

Project CALLS Report

Creating Alternatives to Limiting and Lacking Services

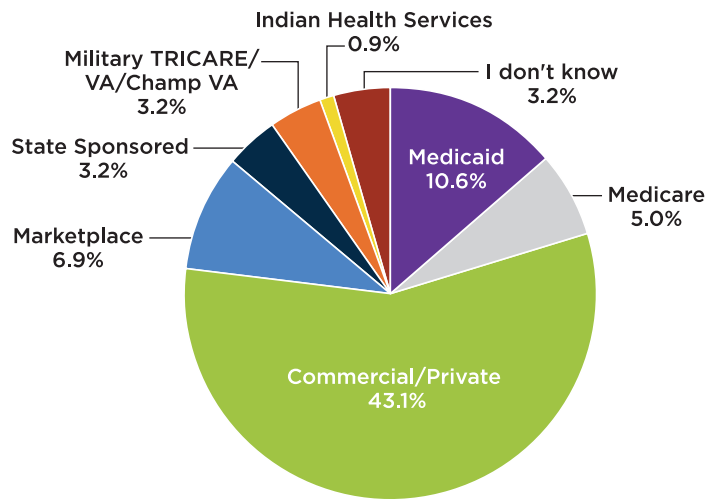
In August 2015, Hemophilia Federation of America (HFA) created Project CALLS to collect data and personal stories about how changes in insurance company policies are impacting the care of people with bleeding disorders. The data collected over the past three years offers a baseline view of the types of insurance issues encountered by the bleeding disorders community. Overall, participants have reported more issues in access to product vs. access to services. Most telling is the fact that over half of CALLS participants report delaying care as a result of insurance obstacles. This is highly concerning as delayed care or treatment is likely to result in negative health outcomes for patients with bleeding disorders. With increasing numbers of payers looking to manage the class of hemophilia treatments, HFA has been able to cite CALLS data as we advocate for vital patient safeguards: step therapy protections, standardized prior authorization processes, and more.

HFA launched an updated, shortened version of Project CALLS in January 2019, designed to be a more accessible option for reporting health insurance issues. With the introduction of the shortened questionnaire, outreach efforts for full data collection of quarter one Project CALLS participants is

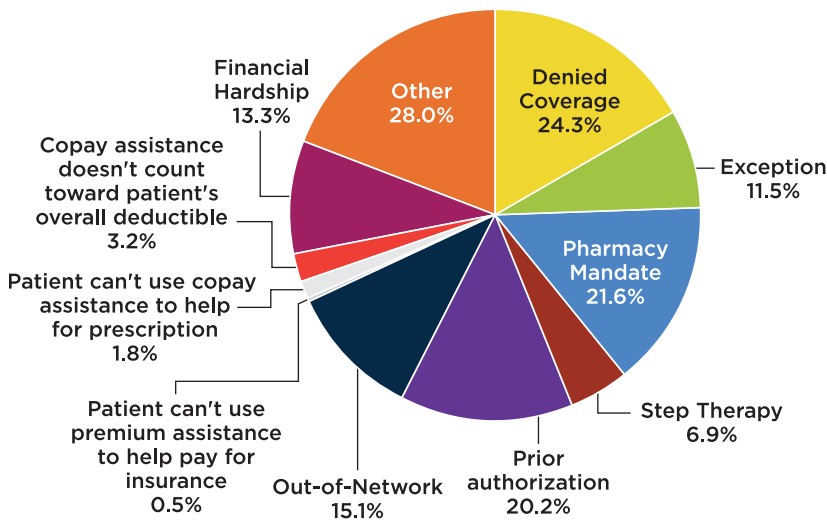
ongoing, therefore this quarter's report includes limited data. We anticipate reporting with a full data set next quarter. HFA will continue to collect and share information included in this quarterly report from both the long- and short- form surveys.

More than 200 members of the bleeding disorders community have completed Project CALLS.

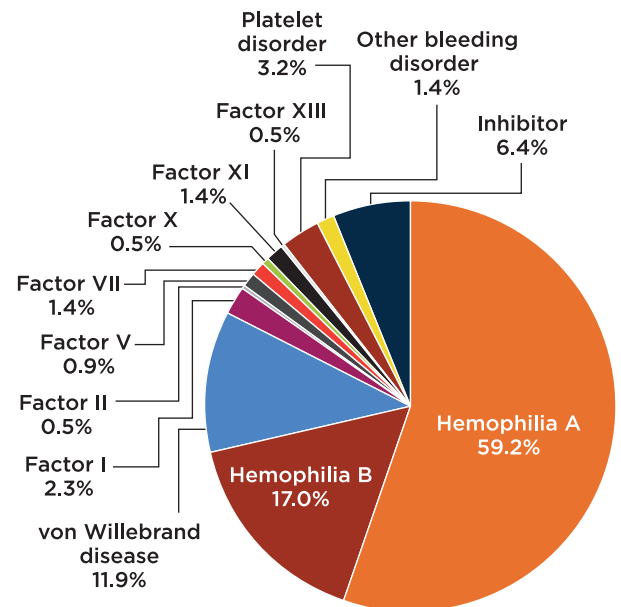
Type of Insurance



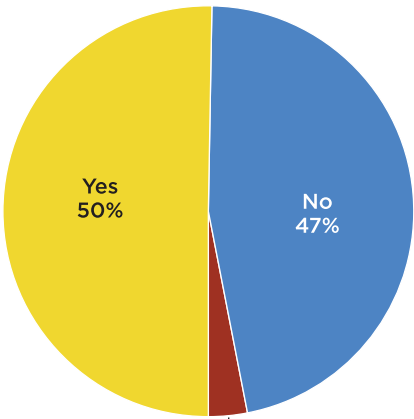
Issues Reported



Diagnosis**



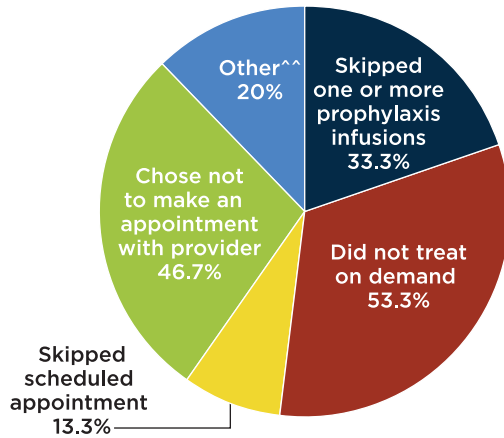
Delayed Care?



I did not need care for my bleeding disorder in the last 12 months
3%

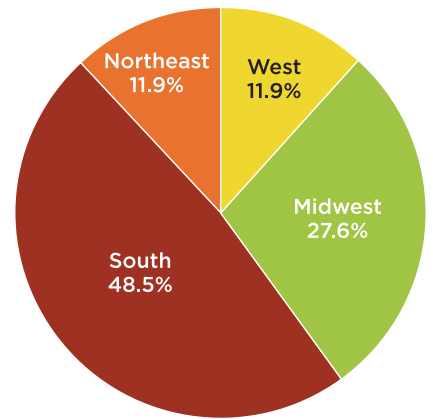
+only 123 of 219 responded; percentage reflects those who answered

How did you delay care?^^

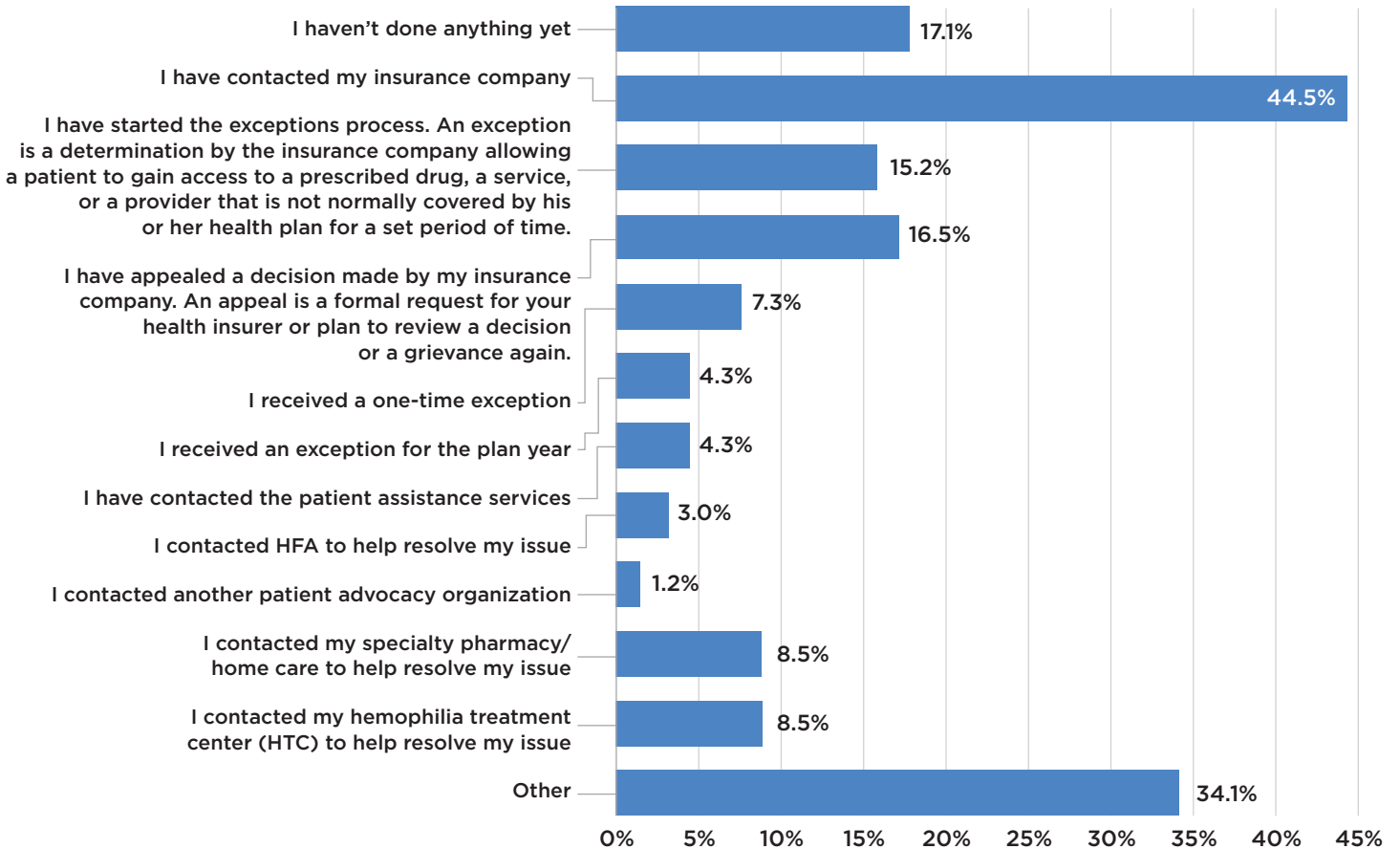


^^Responses included (1) didn't have extra dose for emergency as recommended by MASAC and (2) hindrance to providing care and providing medication to child.

Region



What Has Been Done?



*all reports not for bleeding disorder treatments

**percentages do not add to 100 because multiple answers reported

^new question as of February 15, 2018