEEN:

- ◆ Denied services or have received an exception,
- ◆ Forced by an insurance company to “fail” on a product before being allowed to use the product of their choice,
- ◆ Mandated to use a pharmacy that is not meeting their needs, and/or,
- ◆ Forced to go through a lengthy pre-/ prior-authorization process.

## YOUR VOICE REALLY MATTERS!

Project CALLS is the latest way that HFA is listening to our community’s needs. HFA has been able to turn the results of their CHOICE survey into action with Project RED, and the Bleeders’ Bill of Rights. Project CALLS is the next step in helping individuals with bleeding disorders to receive the best care possible.

***Share your story through this very important initiative and be a part of a community that cares!***

*To participate in Project CALLS, visit the HFA website:*

***[www.hemophiliafed.org/project-calls](http://www.hemophiliafed.org/project-calls)***

*and share with others in the community.*