

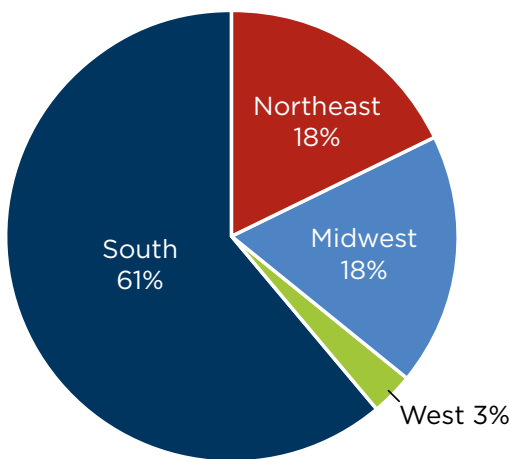
# Project CALLS: Collecting Data to Advocate for You

By Project Calls Team

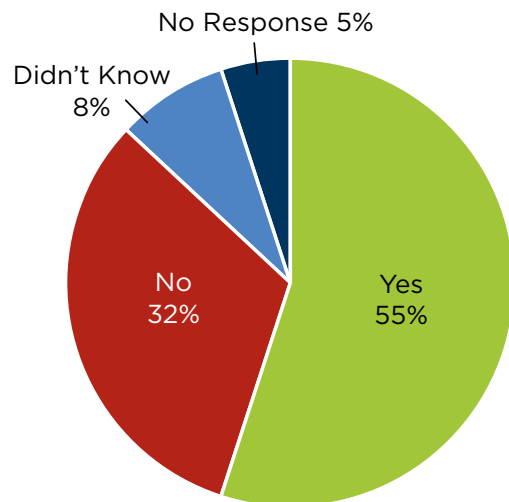
In August 2015, HFA launched an initiative designed to help the bleeding disorders community collect data and stories about how changes in insurance company policies are impacting the care of those with bleeding disorders. Since the launch of CALLS, HFA has spoken with more than 50 members of the bleeding disorders community, allowing their voices to be heard. HFA started CALLS in order to create a more accurate picture of the types of insurance issues encountered by the bleeding disorders community. The more data we had, the better equipped we knew the community would be. Here is what we've seen so far from completed surveys.

## CALLS BY THE NUMBERS

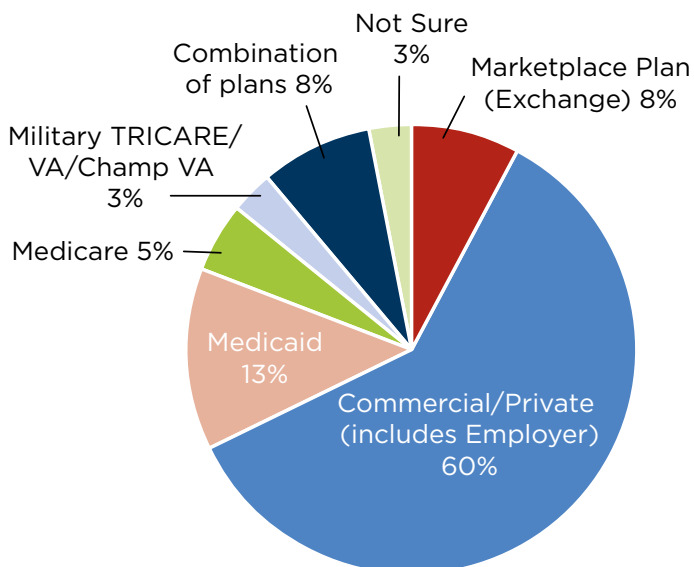
Where did participants live?



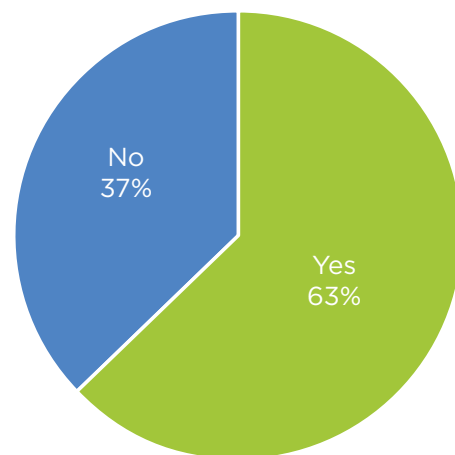
Are participants being mandated to use a particular specialty pharmacy?



What types of plans did participants have?



Did participant's insurance issue lead to delayed care?\*



**The following 3 issues were reported the most frequently\*:**

1. Insurance company mandated participant to a pharmacy that is not meeting participant's needs
2. Insurance company forced participant to go through a lengthy prior authorization process†
3. Participant was forced to "fail" on a product before being allowed to use the product of their choice†

HFA will continue to update the community on what we are seeing through Project CALLS. In the meantime, if you are experiencing any issues with your insurance, even if those issues have been solved, please let us know! This data is vital to the advocacy efforts of HFA. Through Project CALLS, HFA will identify trends and use the information to build a case for change across the country.

“My son orders his factor as instructed from our new Specialty Pharmacy, but the pharmacy ships later than requested and sometimes not at all. This has caused him to miss treatment, experience a bleed, and visit the doctor.”

“Insurance refuses to cover home infusion per information from the manufacturer.”

“My insurance is requiring medication to be administered by a doctor and they won't allow self-infusion.”

# PROJECT CALLS

**Creating Alternatives to Limiting and Lacking Services**

**Contact the Project Calls team if you have:**

1. been denied services or have received an exception,
2. been forced by an insurance company to “fail” on a product before being allowed to use the product of their choice,
3. been mandated to use a pharmacy that is not meeting their needs, and/or
4. been forced to go through a lengthy prior authorization process.

Once community members have participated in CALLS, they will be sent an Insurance Logbook full of tips on how to gain exceptions and file an appeal, and a glossary of insurance terms. Keeping careful track of every conversation you have with your insurance company is vital to making sure your needs are met—let HFA's logbook help!

**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. ■■**

\*of participants asked this question

† question did not differentiate between factor and other medications