Hemophilia Federation of America™

Project CALLS Report

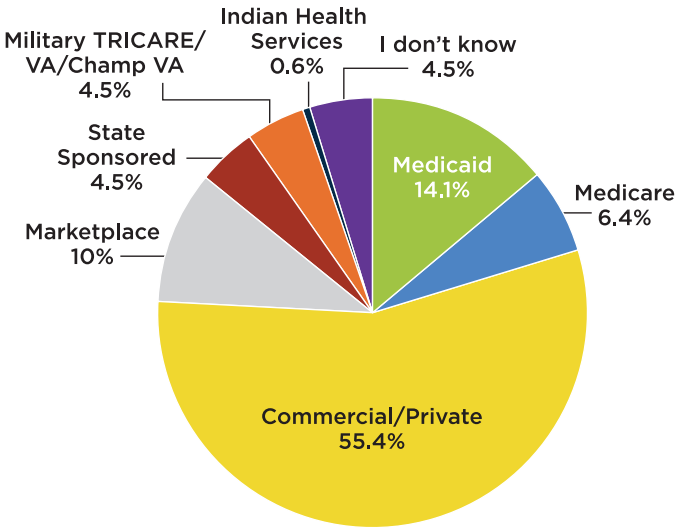
Creating Alternatives to Limiting and Lacking Services

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.

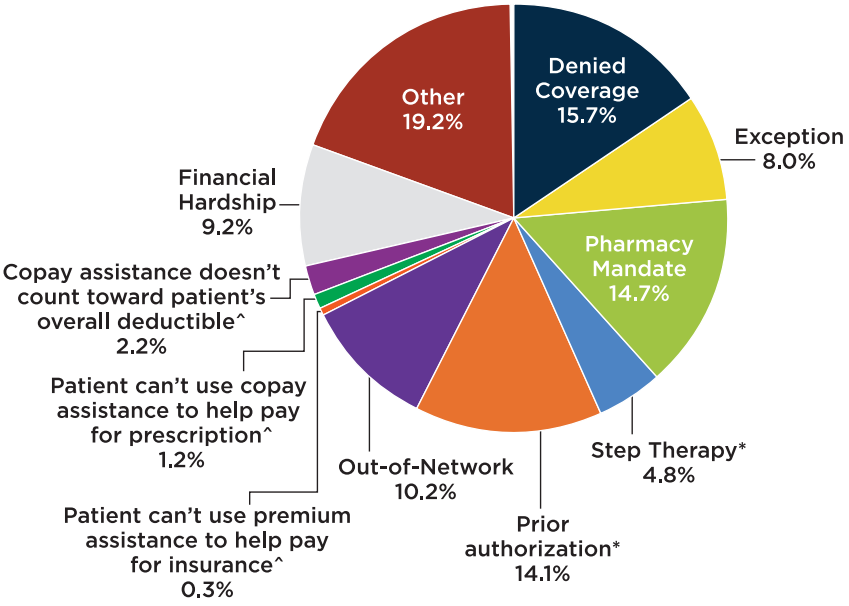
HFA launched an updated, shortened version of Project CALLS in January 2019, designed to be a more accessible option for reporting health insurance issues. With the introduction of the shortened questionnaire, HFA expects to increase the number of CALLS participants. Respondents will also have the option to answer additional questions from the current, longer form in order for HFA to better understand the issue reported and how it was resolved. 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.

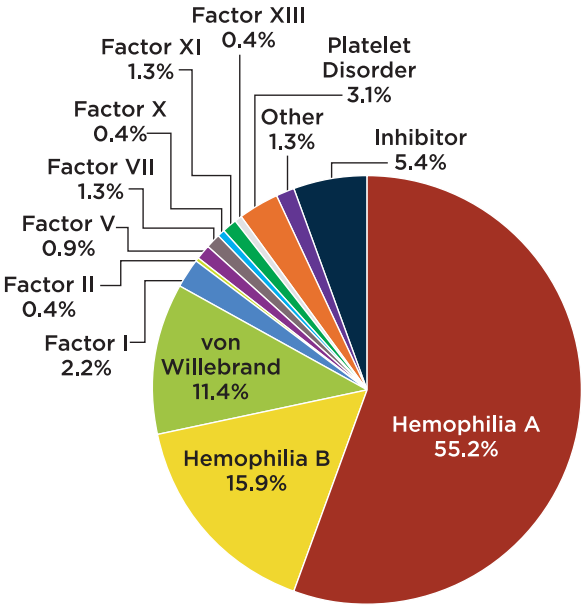
Type of Insurance



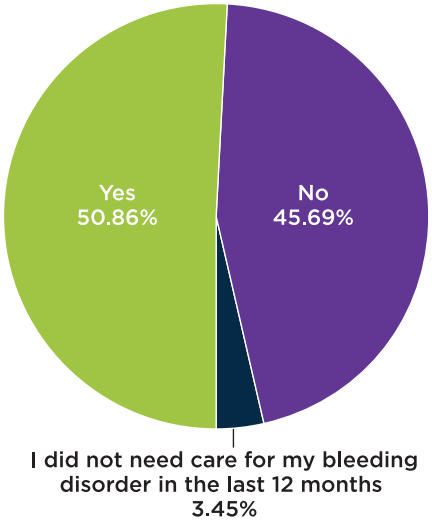
Issue Reported**



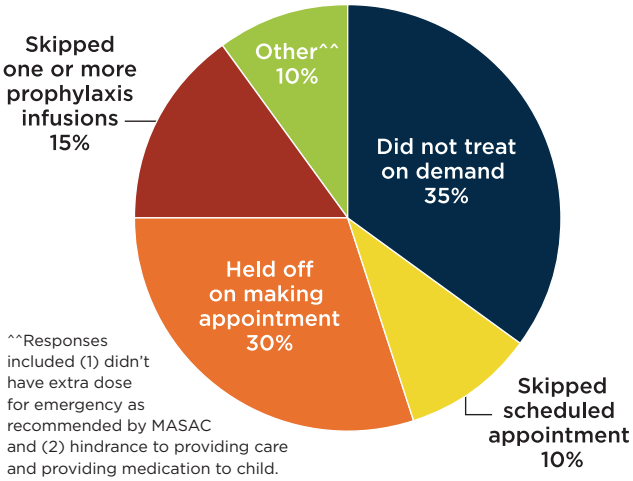
Diagnosis**



Delayed Care?

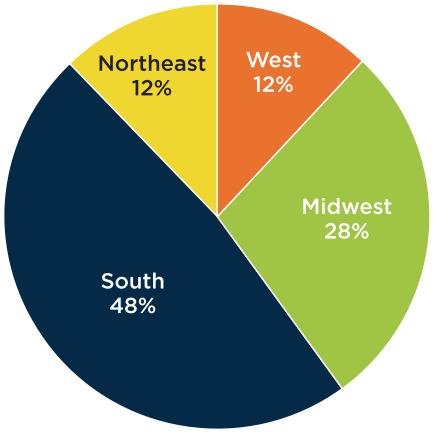


How did you delay care?^

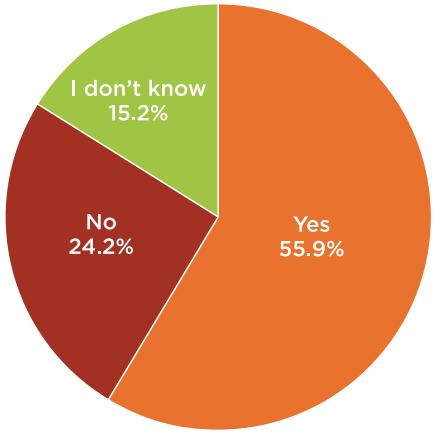


^^Responses included (1) didn't have extra dose for emergency as recommended by MASAC and (2) hindrance to providing care and providing medication to child.

Region

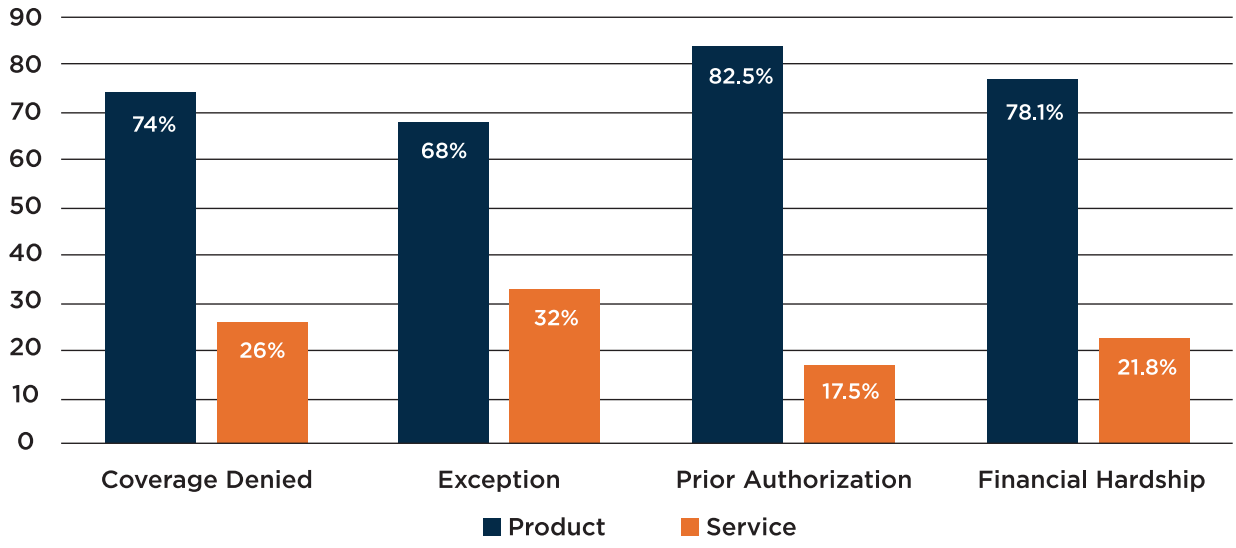


Specialty Pharmacy Mandate**



Pharmacy or Medical Billing for Product?**

Product or Service?



*all reports not for bleeding disorder treatments
**percentages do not add to 100 because multiple answers reported
^ new question as of February 15, 2018