



HEALTHWELL  
FOUNDATION\*

## Tips to Working Efficiently with HealthWell

With the soaring demand for co-payment assistance and the additive consequences of a poor economy, The HealthWell Foundation is reaching out to every patient, provider and pharmacy that we work with to ask for your **much needed assistance** in reducing the amount of waste and repetition within our Foundation. Please keep these tips in mind and help us to improve our service to you and the patients we serve.

**Whether you are a patient, provider, or a pharmacy representative -- you can play a major role in reducing the length of time it takes to process your request -- whether for a grant or for reimbursement. Without your help, delays will be unavoidable and we will not be able to respond to you as quickly as you may like.**

- **One Patient - One Application** - If you have already submitted an application, whether by mail, phone, fax or online -- **please do not submit another one**. This is the number one drag on our system and is completely avoidable with your cooperation. **Social workers please be advised that submitting multiple grant requests, multiple copies of insurance cards, and statements of treatment for the same patient, results in delays for your patients and unnecessary costs to the Foundation.**
- **Pharmacy Questions Do Not Go Through the Call Center** - Use the pharmacy help desk line at 866-287-1032. This number appears on the back of every pharmacy card.
- **Only Fax Your Documents to HealthWell One Time** - It is not unusual to have people fax documents 3 or 4 times. **Unless you receive an error message on your fax machine, we have received your documents in our secure system. Please do not re-send or re-fax documentation - and please give us a chance to process your grant requests and reimbursement requests.**
- **Whenever Possible - Please Use the Automated Information System** - This is available 24 hrs a day, 7 days per week and contains all of the information that a call center representative would get for you from the same system. **Our call center should be for patients applying for grant requests.** Status checks should be done through the automated system. This includes checks on pharmacy card data such as the group, BIN, card balance, and patient application and reimbursement status.
- **Get Your Documents in Early**
  - Due to the high demand that we are experiencing, we are going through funding at an unprecedented rate. In order to secure your grant, you must send your paperwork in within 30 days. However, the quicker you send it in -- the better your chance to get the most funding. **If we do not receive your paperwork within 30 days, your pre-approved grant will close and you will not be able to re-apply until the next calendar year.**
  - **If you receive an audit letter, you will have 15 days to respond or your grant will be closed and you will not be able to re-apply until the next calendar year.** We stand ready to help you in every way and we want you to have as much advance notice as possible that these two deadlines are critically important to the best management of our donated funds.
- **Use Your Grant** - **You must use your pharmacy card or submit a request for reimbursement at least once every 60 days or your grant will be closed and you will not be able to re-apply until the next calendar year.**

Thank you for your cooperation.