

# FoundationACCESS™ Careline

## Helping Patients Get Access To Prescribed Therapies

Gaining access to targeted therapies that are approved in an indication other than the patient's tumor type can be a complicated process, even when backed by the latest scientific evidence and data. This is why we've created the FoundationACCESS Careline program dedicated to helping you and your patients get access to targeted therapies. The Careline program works with you to help provide the best possible care for your patients.



## What Is The FoundationACCESS Careline?

The FoundationACCESS Careline offers comprehensive case management services to uninsured, under-insured and insured patients who are facing obstacles obtaining prescribed targeted therapies that are approved in an indication other than the patient's tumor type based on the latest scientific evidence and data. Careline also seeks to increase physicians' ability to act on FoundationOne and FoundationOne Heme results.

Once enrolled, your patients will be contacted by the Patient Advocate Foundation (PAF) and matched with a personal case manager. These case managers work with patients and their caregivers to gain access to prescribed therapies through appeals to insurance or through pharmaceutical patient assistance programs. Case managers can also help patients with ancillary treatment related costs, clinical trials education and screening and assistance in seeking access to investigational therapies under compassionate use.

## About PAF

Patient Advocate Foundation (PAF) is the leading direct patient services organization in the country with a mission to eliminate obstacles for patients trying to access quality healthcare. Since its inception in 1996, PAF has been providing sustained case management services to patients who are facing healthcare access issues as a result of their diagnosis of a chronic, life threatening or debilitating disease. Learn more about PAF at [www.patientadvocate.org](http://www.patientadvocate.org)

To learn more about FoundationACCESS Careline, visit [www.foundationone.com](http://www.foundationone.com) or [www.mycancerisunique.com](http://www.mycancerisunique.com)

# Enrolling Your Patients In The FoundationACCESS Careline Program

## By Telephone

1. Call the FoundationACCESS Careline Program at: **(866) 460-1928** 8:00 AM to 8:00 PM EST Monday through Thursday – 8:00 AM to 7:00 PM EST Friday
2. You will be connected with a PAF Medical Intake Specialist who will set up a case which will then be assigned to a case manager.
3. Notify the patient that you are referring him/her for PAF services, and that someone from PAF will be contacting them for follow-up.

## By Secure Online Portal

1. Enter the following web address: **<https://foundationone.pafcareline.org>**
  - Complete the data fields as requested.
  - Provide at least one method of contact (e.g. cell phone number, email address, etc.) to ensure we are able to reach your patient.
  - You will also have the option to enter free text to provide specific information about the patient's circumstances and/or needs, including the status of any appeals already made.
2. Notify the patient that you are referring him/her for PAF services, and that someone from PAF will be contacting him/her for follow up. "Patient Advocate" will be shown on their caller ID.

## To Expedite Assistance, Please Gather The Following Prior To Contacting PAF

- ✓ Clinical letter of support containing treatment history (including why a FoundationOne test was ordered)
- ✓ Copy of FoundationOne test results
- ✓ Medication requested
- ✓ Copy of denial letter (if applicable)
- ✓ Signed PAF Authorization Form
- ✓ Contact information and preferred method of contact for provider's office
- ✓ Copy of the front and back of the patient's insurance card

**Providers can fax the above documentation to 757-952-2475.**

# Frequently Asked Questions

**Q: Do you have to register on the site before you can submit a new patient request?**

**A:** There is no registration or log in required to submit a request. The HIPAA secure patient portal is <https://Foundationone.pafcareline.org>

**Q: Is there a secure way to send HIPAA protected information to PAF?**

**A:** PAF has established a HIPAA secure fax number for FoundationOne, **(757) 952-2475**

**Q: Is the patient required to have the FoundationOne or FoundationOne Heme tests completed before the referral?**

**A:** Yes. PAF assists patients in obtaining prescribed therapy based on the results of their FoundationOne or FoundationOne Heme tests.

**Q: Does a new case have to be referred by FoundationOne providers?**

**A:** If a patient who has already had FoundationOne testing contacts PAF, PAF will assist in accessing prescribed therapy.

**Q: How can PAF assist if the patient has proceeded with a prescribed treatment PRIOR to contacting PAF?**

**A:** If the patient has received a denial for treatment already received, PAF can assist with initiating an appeal and will work with the patient or their provider to gather information, and write an appeal letter on their behalf. A copy of the denial letter will provide essential details for the next level of appeal and should be provided to PAF if available.

**Q: If an appeal is already in progress, can the patient still be referred to PAF for assistance?**

**A:** Yes, PAF will work with the patient and their provider to follow up on the appeal, and if the denial is upheld, they will work collaboratively with the provider's office in preparing the next level appeal. PAF is also able to assist the patient with other issues they may be facing such as disability, medical debt, or employment-related issues. When opening a case with PAF, please provide details of the status of any appeals that have already been initiated.

**Q: Does PAF assist with prior authorization or predetermination requests?**

**A:** Yes, PAF can assist with these requests, but they do require basic documentation that would be required for any preauthorization requests.

**Q: Is there anything the provider can do to help speed up the appeal process?**

**A:** Yes, the provider's office can have the patient sign the PAF authorization form and submit the information requested on the previous page of this brochure.

# Frequently Asked Questions

**Q: Does PAF assist with appealing a denial for the FoundationOne or FoundationOne Heme tests?**

**A:** Reimbursement for FoundationOne and FoundationOne Heme will be handled by the Client Services team at Foundation Medicine.

**Q: Do patients have to meet a financial requirement to qualify for assistance with issues like transportation?**

**A:** There are no financial requirements that must be met in order to qualify for case management assistance. The case managers assist patients in locating and applying for funding for which they meet eligibility requirements. Financial assistance programs that PAF case managers locate may have eligibility requirements which must be met in order to qualify for assistance. Other patient assistance, such as transportation funding and co-pay assistance, do have financial requirements for qualification.

**Q: Does PAF do individual Investigational New Drugs (INDs) for patients?**

**A:** Unfortunately, PAF is not able to do an individual IND application for expanded access for an investigational product. The party who submits a request to open an expanded access IND application and receives the FDA's authorization to use the investigational product is considered the sponsor of the IND application. PAF can help patients explore the option of receiving drugs through expanded access/compassionate use, but they cannot do individual IND applications.

To learn more about FoundationACCESS Careline, visit [www.foundationone.com](http://www.foundationone.com) or [www.mycancerisunique.com](http://www.mycancerisunique.com)



To learn more about FoundationACCESS Careline,  
visit [www.foundationone.com](http://www.foundationone.com) or [www.mycancerisunique.com](http://www.mycancerisunique.com)