

JOURNEY OF A MILLION PATIENTS

SERVING ONE NEED AT A TIME



**FROM
HOPE FOR
ONE** 

in 1996

**TO SERVING
1,076,446**

by 2017



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OUR MISSION

Patient Advocate Foundation is a national 501(c)(3) non-profit organization which provides case management services and financial aid to Americans with chronic, life-threatening and debilitating illnesses.

WELCOME

“In 2017, we celebrated the privilege of delivering direct assistance to our millionth patient. Those we have served come from all walks of life, from every state, from both rural and urban communities. The one characteristic they all share is they have reached out to us for help to overcome a barrier to their care for at least one chronic, life-threatening condition.”



For more than 21 years, PAF’s mission has been to serve one patient at a time by providing meaningful and tangible help based on their individual circumstances. That commitment to personalized assistance remains true today. In 2017, we celebrated the privilege of delivering direct assistance to our millionth patient. Those we have served come from all walks of life, from every state, from both rural and urban communities. The one characteristic they all share is they have reached out to us for help to overcome a barrier to their care for at least one chronic, life-threatening condition.

This report helps us to tell their stories.

In the past year, PAF helped 148,368 patients and made over 1,475,536 contacts with various stakeholders to resolve patients’ issues. The majority of these patients were low income from small households of two or less. Virtually all were confronting serious financial issues or access issues related to prescribed healthcare services. They turned to PAF seeking practical solutions to their problems.

We offer patients a helping hand to guide them through the world’s most complicated and expensive healthcare system. Along the way, we strive to empower patients to be advocates for themselves and others. When those lessons are applied in their own families and neighborhoods, then they can empower whole communities of individuals.

How do you amplify the power of a single patient? We listen to and gather feedback through two-way dialogue. We learn from that experience and use it to develop educational tools and outreach activities for populations who don’t have easy access to resources. You’ll find many PAF service programs outlined in this report, along with health services research initiatives undertaken in collaboration with like-minded individuals and organizations who share our mission.

With warm regards and best wishes for good health,

A handwritten signature in black ink that reads "Alan J. Balch". The signature is written in a cursive, professional style.

Alan J. Balch, PhD
Chief Executive Officer

OVERALL FOUNDATION IMPACT

PAF routinely evaluates the data collected from the patients we assist to gauge the impact of our patient service activities and ensure that our programs and initiatives are aligned with the evolving access needs of our patients as well as our organization's mission.

SUMMARY OF PAF TOTAL PATIENT CASES AND CONTACTS IN 2017

Total Patient Services Division Case Count	148,368
Case Management Division Case Count	22,339
Co-Pay Relief Case Count	82,973
Financial Support Programs Case Count	34,749
Patient Services Email Helpline Session Count	8,307

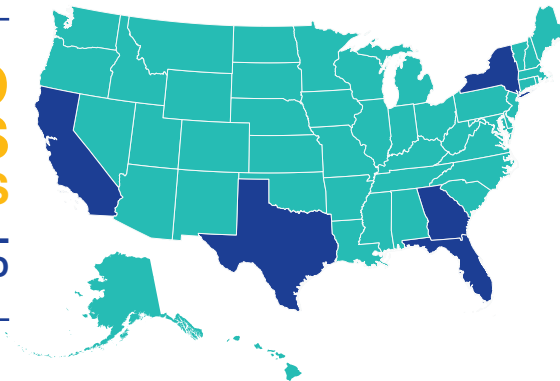


PATIENTS REPORTED
490
DIFFERENT DIAGNOSES



17% INCREASE
In the Number of Diagnoses Represented by the Patients We Helped

SERVED PATIENTS IN ALL STATES
CA, TX, NY, GA, FL
TOP 5 STATES SERVED



Financial Support Programs
57% INCREASE IN PATIENTS SERVED



PAF PROFESSIONALS NAVIGATE THE HEALTHCARE SYSTEM ON BEHALF OF TENS OF THOUSANDS OF PATIENTS ANNUALLY, ENABLING THEM TO ACCESS PRESCRIBED HEALTHCARE SERVICES AND MEDICATIONS, OVERCOME INSURANCE BARRIERS, LOCATE RESOURCES TO SUPPORT COST OF LIVING EXPENSES WHILE IN TREATMENT, EVALUATE AND MAINTAIN HEALTH INSURANCE COVERAGE AND BETTER MANAGE, OR REDUCE, THE OUT-OF-POCKET MEDICAL DEBT ASSOCIATED WITH AN ILLNESS.

PATIENT IMPACT

"I wanted to take a moment to let you know what your organization has meant to me. I've been dealing with breast cancer since July. Fortunately for me, when it seemed I would be overwhelmed with the paperwork, my PAF case manager got in touch with me—words just cannot describe ALL he did. Before he got involved I did not have the time to take care of my health. My insurer at one point approved a hospital stay for me, and after the fact denied coverage! Then the hospital sent me a bill for thousands of dollars and 12 doctors started sending their bills as well. I was so overwhelmed and was undergoing chemotherapy at the time. My case manager stepped in, and after dozens and dozens of phone calls and emails the insurance company paid the large hospital bill and most of the doctors were paid also. What a relief—I was not in this fight alone. There are people—not just my case manager—but an entire organization out there that cared about me. Thank you so very much!"

Barbara | Breast Cancer





“I was diagnosed with leukemia at age 37 and was lucky that chemotherapy drugs worked for the last six years. Unfortunately they are no longer working, and I am hoping to undergo a bone marrow transplant to save my life. I called PAF for debt crisis help and my case manager was amazing! She was thoughtful, she listened and she helped connect me with a resource that can potentially solve my problem.”

Clarence | Leukemia

“I was diagnosed with multiple myeloma. I went through 4 months of chemotherapy, and received a stem cell procedure. Although I was quite nervous, I did get through the procedure and have been in remission. Patient Advocate Foundation has helped me financially with my expenses. I thank this organization for its help.”

Glenn | Multiple Myeloma



“It is with enormous gratitude that I accept your most generous donation. I am 80 years old and this indeed helped offset some expenses, the cost of which seems to rise daily. I take great comfort in knowing that your group is out there to assist those of us who have had the misfortune to fall ill to the mysteries of cancer. We all hope that an easy and affordable cure is one day discovered. In the meantime, it is the help of friends far and wide who truly help the “cure.” God bless your wonderful organization for all that you do for so many people in need.”

Sylvia | Breast Cancer

PATIENT IMPACT



“The heart surgery my dad needed was not approved by my family’s insurance provider. A friend recommended PAF and we were quickly partnered with a case manager who walked alongside of our family every step of the way, navigating a complex system my family would have otherwise stumbled through blindly. She stayed with us through 3 heartbreaking insurance denials up until the joyous external review decision that overturned the denial, requiring the insurer to approve the procedure as it was finally deemed medically necessary. What a weight lifted to know my father can have this surgery and get to spend more good years with his wife, kids, and grandkids. This organization understands compassionate advocacy. Thank God for the Patient Advocate Foundation.”

Sarah, daughter of patient | *Congestive Heart Failure*



“I am writing to say thank you because without your program’s help I would be unable to afford my much-needed medication. I needed to use my award immediately and it was there; in my opinion a lifesaver. I will always be grateful to you and any other organizations that care and understand how much help you provide. You saved me and many others.”

Scott | *HIV/AIDS*



“One call to PAF saved me thousands of dollars that I was unable to pay. The bills kept coming every day. I hated to check the mail. My social security was no match for these bills. When my wife passed, the hospice staff gave me papers to read that included contacts to help with co-insurance. I started calling numbers and finally got the help I needed from PAF. Thanks a million!”

Sheridan, husband of patient
Lung Cancer

“The concern and care you had for me was so amazing and the response for your financial aid fund came very quickly. This helps so much. Going through the chemo, radiation and back to chemo has been one serious journey and I was just so overwhelmed. Thank you so much for helping my household.”

Jimella | *Breast Cancer*

"I had a problem with one of the ambulance bills and my PAF case manager encouraged me to pursue an appeal, which I did, and I won. With my case manager's help I have felt more confident. Thank you."

Kathleen | Lung Cancer

"I am writing in appreciation for this wonderful foundation that has helped me so much financially and emotionally in my hour of need. I am elderly and hearing impaired. I lost my job; my wife was laid off. I could not afford the co-payment for my medication. Patient Advocate Foundation's Co-Pay Relief Program came to my rescue and I will never forget that. I am very grateful."

Murad | Hepatitis B

"I have been a stage 4 breast cancer survivor for almost 4 years. The cost of fighting breast cancer is really high, and any help given is a big blessing. I have so much less stress as a result of the help I am getting from your program. I can't say thank you enough!"

Priscilla | Breast Cancer



"I have been taking a medication which was covered by Medicare and was required to change insurers in January, which then required a physician change. My new insurance company denied coverage for the medication, even calling the wrong doctor and closing my appeal. I called PAF and was introduced to a case manager who said she would help me. It was great to speak with someone who sounded professional, understood my situation, and explained what I should do. I am forever grateful for the assistance she provided. Through her organized process, she sent the other parties involved in the appeal hearing all the important additional documents and we subsequently had a positive outcome. If it were not for PAF I do not feel my prescribed medication would have been approved. I am more than satisfied with your service and am deeply appreciative of the assistance I received."

Karen | Narcolepsy

CASE MANAGEMENT

2 NEW PROGRAMS *Launched*

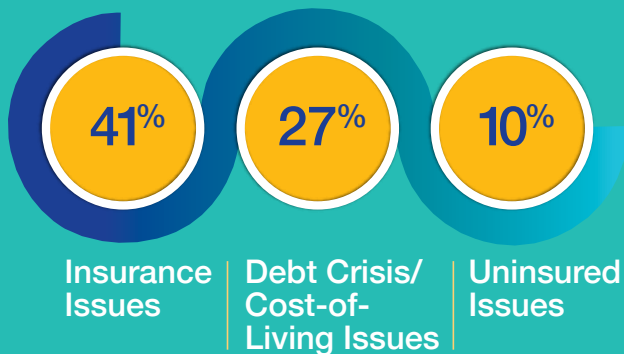
- Genomic Testing Support CareLine
- Metastatic Breast Cancer Partnership for Access to Clinical Trials



SUMMARY OF PAF CASE MANAGEMENT PATIENT CASES AND CONTACTS IN 2017

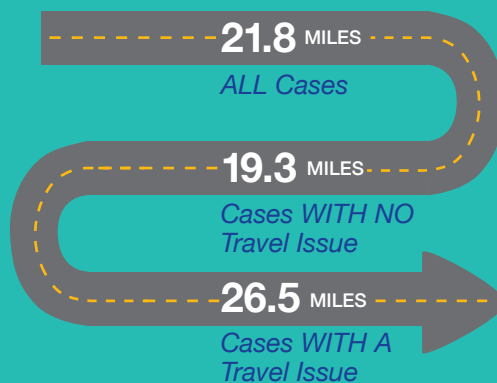
Total PAF Case Management Case Count	22,339
Total Case Management Closed Cases	21,879
Unique Case Management Patient Issues	44,875
Total PAF Case Management Contacts	417,251
Average Contacts Per Case	19.07

TOP ISSUES Faced by Patients Seeking Case Management Help



417,251 
CONTACTS MADE
WHILE RESOLVING CASES

AVERAGE MILEAGE TRAVELED FOR TREATMENT

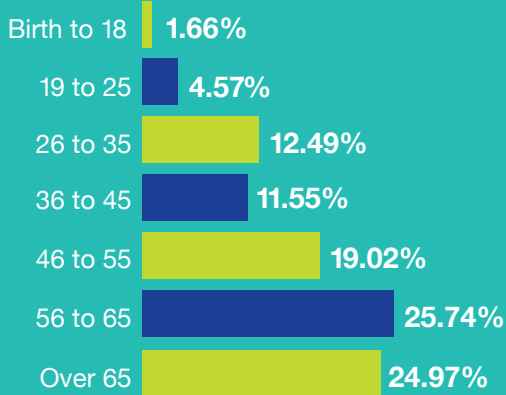


Case Management

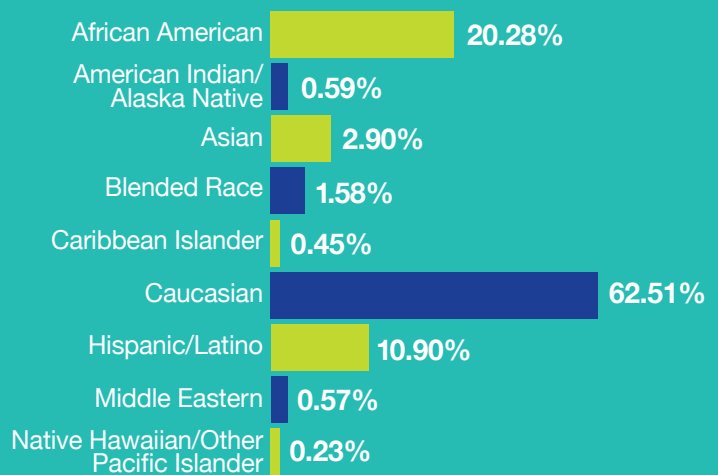
13% more patients served
+
23% more issues resolved
(compared to 2016)

CASE MANAGEMENT PATIENTS

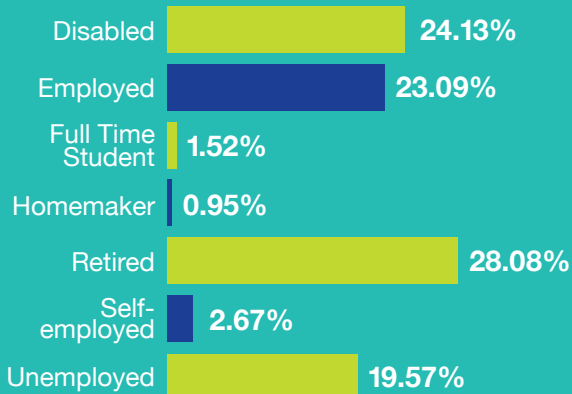
Age of Patients



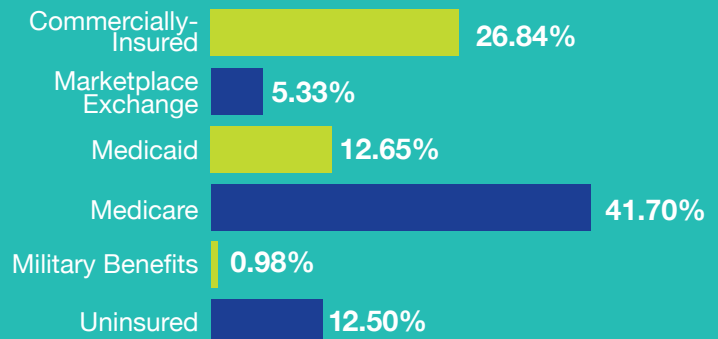
Ethnicity



Employment Status



Insurance Status



Negotiated
\$24,607,904
 in **DEBT RELIEF** on
 behalf of patients

**PATIENTS
 REPORTED**
490
**DIFFERENT
 DIAGNOSES**

CASE MANAGEMENT

In 2017, PAF’s case management division operated 21 patient support programs, closed 21,879 cases and provided assistance for 44,875 unique issues. All data presented are derived from the closed cases.

The case management division served an increased number of patients who reached out for help through the general toll-free hotline and e-mail portals. Data reflects that the composition of PAF’s patient population experienced further diversification as a result, serving 490 different diagnoses (an increase of 17% since 2016). More patients from medically underserved populations were assisted, including African Americans, Hispanic/Latinos, Caribbean Islanders and low socio-economic individuals. There was a 16.3% increase in the number of cancer patients served, a 14.1% increase in the number of cardiovascular patients served and an increase of 19.2% in the number of patients reporting other chronic and/or debilitating conditions.

More than 69% of patients served through this program had an annual household income of \$35,000 or less, and almost 20% categorized their employment status as unemployed. Nearly one in four (24%) was disabled. PAF’s service to seniors swelled to its greatest percentage ever with almost 25% of patients over age 65, 28% retired and 41% of patients covered by Medicare.

PAF also continued to serve a significant number of uninsured patients (12%). A closer look at the uninsured population revealed dramatic pockets of disparities that do not exist in other PAF insurance categories; for instance, over 50% of uninsured patients were unemployed and 26.3% were self-employed, an increase of 13.3% from 2016. These metrics are particularly concerning as we see the reduction in available social safety net services that previously helped support these low income and underinsured Americans.

The top three issue categories for patients seeking case management assistance were *Insurance Issues* at 40.8%, *Debt Crisis/Cost of Living Issues* at 26.8% and *Uninsured Issues* at 9.5%.

TOP 5 SPECIFIC CASE MANAGEMENT ISSUES

Inability to Afford Transportation Expenses	9.5%
Financial Assistance for Medications	5.7%
Inability to Afford Rent/Mortgage	5.5%
Inability to Afford Utility/Shut Off Notice	4.7%
Financial Assistance for Medicare Cost Share	4.3%

PAF also documents the various resolutions achieved for patients in response to issues. The top three resolution types achieved in 2017 closely aligned with the issues, with *Insurance Resolutions* at 40.4%, *Debt Crisis/Cost of Living Resolutions* at 29.2% and *Uninsured Resolutions* at 8.2%. The data below provides further insight into the specific resolutions obtained on behalf of patients.



TOP RESOLUTIONS Achieved by Case Managers

10.3%	Facilitated Financial Assistance for Medication
10.1%	Secured Free Transportation Assistance
5.1%	Negotiated Discounted Payment Plan
5.1%	Facilitated Rental/Mortgage Payment Relief
4.5%	Obtained Full/Partial Charity Care for the Underinsured
4.5%	Facilitated Utility/Phone Relief
4.1%	Educated on General Benefit/Coverage Questions
3.5%	Offset Cost Through Alternative Assistance
3.3%	Provided Guidance for Disability Process

PAF is committed to helping individual patients overcome one healthcare barrier at a time, yet we also amplify the power of a single patient experience through the development of impactful educational materials and the implementation of research initiatives that inform healthcare system transformation.

FINANCIAL SUPPORT PROGRAMS

Through our **Financial Support Programs**, the Patient Advocate Foundation provides small grants to patients for a broad range of needs as well as partnering with other non-profit charities to manage administrative aspects of their financial assistance programs.

These small-grant programs provide an invaluable source of support for non-medical needs, such as transportation costs, housing, lodging and/or utility expenses and nutritional needs, that present access barriers for financially vulnerable patients.

PAF operated seven financial support programs in 2017, approving 34,749 patients for assistance. All grants are awarded on a first-come, first-served basis to patients who meet the medical and financial qualifications.

The Financial Support Program staff responded to 201,979 calls and processed 105,956 grant payments on behalf of patients, an increase of 44% over 2016. PAF implemented a real-time automated income verification process, which reduces the administrative burden placed on patients and provides them with an immediate response to assistance applications.



"Thank you for the transportation financial aid you assisted me with. It was much needed and will be used to help me get to doctors' appointments."

Rosa | Multiple Myeloma



24% INCREASE
in the number of
Calls Received



44% INCREASE
in number of **Grant Payments**
Processed on
behalf of patients



SERVED
34,749
Patients

57% INCREASE
from last year

IMPROVED *Patient*
EXPERIENCE



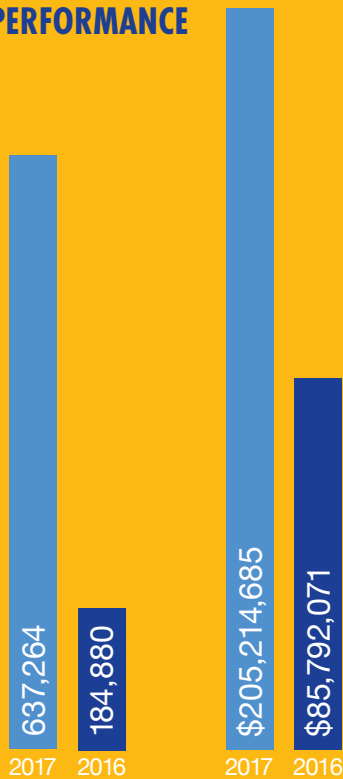
ONLINE APPLICATION PORTALS



AUTOMATED INCOME VERIFICATION

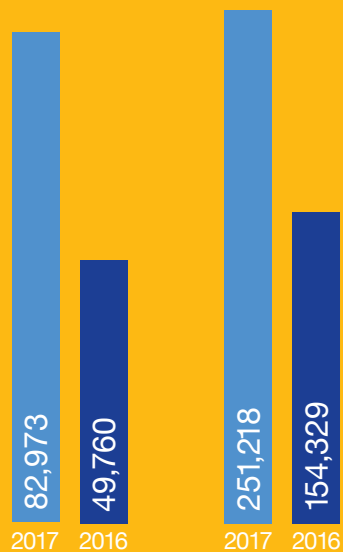
CO-PAY RELIEF PROGRAM

CPR SERVICE LEVEL PERFORMANCE



Grant Payments Processed

Grant Payment Totals



Patients Approved

Incoming Calls Handled



CPR PROVIDED MORE THAN
\$200 MILLION
in assistance to patients —



CPR PATIENTS SERVED
Increased
66%



CPR CAN SUPPORT
All medications prescribed
to treat and manage a disease

APPROVED DISEASE FUNDS (as of December 2017)

- | | |
|--|------------------------------------|
| Alpha-1 Antitrypsin Deficiency (FF) | Metastatic Colorectal Cancer* (FF) |
| Alzheimer's Disease (FF) | Metastatic Gastric Cancer* |
| Amyotrophic Lateral Sclerosis (ALS) | Metastatic Melanoma (FF) |
| Ankylosing Spondylitis (FF) | Metastatic Prostate Cancer* (FF) |
| Asthma (FF) | Multiple Myeloma* |
| Bladder Cancer* (FF) | Multiple Sclerosis* (FF) |
| Brain Cancer | Muscular Dystrophy |
| Breast Cancer* | Myelodysplastic Syndromes* (FF) |
| Cancer Genetic and Genomic Testing Fund | Myeloproliferative Disorder (FF) |
| Cardiac Arrhythmias (FF) | Narcolepsy |
| Cervical Cancer* | Neoplasm Related Pain |
| COPD (FF) | Non-Small Cell Lung Cancers* (FF) |
| Coronary Artery Disease (CAD) (FF) | Osteoporosis* |
| Crohn's Disease (FF) | Ovarian Cancer* |
| Cystic Fibrosis | Pancreatic Cancer (FF) |
| Electrolyte Imbalance* | Parkinson's Disease (FF) |
| Epilepsy (FF) | Periodic Paralysis* |
| Head & Neck Cancer | Peripheral Vascular Disease (FF) |
| Heart Failure (FF) | Prostate Cancer* (FF) |
| Hepatitis B* | Psoriatic Arthritis (FF) |
| Hepatitis C* | Pulmonary Fibrosis (FF) |
| Hepatocellular Carcinoma / Liver Cancer (FF) | Pulmonary Hypertension* (FF) |
| HIV, AIDS and Prevention* | Renal Cell Carcinoma* |
| Homozygous Familial Hypercholesterolemia* | Rheumatoid Arthritis |
| Huntington's Disease | Sarcoma of the Bone |
| Hyperlipidemia | Soft Tissue Sarcoma |
| Inherited or Acquired Lipodystrophy* | Stroke (FF) |
| Lupus (FF) | Testicular Cancer |
| Melanoma (FF) | Thyroid Cancer (FF) |
| Metastatic Bladder Cancer (FF) | Ulcerative Colitis (FF) |
| Metastatic Breast Cancer* | Virology Testing Fund |

(*) Denotes silos that are currently operational and serving new and/or existing patients.
(FF) Denotes funds for patients with Medicare, Medicaid or Military Benefits only.

Patient Advocate Foundation's **Co-Pay Relief (CPR)** program can provide direct financial assistance to medically and financially qualified patients with co-payments, co-insurance and/or deductibles required for any medications prescribed to treat and/or manage the patient's condition, including therapeutic, supportive and generic medications. CPR can assist with co-payments, co-insurance and/or deductibles related to the administration of prescribed medications and office visit expenses on the day of treatment.

Launched in April of 2004, CPR is the second oldest Office of Inspector General (OIG)-approved co-pay program in the country and was introduced to address a growing need for this type of financial support as identified through PAF's case management data.

In 2017, CPR's service to patients increased significantly, with the program approving 82,973 patients, 66% more than the previous year. Through 23 individual disease funds, the program provided more than \$205,214,685 to patients in need, more than doubling the assistance provided in 2016. Our dedicated CPR staff handled 251,218 calls (a 62% increase) and processed 637,264 grant payments (a 244% increase).

Lipodystrophy, Metastatic Breast Cancer, Metastatic Colorectal Cancer, Metastatic Gastric Cancer, Metastatic Prostate Cancer, Multiple Myeloma, Multiple Sclerosis, Myelodysplastic Syndrome, Non-Small Cell Lung Cancers, Osteoporosis, Ovarian Cancer, Periodic Paralysis, Prostate Cancer, Pulmonary Hypertension, Renal Cell Carcinoma.

PAF proactively determines which funds to establish for its copay assistance program by conducting independent research about the barriers patients are facing in different disease areas. Where there is evidence of need based on sources like PAF's patient data or government reports, PAF then initiates a rigorous process of defining and approving a particular fund and its eligibility requirements based on standardized criteria. See list on page 14 for all the funds PAF either currently operates or those that are approved for operation but for which we have yet to secure funding.



DISPENSING HELP, DELIVERING HOPE

This level of service was made possible through the implementation of sophisticated automated systems, technology upgrades and self-service tools that allow patients and healthcare providers to autonomously interact with the program. These enhancements include:

- Electronic income verification
- Instant eligibility decisions
- Web-based portals offering on-demand assistance
- Virtual pharmacy card option
- Electronic payments

The disease areas served by CPR in 2017 include Bladder Cancer, Breast Cancer, Cervical Cancer, Electrolyte Imbalance, Hepatitis B, Hepatitis C, HIV, AIDS and Prevention, Homozygous Familial Hypercholesterolemia, Inherited or Acquired



"I was greatly relieved to hear that costs for my continuing medication addressing my cancer were going to be covered by your foundation. Such costs could bankrupt us within a year or two. It is simply wonderful that such a resource is available for those with serious conditions."

David | Multiple Myeloma



PATIENT EDUCATION & EMPOWERMENT

2017 EDUCATIONAL & EMPOWERMENT PROJECTS



METASTATIC BREAST CANCER PARTNERSHIP

for Access to Clinical Trials



CARDIOVASCULAR PATIENT EMPOWERMENT PROJECT & STAKEHOLDER COALITION



PATIENT ACTION COUNCIL

*Making Sense of What Matters
Drug Formulary*



COVERAGE ACCESS GUIDE

Engaging the Mobile User



PATIENT EMPOWERMENT SERIES

NATIONAL UN and UNDERinsured RESOURCE DIRECTORIES

26,276

COMPLETED *user searches*

with

1,083,367

RESOURCES MATCHED *to users' needs*

Patient Empowerment Series
LIVE AND ON-DEMAND

97%

*of survey respondents
rate the sessions as*

- INFORMATIVE**
- VERY INFORMATIVE**



17
**ON-DEMAND
SESSIONS**

*Available in the
Patient Empowerment Series
Digital Library*

PAF extends the impact of one-to-one services by providing actionable advice and guidance to healthcare consumers to improve their everyday experience with insurance and to empower the patient's healthcare engagement. Our educational portfolio covers a broad range of topics in a variety of formats to meet the needs and preferences of multiple audiences, including patients, caregivers and those that are currently healthy.

PAF partnered with the Avon Breast Cancer Crusade to offer the **Metastatic Breast Cancer Partnership for Access to Clinical Trials**, designed to increase awareness and participation in clinical trials by metastatic breast cancer patients. This is done through patient education and capacity-building services for peer organizations who share our goal to overcome factors contributing to low clinical trial enrollment by members of disparate populations. The project delivered the newly created publication "Clinical Trials: What Case Managers Want You to Know," and drove two partnerships with BreastCancerTrials and the Dorothy G. Hoefer Comprehensive Breast Center. These programs address barriers associated with clinical trial participation for patients who have a trial match.

Ideally, patients would conduct a detailed formulary review on an annual basis to evaluate coverage levels for their individual medications, but most have difficulty doing so. PAF's Patient

Action Council supported the development of an educational campaign, ***Making Sense of What Matters-Drug Formulary***, which provides impactful educational materials, including publications, webinars, sharable graphics and other tools that improve consumer understanding of the medication costs associated with their insurance coverage. This effort goes far beyond a cursory look at drug tiers and formularies to uncover potentially vulnerable coverage areas.



With mobile updates to **PAF's Coverage Access Guide**, the free, easy-to-use educational guide is now available for use on tablets and phones through the App Store and Android Google Play Store. This mobile app has topics geared to help both novice and experienced patients prevent common obstacles and enhance their overall healthcare experience. The Guide's advice spans the patient's full journey with health insurance, from initial plan selection to using plan benefits.

The **Patient Empowerment (PES) Series** features practical advice on the most frequently reported access barriers and/or educational concerns identified through PAF's years of delivering case management services. This educational series features live and on-demand webinars, interactive web-based resource tools and access to the comprehensive PAF resource library.

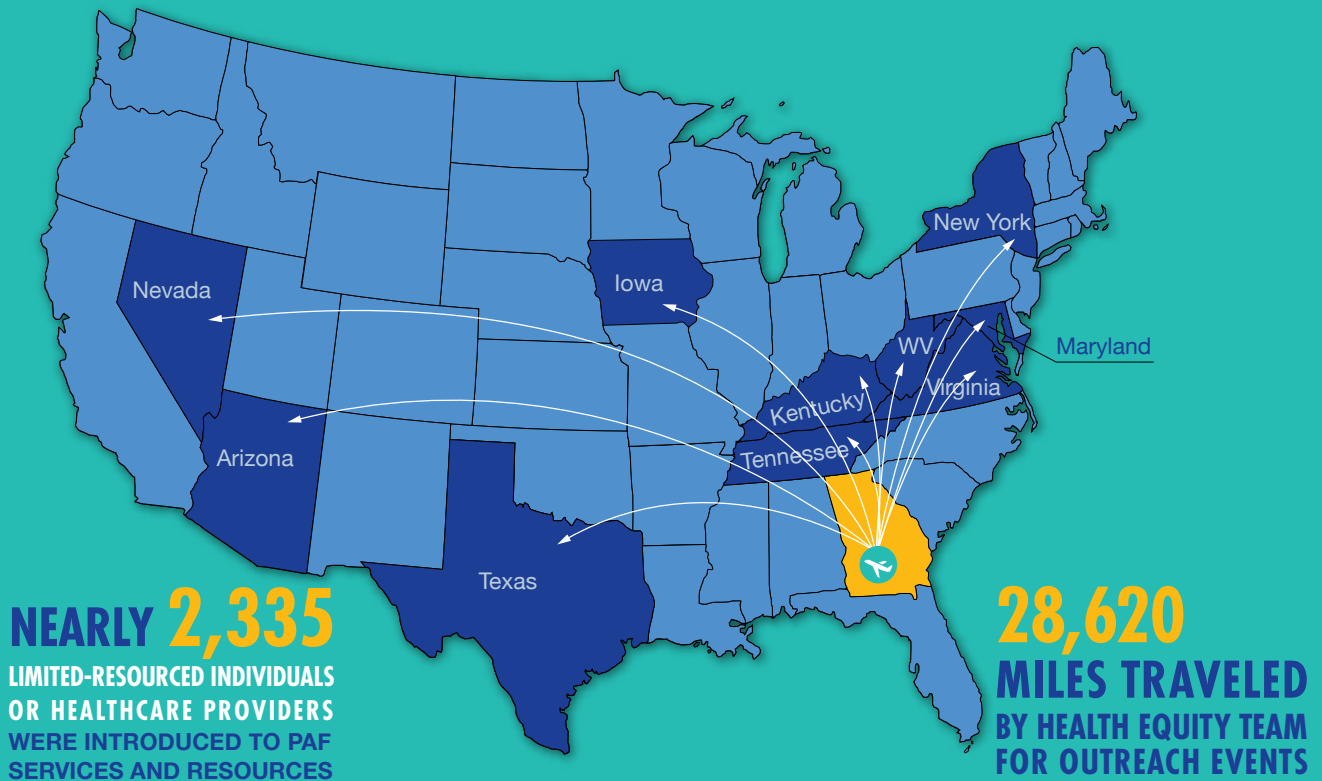


PAF's Cardiovascular Patient Empowerment Project addresses the informational needs of patients and those seeking to prevent cardiovascular disease by connecting and providing broad access to self-empowering educational resources. Through the newly developed syndicated web services tool, "Matters of the Heart," individuals can access a robust set of online materials for information about topics and issues relative to cardiovascular disease.

A group of 11 national cardiovascular and heart advocacy organizations participated in the *Cardiovascular Patient Empowerment Tools Stakeholder Coalition* to share input on resources, identify critical access issues facing cardiovascular patients and support the distribution of new digital materials. PAF focused its efforts on issues relative to financial stability, medical debt crisis and insurance denials, which uniquely positioned the organization to author advanced materials specific for those diagnosed with, or at risk for, heart disease.

HEALTH EQUITY & COMMUNITY ENGAGEMENT

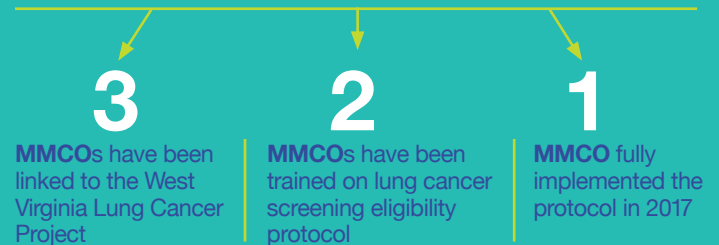
THE JOURNEY OF 1000 MILES



6 ONGOING Health Equity INITIATIVES

- African-American Breast Cancer Outreach
- Latina Breast Cancer Outreach
- SelfMade Health Network
- West Virginia Lung Cancer Project
- #BeAGift: Diversity in Clinical Trials
- Lupus Initiative (in partnership with American College of Rheumatology)

WEST VIRGINIA'S FIVE MEDICAID MANAGED CARE ORGANIZATIONS (MMCO)



SELECTED AS ONE OF
THREE NATIONAL NETWORKS
TO IMPLEMENT
"Inside Knowledge"
to Increase Awareness
of Gynecologic Cancers

PAF's focus on achieving health equity is uniquely designed to link communities across the country experiencing high rates of premature deaths from specific chronic/infectious diseases to the organization's platform of services and support. This intentional work is aligned with our strategic commitment to link limited resourced populations to resources to help them better achieve the quality of life they desire while living with a chronic, life-threatening or debilitating condition.

HEALTH EQUITY INITIATIVE

PAF's proactive approach to seeking out disparate, underserved communities, identifying key stakeholders and assessing resource gaps are key elements to the community engagement strategy. This strategy builds on existing resources within the communities and seeks to forge new partnerships where the resources available through PAF and its network of partners complement and amplify local efforts.

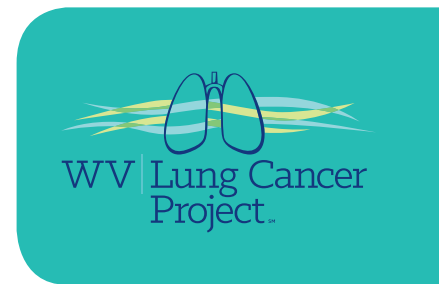
Nearly 2,335 limited-resourced individuals, or healthcare providers who serve these populations, were introduced to PAF services and resources through a team of dedicated health equity professionals who traveled more than 28,620 miles in 2017 to attend a series of national and local outreach events.

IMPROVING LUNG CANCER OUTCOMES ACROSS WEST VIRGINIA

West Virginia has the highest lung cancer mortality rate in the country. One primary factor contributing to this mortality rate is late-stage diagnosis. To address this

disparity, PAF joined forces with local West Virginia stakeholders to launch the *West Virginia Lung Cancer Project*. This project is designed to link individuals with lung cancer to PAF's comprehensive case management platform, providing direct assistance with resolution of financial and logistical barriers to care, including access to lung cancer screening.

West Virginia's five Medicaid Managed Care Organizations (MMCO), and the providers within these networks, are critical to project goals which link financially vulnerable populations to PAF services. Through its local West Virginia Advisory Council, PAF successfully developed and implemented a lung cancer screening eligibility protocol used by local MMCOs to proactively identify, connect and link appropriate Medicaid beneficiaries to lung cancer screening.



Shonta Chambers (middle) receiving Advocacy Award from Sister's Network Memphis Chapter



PAF West Virginia Lung Cancer Project Advisory Team

HEALTH EQUITY & COMMUNITY ENGAGEMENT

SELFMADE HEALTH NETWORK

PAF administers the SelfMade Health Network (SMHN), one of eight national networks supported by the Centers for Disease Control and Prevention’s (CDC) Division of Cancer Prevention and Control and Office of Smoking and Health to address cancer- and tobacco-related disparities.

The goal of SMHN is to bring to the forefront best and promising practices that can be employed by state health departments’ cancer or tobacco programs to reduce cancer and tobacco disparities among low socio-economic (SES) populations across the country. SMHN launched a series of projects in states including:

- West Virginia
- Kentucky
- Tennessee
- Mississippi
- Pennsylvania
- North Carolina
- Michigan

The aim of the state initiatives was to better understand the challenges experienced by populations with low SES characteristics; identify new strategies for inclusion and promotion and tobacco cessation; and uncover emerging strategies to improve breast cancer screening among African-American women and lung cancer early detection among Caucasian males in blue collar industries.

Initial findings from these pilot projects were selected for poster and/or oral presentations at the 2017 CDC National Conference on Tobacco or Health and 2017 CDC National Cancer Conference.



Meharry SelfMade Health Network poster presentation ACR

SPECIAL EVENTS

PATIENT CONGRESS

PAF hosted its 18th Annual Patient Congress (PC) in June of 2017, in Washington, DC. This annual training and convening event supports a volunteer advocate network while empowering patients and their caregivers to become knowledgeable and skilled advocates in their communities and at the national level.

This year's interactive education program included a "Narrative Medicine Workshop" to educate advocates about effective storytelling, community event training and certification provided by guest faculty from Common Practice; and education on opportunities to available training in palliative care with NPAF.

To learn more about Patient Congress, please visit npaf.org/patient-congress.



Emily Faye Hollowell, recipient of Patient Congress Outstanding Advocate Award

PROMISE OF HOPE AFFAIR

Patient Advocate Foundation held its 16th Annual *A Promise of Hope Affair* on February 25, 2017, at the Newport News Marriott at City Center, drawing over 330 guests from the Hampton Roads area and from across the country. The theme was a *Masquerade Ball & Casino Night* in the black-tie event.

Emmy award-winning broadcast journalist Barbara Ciara, WTKR Channel 3, served as the Mistress of Ceremonies for the 15th consecutive year. Guests enjoyed a welcome reception, seated dinner, engaging speakers, both a silent and live auction, music, dancing and casino games, with proceeds supporting PAF patient service programs and the Scholarship for Survivors program.

To learn more about supporting or attending *A Promise of Hope Affair*, please visit promiseofhope.net.

A group photo of the "Team PAF" members at a marathon. They are wearing white t-shirts with "PAF" and "SEVEN" printed on them, along with blue caps. Some are holding race bibs with numbers like 428, 43, 321, and 337. They are outdoors, and a large crowd of other runners is visible in the background.

WE SUPPORT OUR HOMETOWN

On October 6th staff members from PAF took part in the *CrawlinCrab 5K/Half Marathon* in Hampton, VA, presented by Bon Secours in Motion. "Team PAF" members each obtained sponsors for their participation in the run, raising over \$7,500 for PAF's Scholarship for Survivors program.



Guests enjoy dinner at A Promise of Hope Affair



Promise of Hope guests Brad & Tonya Pegram, Woods & Shannon Woolwine, Tami & Jason Flowers

SPECIAL EVENTS



PAF Scholarship recipient Sarah Hoang at her Pinning Ceremony

SCHOLARSHIP FOR SURVIVORS

PAF's Scholarship for Survivors program provides academic scholarship support to legal residents of the United States who are under the age of 25 and have been diagnosed with or treated for cancer, or a chronic or life-threatening, debilitating disease within the past five years. These students have, despite their health challenges, excelled academically, served their community and desire to pursue or complete a secondary education.

Selected applicants receive \$3,000 annually up to four consecutive years, if they continue to meet the program guidelines. Applications are accepted each year.

To date, PAF has awarded 83 scholarships totaling over \$506,000; from these, 44 scholarship recipients have achieved fully degreed graduation and 12 are still pursuing their course of study.

To learn more about supporting the scholarship program, or to apply for a Patient Advocate Foundation scholarship, please visit patientadvocate.org/help.php.



Awarded
83 SCHOLARSHIPS
TOTALING
\$506,000
SINCE 2000



2017/2018
ACADEMIC YEAR
SCHOLARSHIP
FOR SURVIVORS
RECIPIENTS

The Nancy Davenport-Ennis Award
Kaela Johnson

The Cheryl Grimmel Award
Sage Chasen

The Mark Stephens Award
Sierra Williams

The Monica Bailes Award
Sarah Hoang

The U.S. Representative Jo Ann Davis Award
Tiffany Hollihan

The Robin Prachel Award
Jam Ransom-Marks

The Mary T. Christian Award
Kevin Moran

ADDITIONAL AWARD RECIPIENTS

Isabel Allen
Alejandro Claire De La Zerda
Alexa Hickman
Shelby Wade
Alexandra Xifaras

BREAKAWAY FROM CANCER

The largest cycling event in America, the Amgen Tour of California, is a multi-stage cycling road race that challenges the world's top professional cycling teams to compete along a demanding course. Amgen's Breakaway from Cancer aims to raise awareness of the comprehensive array of resources available to cancer patients — from prevention to education and support to financial assistance and survivorship.

PAF is one of four national non-profit organizations which make up the Breakaway from Cancer (BFC) initiative. Representatives of each partner organization follow the Amgen Tour, participating in the Lifestyle Festival presented at each ending stage to educate residents about services for cancer patients and their caregivers.

PAF CEO Alan Balch, EVP of Strategic Patient Solutions Alan Richardson and PAF senior case manager Brendan Bietry represented PAF at select 2017 Tour of California events where the public and patients had opportunities to learn more about PAF and the services we provide. BFC began in Sacramento on May 14th, passed through Modesto, San Jose, Pismo Beach, Morrow Bay, Santa Barbara, Santa Clarita, Ontario, Mt. Baldy, Big Bear Lake and Mountain High, and ended on May 20th in Pasadena, where George Bennett beat out 135 other bicyclists to cross the finish line.

To learn more about the BFC event, please visit patientadvocate.org/bfc.php.

WE HELP FEED OUR HOMETOWN NEIGHBORS

PAF partners with the Virginia Peninsula Foodbank annually to support families in the Hampton Roads area that are food insecure. 2017 was the 8th consecutive year that PAF sponsored a food drive in support of the Peninsula Foodbank and staff members donated \$1,486 and 1,628 food items, far exceeding this year's donation goal.

In addition, PAF executive leaders volunteer every December to work at the Foodbank, sorting donations, stocking shelves and preparing individual food bags that fulfill bulk food orders from various distribution sites throughout the region, from churches to senior centers.



"I am a first-time mother to a beautiful 2-month-old baby boy. While most women would be celebrating this new journey in life and enjoying their child, my days consist of doctor's visits, tests and uncertainty as I was diagnosed with invasive ductal cancer. My doctor said that I'm the youngest patient he's seen with this diagnosis. I'm scared and in disbelief. I would like to thank the Patient Advocate Foundation for the grant that I was awarded through your financial aid fund, which I plan to use towards my living expenses."

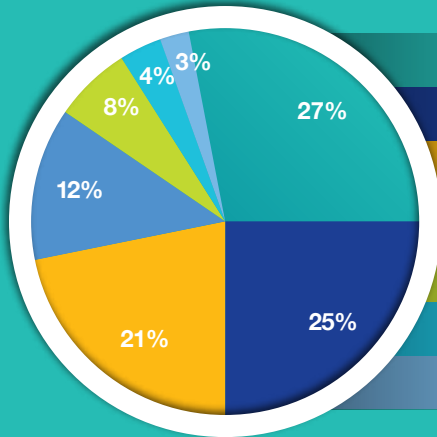
Fredericka | Breast Cancer



HEALTH SERVICES RESEARCH INITIATIVES

IMPACT OF ILLNESS ON EMPLOYMENT

Roughly 900 respondents to a 2017 PAF survey indicated the significant and various ways illness impacted the employment status of those served by PAF



27% were already retired or not employed

25% were unable to perform at their normal performance levels

21% lost income due to the inability to work full time

12% lost their job due to the illness

Only 8% said their illness had minimal impact on the job

4% said they were unemployed and finding it difficult to find a job due to the illness

3% were not sure or did not know

Of those PAF patients who reported an impact on their employment due to illness, 34% indicated a direct impact on their insurance coverage as a result

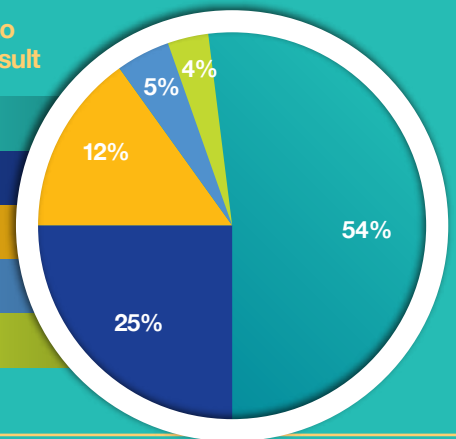
54% had no impact on the insurance status

25% lost insurance but eventually gained coverage

12% not sure/don't know

5% lost insurance and are still uninsured

4% lost insurance, but currently have COBRA coverage



SOCIAL SAFETY NET SERVICES PROVIDED IN THE PAST 12 MONTHS

83% of roughly 900 respondents in a 2017 PAF survey indicated they had sought and received assistance from a federal or state-run program. The top 4 sources of support are listed below.*

- 19%** SOCIAL SECURITY DISABILITY INSURANCE (SSDI)
- 12%** MEDICAID
- 8%** SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)
- 5%** LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

89% of roughly 900 patients in a 2017 survey indicated they had sought and received assistance from a non-governmental social support or charity program. The top 3 sources of support are listed below.*

- 23%** FINANCIAL ASSISTANCE FROM A NON-PROFIT CHARITY
- 15%** FREE MEDICATION FROM A DRUG COMPANY
- 12%** HELP WITH TRANSPORTATION/TRANSPORTATION TO TREATMENT

*Multiple response selections were allowed for these questions (i.e. select all that apply)

The Health Services Research Program translates the issues or concerns identified in PAF’s direct patient services data into targeted survey projects that yield key information for social justice, health equity and healthcare transformation efforts.

Data collected from PAF survey projects yield insights into the types of programs and services that are most important to patients. The goal is to improve when and how we connect people to these resources, explaining the need to preserve, expand and enhance person-centered care.

2017 RESEARCH PROJECTS:

- Securing the Safety Net: Evaluation of Programs Used by Low Income Patients to Address Financial and Economic Burdens
- Consumer Clarity Patient Value Survey for Prostate Cancer
- Patient Priorities for Healthcare Coverage (IRB-approved research protocol)

**SECURING THE SAFETY NET:
Evaluation of Programs Used by Low Income Patients to Address Financial and Economic Burdens**

Social safety net services are critical components in helping prevent low-income and chronically ill patients, like many of those served by PAF, from falling further into debt.

The survey captured patient perspectives and experiences from those who had received treatment in the last 12 months with safety net, charity and/or social service programs, as well as their impact on patients and families coping with distressing financial or material hardships that may interfere with their well-being. Surveys were sent via email and included a link to a secure online portal. Roughly 900 patients who received PAF services during 2016 and 2017 participated in this project.

One significant finding from the survey is how much of an impact an illness has on employment, with most patients reporting loss of income, reduction in performance or complete loss of employment. And because employment is the gateway to insurance

(and therefore access) for many low-income patients, it is also common for those same patients to report a disruption in their insurance coverage attributed to the disruption in their employment.

Because illness and treatment commonly interfere with a patient’s ability to work as well as their ability to maintain insurance coverages, access to safety net resources becomes a means by which patients can continue treatment and avoid financial ruin. PAF patients commonly rely on a variety of government and charitable programs.

Because of the safety net or social service support received (federal, state or charitable), respondents were able to*:

- Avoid extreme financial distress..... 18%*
- Receive what my doctor considers to be the best treatment for me..... 16%*
- Receive what I consider to be the best treatment for me..... 14%*
- Stay on my disease-related therapy 12%*
- Afford necessities (food, housing, transportation)..... 10%*
- Maintain my ability to do normal daily activities9%*

**Multiple response selections were allowed for these questions (i.e. select all that apply)*

FINANCIAL STATEMENTS - FY 2016-2017

SUMMARY OF TOTAL PATIENT IMPACT IN FISCAL YEAR 2016/17

Total Patient Services Division Case Count	137,888
Total Case Management Division Case Count	20,008
Total Co-Pay Relief Case Count	72,740
Total Financial Support Programs Case Count	32,827
Total Patient Services Email Helpline Session Count	12,313
<hr/>	
Total Patient Services Division Case Contacts	1,481,636

SUMMARY OF PAF CASE MANAGEMENT IMPACT FISCAL YEAR 2016/17 PATIENT CASES AND CONTACTS

Total PAF Case Management Case Count	19,806
Unique Case Management Patient Issues	42,275
Total PAF Case Management Contacts	414,866
Average Contacts per Case	20.95

To ensure the greatest degree of accuracy, the case management data presented above is derived from closed cases.

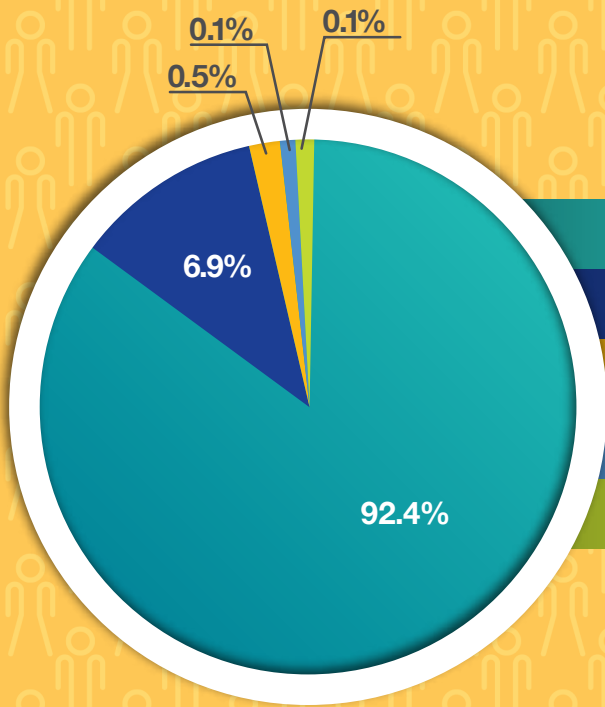
Patient Advocate Foundation
Statements of Financial Position
June 30, 2017 and 2016

	2017	2016
ASSETS		
Current assets:		
General operating cash and cash equivalents	\$ 18,676,495	\$ 9,949,251
Restricted cash and cash equivalents	202,912,026	163,016,738
Unconditional promises to give	450,813	1,368,354
Service contract receivable	656,282	317,514
Due from National Patient Advocate	7,599	10,058
Investments and cash equivalents	1,996,636	1,486,242
Inventories	27,249	29,290
Prepaid expenses	591,597	459,093
Total current assets	225,318,697	176,636,540
Property and equipment, net	5,042,401	5,784,048
Other assets:		
Refundable deposits	50,331	50,331
	\$ 230,411,429	\$ 182,470,919
LIABILITIES AND NET ASSETS		
Current liabilities:		
Accounts payable and accrued expenses	\$ 4,220,674	\$ 1,129,492
Deferred revenue	16,448,938	9,461,776
Accrued vacation leave	150,269	214,117
Current portion of long-term debt	-	246,180
Current portion of obligation under capital lease	-	73,912
Total current liabilities	20,819,881	11,125,477
Long-term liabilities:		
Long-term debt, less current portion	-	816,727
Obligation under capital lease, less current portion	-	62,755
Postretirement benefits liability	2,184,558	2,133,593
Other liabilities	75,111	110,050
	2,259,669	3,123,125
Total liabilities	23,079,550	14,248,602
Unrestricted	5,422,899	3,829,386
Unrestricted, board designated	1,996,636	1,486,242
Total unrestricted net assets	7,419,535	5,315,628
Temporarily restricted	199,912,344	162,906,689
Total net assets	207,331,879	168,222,317
	\$ 230,411,429	\$ 182,470,919

FINANCIAL STATEMENTS - FY 2016-2017

Patient Advocate Foundation Statements of Activities Years Ended June 30, 2017 and 2016

	2017				(Restated) 2016				
	Unrestricted	Unrestricted - Board Designated	Total Unrestricted	Temporarily Restricted	Total	Unrestricted - Board Designated	Total Unrestricted	Temporarily Restricted	Total
Revenues, gains and other support:									
Contributions:									
Grants	\$ 5,733,646	\$ -	\$ 5,733,646	202,298,540	\$ 208,032,186	\$ 5,777,671	\$ 5,777,671	\$ 141,176,656	\$ 146,954,327
Private and public donations	-	-	-	-	-	57,021	57,021	-	57,021
Donated services and materials	24,427	-	24,427	-	24,427	44,983	44,983	-	44,983
Program Administration	15,491,426	-	15,491,426	-	15,491,426	12,467,768	12,467,768	-	12,467,768
Patient Congress	92,500	-	92,500	-	92,500	150,000	150,000	-	150,000
Promise of Hope	201,945	-	201,945	-	201,945	263,156	263,156	-	263,156
Miscellaneous income (loss)	210,609	-	210,609	-	210,609	398,793	398,793	-	398,793
Investment income	1,125,879	(1,721)	1,124,158	-	1,124,158	656,052	721,038	-	721,038
Net assets released from restrictions:									
Transfers	(512,115)	512,115	-	-	-	512,115	(512,115)	-	-
Satisfaction of program restrictions									
Financial Aid Awards	165,292,885	-	165,292,885	(165,292,885)	-	51,095,231	51,095,231	(51,095,231)	-
Total revenues, gains and other support	187,661,202	510,394	188,171,596	37,005,655	225,177,251	71,422,790	70,975,661	90,081,425	161,057,086
Expenses and losses:									
Program services:									
Patient/educational services	6,670,284	-	6,670,284	-	6,670,284	6,239,892	6,239,892	-	6,239,892
Financial Aid Programs	173,172,689	-	173,172,689	-	173,172,689	57,268,665	57,268,665	-	57,268,665
Service contracts	3,322,248	-	3,322,248	-	3,322,248	3,367,408	3,367,408	-	3,367,408
Supporting services:									
Management and general	2,111,634	-	2,111,634	-	2,111,634	1,200,962	1,200,962	-	1,200,962
Fundraising	975,459	-	975,459	-	975,459	1,224,902	1,224,902	-	1,224,902
Total expenses	186,252,314	-	186,252,314	-	186,252,314	69,301,829	69,301,829	-	69,301,829
Change in net assets before postretirement benefit charges other than periodic cost	1,408,888	510,394	1,919,282	37,005,655	38,924,937	2,120,961	1,673,832	90,081,425	91,755,257
Postretirement benefit charges other than periodic cost	184,625	-	184,625	-	184,625	(1,971,680)	(1,971,680)	-	(1,971,680)
Change in net assets	1,593,513	510,394	2,103,907	37,005,655	39,109,562	149,281	(297,848)	90,081,425	89,783,577
Net assets, beginning of year	3,829,386	1,486,242	5,315,628	162,906,689	168,222,317	3,680,105	5,613,476	72,825,264	78,438,740
Net assets, end of year	\$ 5,422,899	\$ 1,996,636	\$ 7,419,535	\$ 199,912,344	\$ 207,331,879	\$ 3,829,386	\$ 5,315,628	\$ 162,906,689	\$ 168,222,317



COMBINED REVENUE

Program Grants - \$208,032,186

Program Administration - \$15,491,426

Interest - \$1,124,158

Event Revenue - \$294,445

Gifts, Contributions & In-Kind Service - \$235,036

TOTAL - \$225,177,251

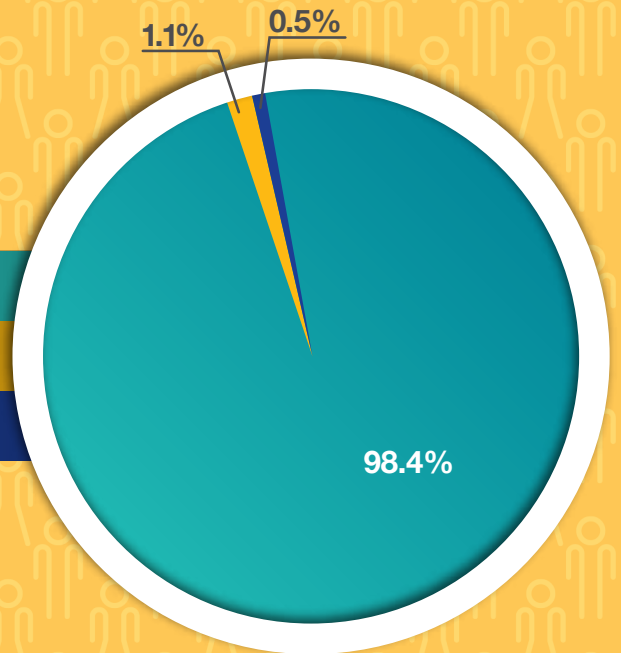
COMBINED FUNCTIONAL EXPENSES

Program Services - \$183,165,221

Management & General - \$2,111,634

Fundraising - \$975,459

TOTAL - \$186,252,314



SUPPORTERS

3 Bowls of Color
Actelion Pharmaceuticals
US Inc
AEG Cycling LLC
AEG Presents LLC
AleWerks
David Allen
Anna Alston
AmazonSmile
American College of
Rheumatology
American Family Fitness
AmerisourceBergen
Amgen
Tracy Andrus
John Anistranski
Mike and Parker Archuleta
Arent Fox LLP
Arthur Rothman, LLC
Astellas
AstraZeneca
AT&T Employee Giving
Campaign
Avon Foundation
Valerie and Alan Balch
Steven Bank
Hugh Barlow
Laura Barnes
James and Kristen Barr
Daniel Basnight
Bay Rivers Towing
Baylor Management
Company
BB&T
Begin Again Foundation
William Benjamin
Glenn Berkin
BioPlus Specialty Pharmacy
Services, Inc.
BJ's Brewhouse Restaurant
BJ's Wholesale Club
Boehringer Ingelheim
Vanessa Bohns
Williams Bowen
Ken Bray
Breakaway From Cancer
Jennifer Brewster
Bristol-Myers Squibb
Patricia Brost
Marc and Sarah Browning
Buffalo Wild Wings
Sarah Burnett
Bushin Martial Arts Academy
Mary Campen
Laurent Campo
Can Do Multiple Sclerosis
Cancer Treatment Centers
of America
Cardinal Canteen Food
Service
Saundria Cardwood
Carolina East Medical Center
Fran and Bryan Castellow
Celgene
Centers for Disease Control
and Prevention
Shonta and Keelan Chambers
Inga Charlotte
Charlotte's on Shallowbag
Bay
Chrysler Museum of Art
City of Modesto
Mary Cleckler
Jeff and Teresa Clemons
Eric Cohen
John Cole
Scott Cone
Connexion Healthcare, LLC
Carol Conrad
Norman Coon
Marck Copeland
Rob and Mary Cowling
Cypress Creek Golfers' Club
Amy D'Angelo
Misty Daniels
Gwen Darien
Davenport & Co
Delicados
Dell USA LP
Device Pitstop Newport News
Lisa DiMartino
Diplomat Specialty Pharmacy
Dixon Hughes Goodman
Tillman and Alesia Dooley
Clair Dorsey
Dover Downs Hotel & Casino
Jennifer and Brian Dow
Duck Donuts LLC
Duck's Cottage &
Downtown Books
East Carolina University
Dept. of Athletics
ECOG-ACRIN Medical
Research Foundation, Inc
Edwards Lifesciences
Kevin Ely
Embassy Suites by Hilton
Portland Downtown
John Ennis and Nancy
Davenport-Ennis
Jeffrey Evelhoch
John Fannin
Farm Fresh - Kiln Creek
Doug Favre
Fipsar Inc.
Jason Flowers
Food for Thought Restaurant
Jay Forlini
Foundation Medicine
Kurt Frederick
Friends of Cancer Research
Kathleen Gallagher
Sheri Gallagher
Garden of Zen Yoga Studio
Gary Gardner
Genentech
Gilead Sciences
Sam Gillespie
Dave Girolamo
Go Ape
Julie Godfrey
GoodCoin Foundation
David Gorny
Daniel Gradishar and
Stephanie Trunk
Clara Gravely
Ellen Griffith
Linda Grijalva
Groome Road Studio
Doug Grossenbaugh
Angela Guardiani
Louis Guida
Lynn and James Haggard
Angela Hamblett
Nicole Harrell
Shauna Hatfield
Carlette Hattett
Hauser's Jewelers
Health Philanthropy Services
Group LLC
Peter and Katy Henderson
Hi-Ho Silver
Dan Hobby
Keta and Tamara Hodgson
Jeff and Beth Hoer
Holiday Inn Capitol
Howell Creative Group
Brian and Katey Howerton
HROTC
Anna Hunter
Camille Hunter
Jimmy and Amy Hunter
iGive.com
iHeart Media
Jonathan Ingram
James River Audio
Visual Services
Greg Jenkins
Jim Smith Attorney at Law
Joe's Crab Shack
Brenda Johnson
Johnson & Johnson Health
Care Systems
Nicholas and Valeria Jones
JustGive
Jason Kaseman
Kastle Therapeutics
Jeremy and Christy Keeler
Lisa Kelley
Kings Care Foundation
Kingsmill Resort
Rebecca Kirch
Ruby Klinger
Elizabeth Knighton
Jackson Kochen
Regina Kurrasch
LA Galaxy
Lancaster Red Rose
Chapter ONS
Chester Larimer
Larry Kakes and Things
Jayne Lavalle
Leukemia & Lymphoma
Society
Lilly
Link, Jacobs & Link, DDS
Andy Linn
LIVESTRONG Foundation
Jose and Teena Longoria
Luce Research, LLC
Jesse Luden
LuLaRoe - Brenda
Offenbacher
Mail Solutions of Virginia
Brenda Marjaniemi
Juan Marques
Marriott Newport News
at City Center
David Martin
Beth Massie
Eric and Amy McAllister
Luke McConnell
Kevin McDonald
Mack and Donna McMahon
Medieval Times
Mega Auto Spa, Inc.
Christine Mellen

Mellow Mushroom
 Merck
 Adam Miller-Lusk
 Laurie Mixon
 Michael Mock
 Beth Moore
 Chris Moore
 Donna Moore
 Bridget Morris
 Alene Mullaley
 Christopher and Heather Mullaly
 Martha and John L. Murphy
 Robert Myers
 Bill and Shawn Nason
 Rocky Natchus
 National Comprehensive Cancer Network, Inc.
 Cordelia Nervi
 Nest
 Network for Good
 Nathan Ngo
 Norfolk Botanical Garden
 North American Center for Continuing Medical Education, LLC
 Nothing Bundt Cakes - Newport News
 Novartis
 O'Connor Brewing Company
 Old Dominion University
 Old Point National Bank
 Omaze, Inc.
 Orange County's United Way
 Outer Banks Distilling
 P.F. Chang's Bistro
 Park Lane Tavern
 Patient Resource LLC
 Lynn Patinkin
 PDMI
 Brad and Tonya Pegram
 Peninsula Fine Arts Center
 Millie Perez-Anderson
 Pfizer
 PhRMA Foundation
 Pirate's Cove
 Plaza Azteca Restaurantes Mexicanos
 Poor Richards
 Powers Business Machines
 Precious Hair Designs
 McKinley and Valerie Price
 Jessica Puckett-Beasley
 R and T Nautical
 Lacson Ravello

Michael and Jill Reames
 Jesse and Tiffany Reaves
 Debra Reed
 Cathy Reedy
 Alan Richardson
 Ripley's Believe It or Not!
 Bill Ritchey
 Riverfront Golf Club
 Robert Wood Johnson Foundation
 Hazel and Ronald Rohr
 Alyssa Rollando
 Rose & Womble
 Tricia Russell
 Kalyani Sanchez
 Joseph Sangillo
 Sanofi US
 Patti Sawyer
 Ed Schardein
 Noah Schiller
 Nick Schliske
 John Schumacher
 Schwab Charitable
 Naomi Schwartz
 Beth Scott
 Congressman Robert Scott
 Second Street
 Holly Seymour
 Michelle Shanks
 Shell Oil Company Foundation Matching Gifts
 Jonathan Sibley
 Edgar Simard
 Smartmouth Brewing Company
 Dave Sorensen

Phillip Spertus
 Starbucks - Kiln Creek
 Scott Steinour
 Shannon Stell
 Hillary Stemple
 Valerie Stevens
 Marc Stewart
 Stranger & Associates
 Strongbridge Biopharma
 Surry Hair Studio
 Mary Sutliff
 Taiho Oncology, Inc.
 Takeda Oncology
 Andy Tao
 Joanna Tepper
 The Benevity Community Impact Fund
 The Brooks Group and Associates, Inc.
 The Mallory Ritz
 The Pelican Loft
 The Wildflower Foundation, Inc.
 The Wishlist Foundation
 Tidewater Beverage Services
 Courtney Tolbert
 Tommy Garner Air Conditioning & Heating
 TopGolf Virginia Beach
 TowneBank
 Travel Leaders
 Sheila Trezza
 TRUIST
 Juana and Robert Trujillo
 Jonah Tyler
 United Way Salt Lake
 University of California, Irvine

Vanguard Charitable
 Felix and Sandra Venezuela
 Katie Venezuela
 Nathalie Verma
 ViCom
 ViV Healthcare
 Mary Kay Villa
 Virginia Air & Space Center
 Virginia Beer Co.
 Virginia Oncology Associates
 Chantal and Carey Waldrip
 Walgreens
 Warwick Travel Service
 Fran Weaver
 Morris Weiss
 Melinda Welch
 Michael West
 Becki and Rufus Whitehurst
 Millie Wilkerson
 Jon Williams
 Marcell Williams
 Mark and Diane Williams
 Andrea Wilson
 Wintergreen Resort
 Kathy and Joe Witt
 Lorri and Troy Wojewoda
 Alan and Beth Wood
 Thomas Wood
 Bobby Woollum
 Woods Woolwine
 Scot and Brigette Wucher
 YourCause LLC
 Jeremy Zadel
 ZERO - The End of Prostate Cancer
 Zoe's Kitchen

"I would like to thank the Patient Advocate Foundation for providing excellent support to cancer survivors in our community. The cancer survivors we assist in our clinic have multifaceted needs – everything from trying to stay on top of payment for their medical bills and medications to returning to work after treatment. Our patients may suddenly find themselves facing mounting debt because they are unable to work due to their illness and therefore become under or uninsured. The staff from PAF has stepped up to provide excellent information and support to all involved, including those of us who assist the patients and families with their journey in the world of cancer."

Martha



SUPPORTERS

HONORARY DONATIONS

In Honor of Jackie Beard
Emillie Quan

In Honor of Rosemary Crego
Leslie Iddings
Cynthia Sark

In Honor of Josh and Jennifer Gould
Paul and Heidi Coebergh

In Honor of Millie Gregorich
Michael Ott

In Honor of Barbara Hummel
Clyde Rucker
Kamala Slight

In Honor of Tom Joaquin
Terry Berman

In Honor of Kaela Johnson
Kathleen Pock

In Honor of Shelby Kaylor
Custom Air Trays

In Honor of Joseph Matter
Beverly and
James Frontero

In Honor of Kathy Milward
John Milward

In Honor of Karl Moberg
Alicia Shedeck

In Honor of Shawn Nason
Fran and Bryan Castellow
Laura Combs
Rebecca Kirch

In Honor of Mary Nelson

In Honor of PAF Co-Pay
Relief Team Alene Mullahey

In Honor of Charles Smith
Fidelity Charitable
Gift Fund

In Honor of Anita Torrealba
Debbie Andrus
Sebastian Garcia
Sharon Hollenbeck
Steve Perok
Patrick Pettitt
Ricky Wilson

In Honor of Jennie Tropic
Sara Brodnan

In Honor of Marjorie White
Richard White

In Honor of Becki Whitehurst
Teresa Bridgers
William Childress
Rebekkah Chriscoe
Regina Christopher
Jeffrey Colley
Cyneca Davis
Bo Downs
Anastasios Fragkopoulos
Kevin Garner
Theo Giannousis
Sharon Hollenbeck

Tina Huffstickler
Tracie Karafa
Rachel Kemp
Debbie LeMaster
Michael Lincoln
Elizabeth Mejia
Ken and Kathy Mobley
Sheila Moore
Sarah Oliver
Alan Richardson
Virginia Schuzzler
Lisa Shaw
Kristin Shealy
Carrie Smidl
Carey Waldrip
Rufus Whitehurst
Linda Whitehurst
Trint Whitehurst
Scot and Brigitte Wucher

In Honor of Kimberly Winfield
Mandy Behrens
Girard Brown
Tracy Evans
Terrance Frazier
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Patient Advocate Foundation received Charity Navigator's esteemed 4-star rating, marking the eighth consecutive year that PAF has been awarded this highest possible rating, a level of consistency achieved by only 2% of all charities evaluated. Charity Navigator is the largest national non-profit evaluator in the US, rating thousands of charities across the country. Their ratings are intended to show public stakeholders how efficiently a charity uses its support, how well a charity has sustained its programs and services over time, and the charity's level of commitment to good governance, best practices and openness with information.

To view PAF's review, please visit the PAF Charity Navigator Profile at charitynavigator.org.



GUIDESTAR'S PLATINUM SEAL OF TRANSPARENCY

Patient Advocate Foundation earned the GuideStar's Platinum Seal of Transparency, the newest and highest level of recognition offered by the world's largest source of non-profit information.

This platinum rating recognizes transparent reporting focused on progress measurements and results which extend beyond financial ratios.

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The logo for the Patient Advocate Foundation (PAF) features the letters 'PAF' in a bold, blue, sans-serif font. The letter 'A' is stylized to include a white lighthouse tower with a black top. To the right of 'PAF', the words 'Patient Advocate' are stacked above 'Foundation' in a bold, orange, sans-serif font.

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