



Project CALLS Report

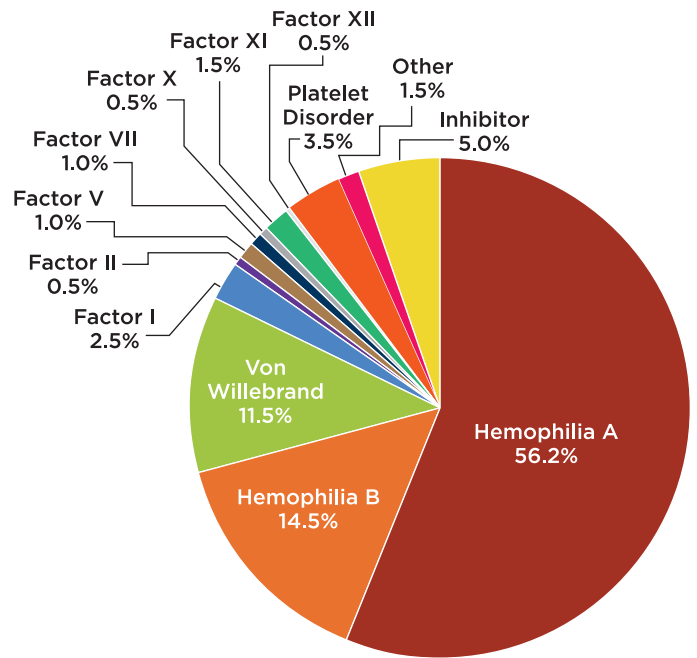
Creating Alternatives to Limiting and Lacking Services

In the summer of 2015, Hemophilia Federation of America (HFA) launched Project CALLS, an initiative designed to collect data and personal stories about how changes in insurance company policies are impacting the care of those with bleeding disorders. The data collected over nearly three years offers a baseline view of the types of insurance issues encountered by the bleeding disorders community. Overall, participants reported more issues in access to product vs. access to service. Most telling is the number of participants reporting delayed care, in which patients are not treating or receiving service when they are supposed to. Current data collected from Project CALLS demonstrates that insurance issues may correlate with negative health outcomes.

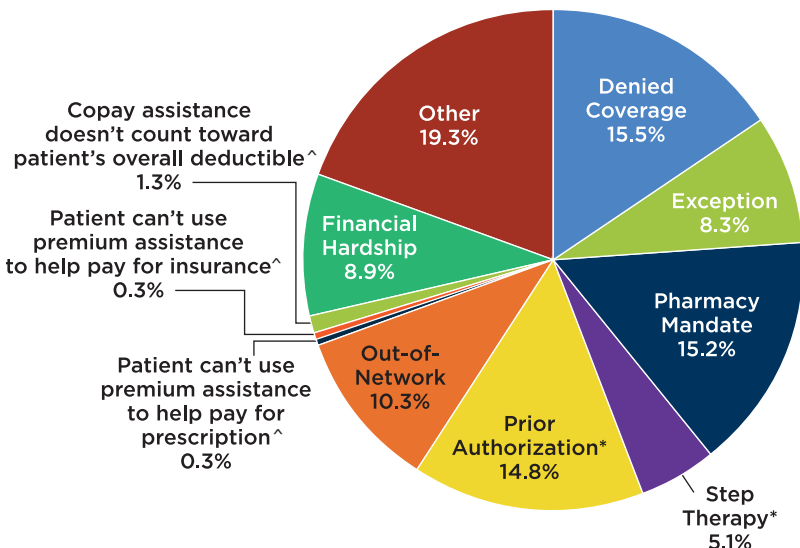
In February 2018, additional questions were incorporated to address evolving health insurance issues. With this new information, HFA is able to better understand how patients delayed care, how issues are being resolved, and how products are billed, as well as patient's experience with premium assistance.

More than 170 members of the bleeding disorders community have completed Project CALLS.

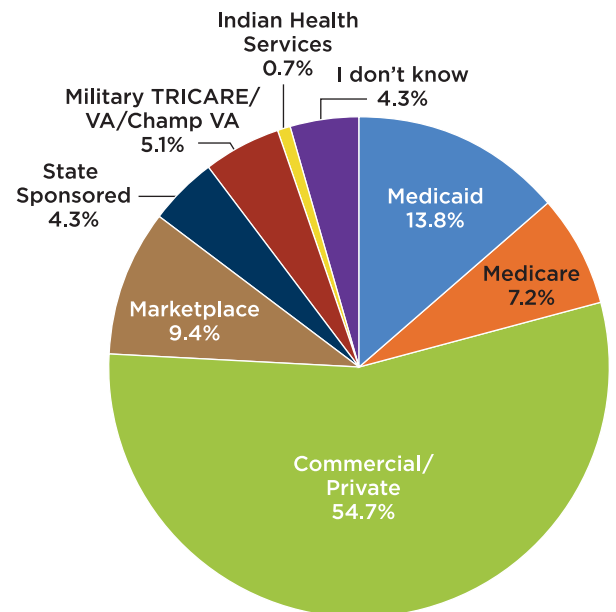
Diagnosis



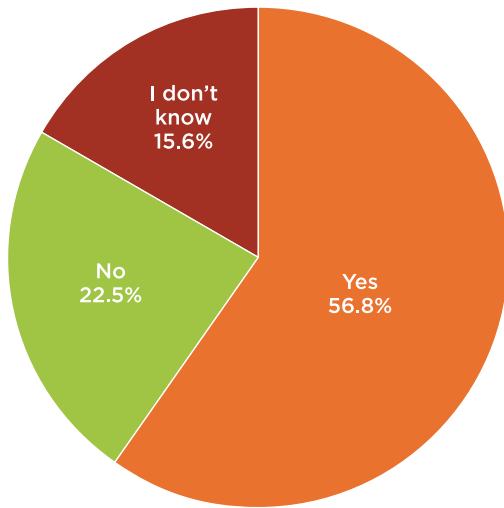
Issue Reported**



Types of Insurance**



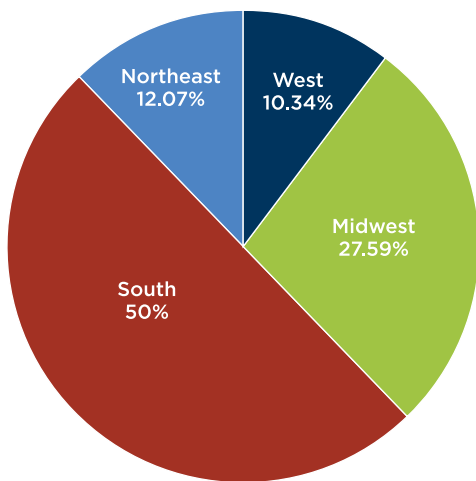
Specialty Pharmacy Mandate**



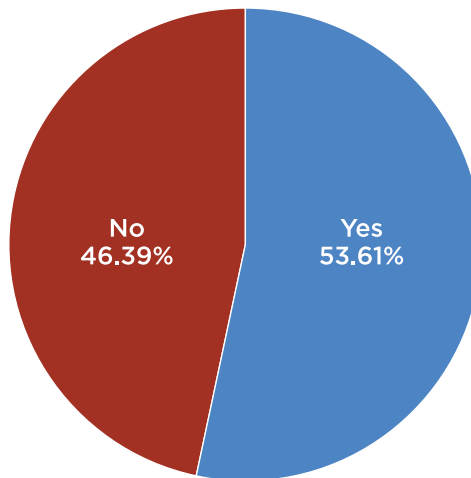
Pharmacy or Medical Billing for Product? **



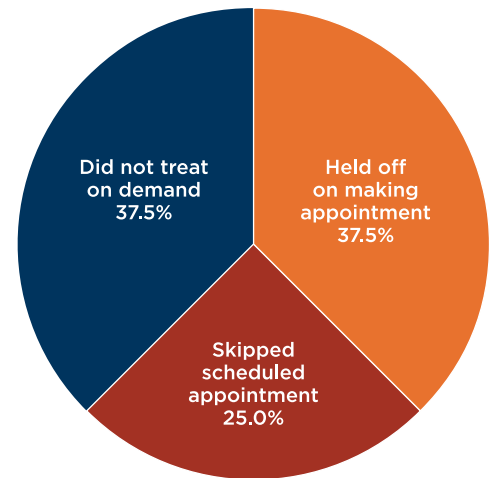
Region



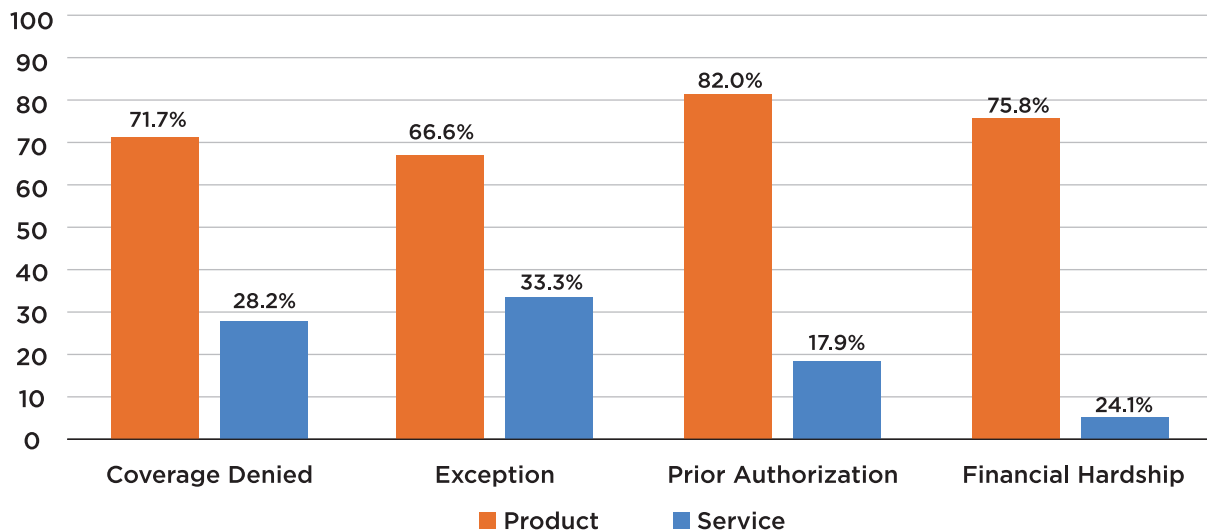
Delayed Care?



How Did You Delay Care? ^



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