

HELPING HANDS OVERVIEW & FAQ

At any point, families living with a bleeding disorder can experience financial hardship because of their medical condition. But they don't have to face this burden alone.

[Hemophilia Federation of America's Helping Hands Program](#) has operated for 20+ years and serves hundreds of families each year. Helping Hands provides assistance with urgent basic living expenses; the cost of medically recommended items; and medical travel, educational support, and fitness support for individuals with active inhibitors.

The chart below will help you understand Helping Hands programs. Please refer to our website for full details: www.hemophiliafed.org/HelpingHands

	Emergency Assistance	Items Assistance	Inhibitor Support
What is covered?	One payment toward one bill related to housing, utilities, or transportation. Funeral/burial expenses for person with a bleeding disorder	Durable medical items (e.g., medical IDs, protective gear, braces, cooling/heating supplies, mobility support)	Medical travel and educational support
How often?	Once per year (365 days between applications)	Throughout the year	Throughout the year
Who can apply?	Individual with a diagnosed bleeding disorder or applicant who lives in the same home of the person with a bleeding disorder.	Individual with a diagnosed bleeding disorder or applicant who lives in the same home of the person with a bleeding disorder.	Individual with a diagnosed bleeding disorder AND an active inhibitor with measurable titer and/or shortened half life, or applicant who lives in the same home of the person with a bleeding disorder.
Referral or self-apply?	Referrer must be your physician, nurse, social worker, bleeding disorder organization representative, or homecare representative and CANNOT be yourself, your relative, or your employer. Eligible referrers submit a referral to our online portal .	You or a referrer must submit a referral to our online portal	You or a referrer must submit a referral to our online portal
What documents are needed?	If approved, a copy of the bill/lease. Payment will be made directly to the landlord/company.	A - Medical verification form from a doctor, nurse, or physical therapist confirming diagnosis and request for item to support patient's condition. B - Receipt for reimbursement or specifics of item needed for upfront purchase.	A - Medical verification form from a doctor, nurse, or physical therapist confirming diagnosis and reason for request. B - The appropriate form for Tutoring / Educational Supplies , or Medical Travel

Q If I apply for one of the programs, can I apply to the other programs in the same year?

Yes. We track applications to all three programs separately, so in one year you can apply for any and all programs for which you are eligible.

Q Can I apply for inhibitor support if I had an inhibitor before and is tolerized?

Unfortunately, inhibitor support is only available to those with an active inhibitor: a measurable titer and/or shortened half-life.

Q I need help with something not listed in the chart. Can Helping Hands help?

Please consult our website www.hemophiliafed.org/helpinghands for details about each program. Email helpinghands@hemophiliafed.org with questions. If your need does not fall under one of our programs, we offer a wealth of resources on our [Patient Assistance Portal](#).

Q How long does it take?

We generally reach out to Emergency Assistance applicants within 10 business days and complete the process within two weeks. We reach out to Items and Inhibitor Support applicants within 30 days. Length of process depends on type of request, documents needed and volume of referrals.

Q Do you provide help during natural disasters?

Yes, we have a Disaster Relief Fund to assist patients who need help with basic necessities in the wake of natural disasters like flood, hurricane, tornado, earthquake, or wildfire. You or a referrer can apply through [Emergency Assistance](#) or reach out to helpinghands@hemophiliafed.org

