

# Project CALLS Report

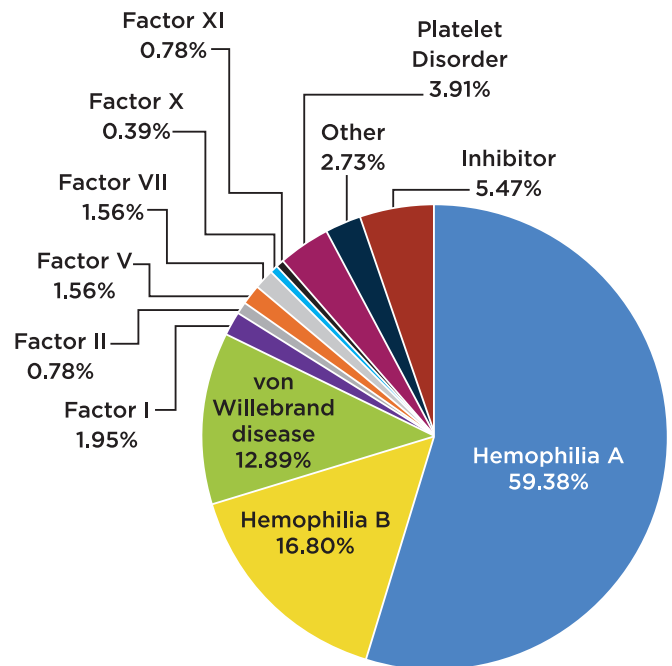
## Creating Alternatives to Limiting and Lacking Services

**H**emophilia Federation of America (HFA) created Project CALLS to collect data and personal stories about how changes in insurance company policies impact the care of people with bleeding disorders. The data collected from more than 255 submissions over the past four years offers a baseline view of the types of insurance issues encountered by the bleeding disorders community. Overall, respondents have reported more issues in access to product vs. access to services. Most telling is the fact that about one-half of respondents report delaying care as a result of insurance obstacles, a consistent trend since CALLS began in August 2015. This is highly concerning as delayed care or treatment is likely to result in negative health outcomes for patients with bleeding disorders.

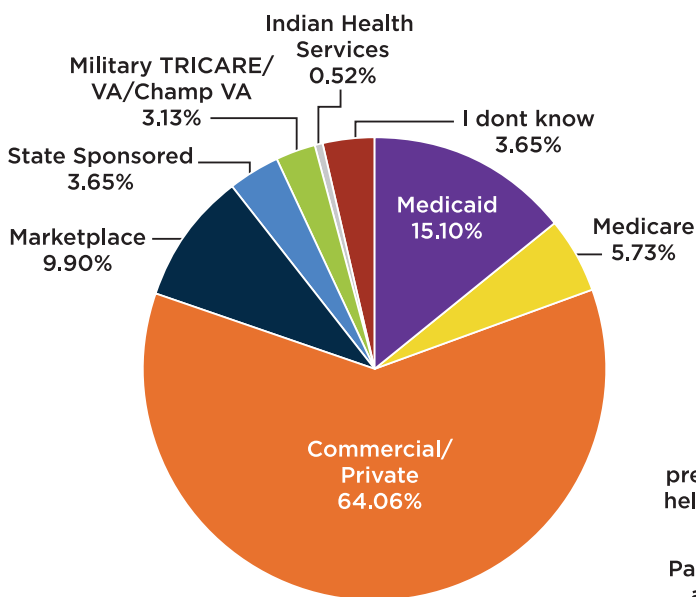
Data collected in 2019 quarter four shows an increase in reported issues with prior authorizations and being denied coverage for products. One respondent shared, "My insurance company is capping the amount of units my son can use on a monthly basis, which puts us at risk of not having enough factor for prophylaxis treatment when there is an emergency."

HFA will continue to monitor these trends and gather additional information from respondents through follow-up communication. In 2020, Project CALLS quarterly reports will include a case study to further illustrate insurance issues faced by the bleeding disorders community. 📌

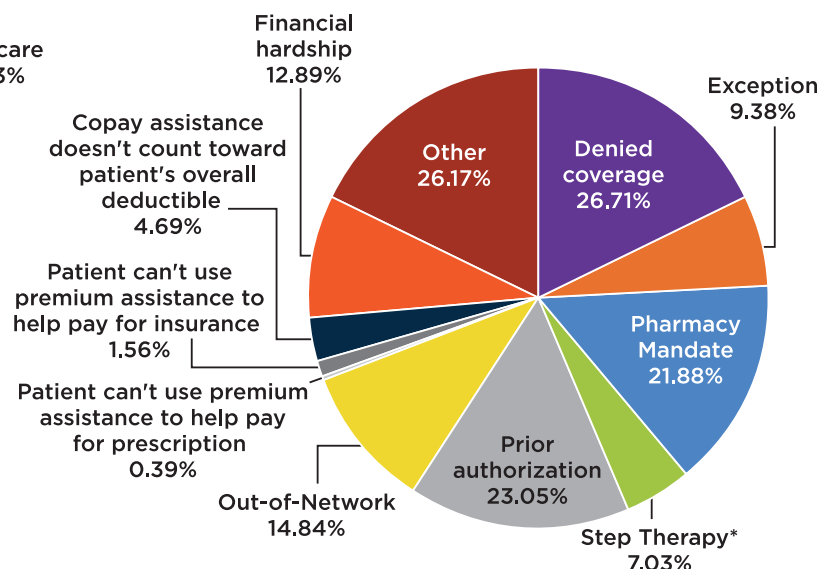
### Diagnosis\*



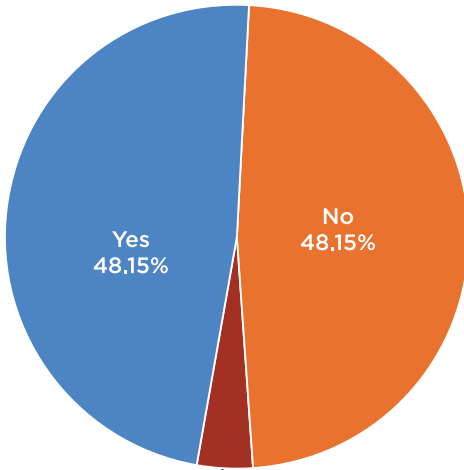
### Types of Insurance Reported\*\*



### Issues Reported\*\*



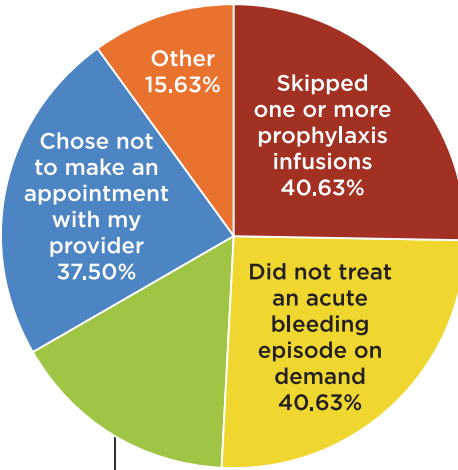
## Delayed Care?+



I did not need care for my bleeding disorder in the last 12 months  
3.70%

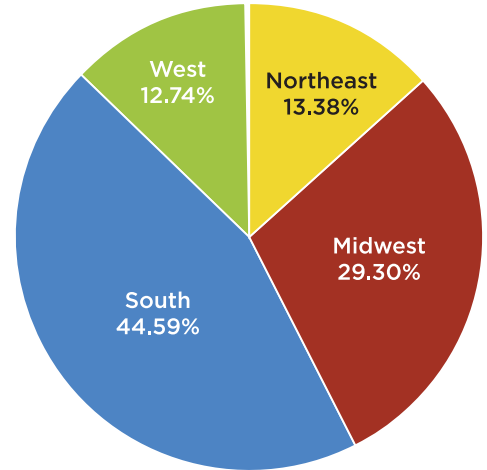
+only 162 of 256 responded; percentage reflects those who answered

## How did you delay care?^++



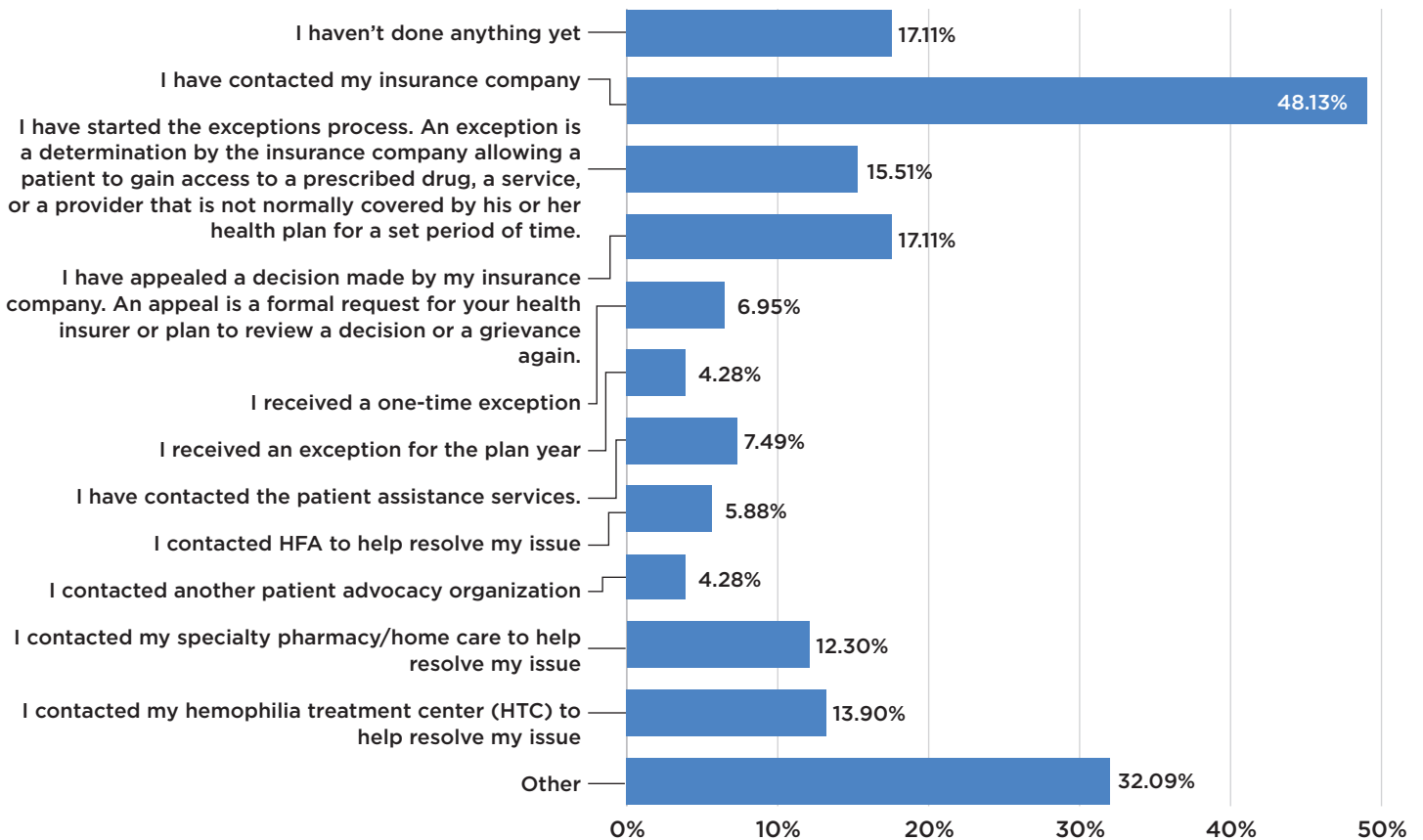
Chose not to make an appointment with my provider  
25.00%

## Region



++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.

## What Has Been Done? \*\*



\*all reports not for bleeding disorder treatments

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

^Question added February 15, 2018



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