

# Healthcare Handbook

**September 2009**

Please note that a local insurance agent may have further options and pricing available for traditional health care plans.

This resource guide was created to help those who need assistance navigating the health care system and this is by no means a complete or exhaustive list.

This list was created by the Project Noah Task Force, a steering committee working with Jewish Family Services

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# MEDICAL RESOURCES

## National Medical Co-Pay and Premium Assistance

### Chronic Disease Fund

The Chronic Disease Fund is an independent 501(c)(3) non-profit charitable organization that helps underinsured patients with chronic disease, cancers or life-altering conditions obtain the expensive medications they need. We assist patients throughout the United States who meet income qualification guidelines and have private insurance or a Medicare Part D plan but cannot afford the co-payments for their specialty therapeutics. We pay the patient's out-of-pocket costs directly to the provider, eliminating the cash flow problems that can prevent them from getting their medications.

The Chronic Disease Fund currently supports patients with more than a dozen different diseases, including many types of cancer (breast, colorectal, and lung cancer, and multiple myeloma), rheumatoid arthritis, multiple sclerosis, asthma, and macular degeneration, to name a few. We are limited in the financial support we can provide for each disease, as it is based on the funding we raise each year through grants and contributions. Our organization receives no government assistance.

**Website:** <http://www.cdfund.org/default.html>

**Toll-Free Patient Information:**

(877) 968-7233      **Hours:** 8:00 a.m. to 5 p.m. CST

Chronic Disease Fund  
6900 N. Dallas Parkway  
Suite 200  
Plano, TX 75024

## Patient Access Network Foundation

The Patient Access Network (PAN) Foundation was founded in October 2004 as a solution to help the underinsured access the health care they so desperately need to continue living a relatively normal and productive lifestyle.

Since then, PAN has provided more than **60,000 underinsured patients with over \$99 million dollars** in much needed financial assistance to cover out-of-pocket medical expenses. Many of these patients would have few alternatives without the help of PAN. That's why charitable donations from both the public and private sector are so crucial to continuing the financial assistance provided by the Foundation.

The Patient Access Network Foundation is an independent, national 501 (c) (3) organization dedicated to providing underinsured patients with co-payment assistance through 21 disease-specific funds that give them access to the treatments they need.

The Patient Access Network Foundation helps patients who have at least one of the following diagnoses:

### Oncology and Related Funds

- Anemia Fund
- Breast Cancer
- Colorectal Cancer
- Cutaneous T-Cell Lymphoma (CTCL) Fund
- Lung Cancer (Non-Small Cell)
- Multiple Myeloma
- Myelodysplastic Syndrome Fund
- Non-Hodgkin's Lymphoma
- Oncology Cytoprotection Fund
- Pancreatic Cancer

### Chronic Disease Funds

- Age-Related Macular Degeneration (AMD)
- Ankylosing Spondylitis (AS) Fund
- Crohn's Disease
- Cystic Fibrosis
- Gaucher's Disease
- Growth Hormone Deficiency
- Multiple Sclerosis
- Plaque Psoriasis
- Respiratory Syncytial Virus (RSV) Fund
- Rheumatoid Arthritis Fund

### **Website:**

<http://www.panfoundation.org/index.php>

Patient Access Network Foundation  
PO Box 221858  
Charlotte, NC 28222

866-316-PANF (7263)

## North Carolina Health Coverage Assistance and Information

### Inclusive Health

Inclusive Health, also known as the [North Carolina Health Insurance Risk Pool \(NCHIRP\)](#), provides affordable, individual health insurance coverage for North Carolinians who do not have access to an employer health plan and face higher premiums due to a pre-existing medical condition. It will also offer coverage to individuals who are federally defined HIPAA eligibles or qualify due to loss of employment due to the effects of international trade under the Health Coverage Tax Credit

### Who is Eligible

As its name implies, the idea behind Inclusive Health is to include as many people as possible. You may be eligible for Inclusive Health if you fit one of the following eligibility categories:

- You've received a notice of rejection or refusal to issue similar coverage for medical reasons.
- You've been offered coverage with conditional rider limiting coverage.
- You've been offered coverage at rates higher than Inclusive Health's rates, or you have similar non-group coverage at a rate higher than Inclusive Health's rate.
- You've been diagnosed with a condition from a list of high-risk conditions (for convenience – does not have to go through application/rejection).
- You are federally (HIPAA) eligible, or currently have HIPAA coverage.
- You are a resident eligible for federal Health Coverage Tax Credit (trade-displaced workers, PBGC recipients).

**Website:** <http://www.inclusivehealth.org/pages/2/Home/>

The Inclusive Health Customer Service Department is available Monday through Friday, from 8:00 am to 5:00 pm Eastern Standard Time.

Toll Free Number is (866) 665-2117.

## NC Cancer Assistance Unit

### What is Cancer Assistance?

The Cancer Assistance Unit (it used to be called the Cancer Control Program) is a part of the North Carolina Comprehensive Cancer Program. It provides information on cancer-related resources, services, and financial assistance for men and women with all types of cancers.

### What kind of financial assistance might I get?

Cancer Assistance covers payment of medical care for eligible persons who need services for cancer diagnosis or cancer treatment.

It can cover inpatient, outpatient, or office/clinic services.

### How do I qualify?

To qualify for **Cancer Assistance** you must meet the following requirements:

1. **Residency**
  - U.S. citizen and a permanent resident of North Carolina, or a migrant farmworker or the dependent of one.
    - INS documentation is required if you have applied for U.S. citizenship or a permanent resident visa.
2. **Financial**
  - Income is based 115% of the federal poverty level. (Refer to the [Financial Eligibility Income Scale](#))
  - Not eligible for Medicaid and have little or no health insurance.
3. **Medical**
  - Have symptoms or conditions that indicate cancer or be diagnosed as having cancer.
  - Have an estimated 25% or better chance of 5-year survival at the time of treatment.

### What does Cancer Assistance pay for?

Diagnostic services for up to 8 days for each fiscal year (July 1 to June 30).

Treatment services for up to 30 days for each fiscal year (July 1 to June 30).

Follow-up services may be covered for up to 2 days if they fall within the 8 or 30 days allowed.

Coverage usually includes doctor services in both inpatient (hospital) and outpatient as well as clinic or office visits.

Payment is paid directly to the medical care provider or health care facility.

### What is not covered?

**Cancer Assistance** does not cover:

Treatments or efforts that lessen pain, side-effects, or other discomforts (palliative procedures)

Drugs or medicines used outside the treatment facility

Cost of travel mileage to and from diagnosis or treatment appointments

<http://www.nccancerassist.com/index.shtml>

## North Carolina Department of Insurance

### **IF YOU HAVE QUESTIONS...**

The Consumer Services Division of the Department of Insurance is here to help.  
800-546-5664 Toll free  
919-807-6750 Outside of North Carolina  
919-715-0319 TDD (Telephone Device for Deaf Callers)  
919-733-0085 Fax

You can find additional information as well as a downloadable copy of our complaint form on the North Carolina Department of Insurance Web site at [www.ncdoi.com](http://www.ncdoi.com) .

North Carolina Department of Insurance  
430 North Salisbury Street  
1201 Mail Service Center  
Raleigh, NC 27699-1201

**Website:** [www.ncdoi.com](http://www.ncdoi.com)

***A 32-page brochure is available online at***

[http://www.ncdoi.com/consumer/consumer\\_publications/health%20insurance/consumer%20guide%20to%20health%20insurance.pdf](http://www.ncdoi.com/consumer/consumer_publications/health%20insurance/consumer%20guide%20to%20health%20insurance.pdf)

## **Charlotte Health Assistance and Information**

### **Children's Medical Fund**

Provides financial assistance with medical, dental, prescription, and vision needs for children up to age 19. A referral from a medical provider, social worker or the like is required.

**Phone:** 704-375-0172

## **Health Guidance Center**

### **About Health Guidance Center**

We are here to serve you — the individual. Being a 501(c) (3) non-profit organization, the Health Guidance Center is able to connect you to the services and supports that best fit your needs — local, regional or national — without the encumbrances of the large corporate healthcare systems. With over 30 years of experience, our staff has relationships with all area hospitals, doctors, support group, financial services and other non-profit organizations. In short, the Health Guidance Center is the only healthcare and support service navigation provider who can guide in the right direction.

### **Mission Statement**

- Health Guidance Center is a non-profit organization dedicated to providing emotional, spiritual and psychological support combined with integrative medicine approaches to people struggling with medical, work or relationship challenges.
- Our mission is to promote healthy living through the integration of mind/body/spirit growth.
- Services provided are individual and family coaching and guidance, support groups, educational programs, mind/body programs, integrative medicine, nutrition, exercise programs, wellness workshops and on-site programs for companies.
- All of our programs are provided by licensed clinical staff and are designed to provide individualized growth plans for each of our clients, while offering plenty of opportunities to interact with others experiencing similar transitions in their lives.
- Educating, empowering, instilling hope and encouraging each person to be the best they can be in spite of or even because of their experience and current struggles is our focus.

### **Health Care System Navigation**

Have you or a close family member received a life changing diagnosis recently? The Health Guidance Center can help you build an effective healthcare team that integrates all of your needs — physically, financially and emotionally.

The first part of building an effective healthcare team is to identify you and your family's needs. This is done in an initial 90 minute exploratory session. During this session we identify what your most critical needs are and start on a plan to address these needs and then beginning planning a future of living life to the fullest.

Whatever your need may be— whether financial, emotional, transportation, medical, legal or just simply expediting a doctors appointment— we can help you not only identify these needs, but get you the help you need to address them in a quick and concise manner.

We also understand that during a life changing diagnosis money is tight and that's why we only ask for a small commitment fee from you, as a reassurance that you are as committed to your health and wellness as we are. We work on a case by case basis, but for most people it is only a one time fee of \$50.

**Website:** <http://www.hgccharlotte.org/>

**Phone:** 704-332-1805

Health Guidance Center  
725 Providence Road, Suite 302  
Charlotte, NC 28207

## **Teen Health Connection**

Teen Health Connection is a unique organization that provides a safe, family-centered environment for adolescents ages 11 to 21 to receive medical and mental health services and health education.

We were established in 1991 in an effort to promote improved systems of health care and support for adolescents and their families. Founding partners included the Mecklenburg Medical Society, Mecklenburg Medical Society Alliance (now known as the Mecklenburg Medical Alliance and Endowment), Carolinas HealthCare System, Presbyterian Healthcare and the Charlotte Junior League.

The organization was located on Elizabeth Avenue until 1997, when the board created a Community Health Partnership with Carolinas HealthCare System and moved to CMC Northpark at 251 Eastway Drive. In the Summer of 2008 Teen Health Connection moved to its new location at 3541 Randolph Road Suite 206. The organization receives support from Carolinas HealthCare, United Way of Central Carolinas, Area Mental Health, private foundations and individual donors.

### **Adolescent Medicine Medical Practice**

We are the only medical practice in Mecklenburg County that specializes in health services for adolescents. Our service model is unique in that we combine both physical and mental health services. Appointments are of adequate time to address the many issues that teens today face, and include a psychosocial assessment to determine how well the youth is doing in school and what high-risk behaviors they may be engaging in. Our staff psychologist provides mental health assessments, short-term counseling and referrals for longer-term counseling as needed.

### **Educational Outreach Programs**

Teen Health Connection provides Educational programs for teens, parents and community professionals. Our staff brings the programs to you and works with you for follow up.

Teens can participate in a four-part comprehensive health education series called "Healthy Choices, Healthy Teens," a weekly program called Healthy Choices Girls' Group, and a Teen Peer Health Education program.

Programs for parents include a four-part series called "Parenting Healthy Teens" that focuses on helping parents better understand adolescent development and the importance of monitoring and supporting their teens' behaviors. Also available is a program called Parent-Teen Forum that works with parents and teens on improving communication.

Professional development programs are available through our Adolescent Health Network, a bi-monthly workshop on teen health issues. And the Teen Health Connection staff is available on request to provide staff in-service education for organizations that work with adolescents.

### **Fees and Payment**

- You will have to pay for your doctor's visit when you come in.
- We accept cash, checks and credit/debit cards.
- We file insurance claims for Medicare, Medicaid and most insurance plans.
- Medicaid, insurance co-payments, and sliding scale fee payments, or \$50 deposits for self-pay patients, are required at the time of service.
  
- You will get a bill from both Carolinas Medical Center and your doctor.
- A referral is required to see a specialist.

For questions about your bill, please call our Central Billing Office at 704.393.4808 or our System Billing Office at 704.697.7000.

Teen Health Connection accepts most private healthcare insurance plans, please contact if you have questions:

- Please check with your insurance company to see if your insurance is accepted by Teen Health Connection.
- If you have TriCare Insurance you must call you insurance company first for pre-approval

### ***Uninsured Mecklenburg County Patients***

A sliding scale program is available based on your household income and if you do not have access to insurance through you or your spouse's employer or Veteran's Administration (VA). If you do not have insurance and are not eligible for the sliding scale program, you will have to pay \$50 at your visit and you will be billed for the rest. To sign up for the sliding scale program, go to CMC Myers Park (located at 1350 S. Kings Dr. and East Blvd.) at least one day before your appointment. You must be an established patient or have a pending appointment to apply.

**Website:** <http://www.levinechildrenshospital.org/body.cfm?id=611&oTopID=611>

THC  
3541 Randolph Road, Suite 206  
Charlotte, NC 28211

Medical Services  
Ph: 704.381.TEEN (8336)  
Hours 8:00 a.m. - 5:00 p.m.

## **Allegro Foundation**

### **MISSION**

#### **Allegro Foundation...A Champion for Children with Disabilities,**

is a nonprofit, 501(c)3 organization that combines movement instruction with educational and medical expertise, creating a new vehicle to teach children with disabilities and enhance their quality of life.

The children we serve are individuals with mental retardation, Down syndrome, orthopedic challenges (wheelchairs and walkers), cerebral palsy, spina bifida, muscular dystrophy, individuals with learning disabilities, hearing and visual impairments, children at-risk, and children with cancer.

### **PHILOSOPHY**

Our basic philosophy emphasizes the total learning progress, **combining muscle memory with cognitive memory** to stimulate sequential and conceptual learning, problem solving skills and communication, increase physical coordination/motor skills, as well as produce emotional and physiological changes in the body. Our movement program, in addition to the enjoyment it brings, opens the door to significant improvements in learning across multiple disciplines, reduces behavioral problems, and produces a better quality of life.

### **COMMUNITY OUTREACH**

#### **1. Community Outreach Class held on-site at Sardis Presbyterian Church for children ages 3-6 years old with multiple disabilities; Thursdays at 4:00pm. (Sept.-May)**

##### ***Objectives:***

Through movement education, we create new methods for teaching and reinforcing vowel and consonant sound combinations. Allegro instructors will also focus on interpersonal skills, team work, mathematical concepts, problem solving, learning and identifying the anatomy/body parts/functions.

***Space is still available for this FREE class! Please call us at 704-412-5229 to sign your child up today!***

#### **2. Community Outreach Classes held on-site at Carolinas Medical Center for children of all ages with multiple disabilities; Tuesdays at 5:30pm and 6:00pm. (year-round)**

**Objectives:**

Because of the severity of the disabilities represented in this program, classes are held onsite at the hospital in the Medical Education Building. Allegro instructors will focus on interpersonal skills, mathematical concepts, problem solving, learning and identifying the anatomy/ body parts/functions as well as learning literacy through movement education. Extensive planning with speech pathologists, literacy facilitators, students' classroom teachers, and medical personnel will all be components of this program.

***This is Allegro's only year-round program! Please call today to enroll your child in Allegro's FREE summer classes at Carolinas Medical Center!***

**3. Community Outreach Classes held on-site at St. Matthews Church for children with multiple disabilities; Wednesday evenings (June - August)**

Through movement education, we create new methods for teaching and reinforcing vowel and consonant sound combinations. Allegro instructors will also focus will on interpersonal skills, team work, mathematical concepts, problem solving, learning and identifying the anatomy/ body parts/functions.

***Space is still available for this FREE class! Please call us at 704-412-5229 to sign your child up today!***

**Website:** <http://www.allegrofoundation.net/index.html>

Allegro Foundation  
3121 Providence Rd.  
Charlotte, NC 28211  
**Phone:** 704-412-5229

## Gaston County Health Assistance and Information

### Gaston Family Health Services

<http://www.gfhs.info/about.php>

**Address**

991 West Hudson Boulevard  
Gastonia, NC 28052

**Contact**

Phone: 704-853-5079  
Fax: 704-853-5269  
Multiple locations – see website

## **Cabarrus County Health Assistance and Information**

### **Community Free Clinic**

<http://www.communityfreeclinic.org>

704-782-0650

### **Cabarrus Health Alliance**

<http://www.cabarrushealth.org/>

# PRESCRIPTION RESOURCES

## National Prescription Co-Pay Assistance

### Patient Advocacy Foundation—Co-Pay Relief

#### Our Services

The Patient Advocate Foundation (PAF) Co-Pay Relief Program (CPR) currently provides direct financial support to insured patients, including Medicare Part D beneficiaries, who must financially and medically qualify to access pharmaceutical co-payment assistance. The program offers personal service to all patients through the use of call counselors; personally guiding patients through the enrollment process.

#### PAF Co-Pay Relief is assisting patients diagnosed with:

- Autoimmune Disorders
  - Crohn's Disease
  - Idiopathic Thrombocytopenic Purpura
  - Inflammatory Bowel Disease
  - Psoriatic Arthritis
  - Ulcerative Colitis
- Breast Cancer
- CIA/CIN
- Colon Cancer
- Diabetes
- Head and Neck Cancer
- Hepatitis C
- Kidney Cancer
- Lung Cancer
- Lymphoma
- Malignant Brain Tumors
- Multiple Myeloma
- Myelodysplastic Syndrome (and other pre-leukemia diseases)
- Osteoporosis
- Pain
- Pancreatic Cancer
- Prostate Cancer
- Rheumatoid Arthritis (RA)
- Sarcoma

**Website:** <http://www.copays.org/>

Co-Pay Relief  
700 Thimble Shoals Boulevard  
Newport News, Virginia 23606

Toll Free 1-866-512-3861

## National Organization for Rare Diseases (NORD)

### NORD's Patient Assistance Programs

Since 1987, NORD has administered programs to assist uninsured or under-insured individuals in securing life-saving or life-sustaining medications. In addition to the estimated 50 million Americans who have no health insurance, an increasing number of insured individuals have policies that do not reimburse for prescription drugs. Others have policies with low annual caps on prescription drug expenditures.

NORD works closely with humanitarian-minded pharmaceutical and biotechnology companies to ensure that certain vital medications are available to those individuals whose income is too high to qualify for Medicaid but too low to pay for their prescribed medications. NORD's programs have set the standards for fairness, equity, and unbiased eligibility. The NORD programs have gained respect from the patient communities, pharmaceutical companies, healthcare professionals, government officials, and the public. Participants have assurance that NORD protects their confidentiality. There is no conflict of interest with respect to NORD's eligibility decisions.

### Currently, NORD administers programs for:

- Acorda Therapeutics  
**Zanaflex Capsules™ Uninsured Individual Program**  
(Tizanidine Hydrochloride)  
**Conditions:**  
Spasticity  
**Contact:**  
Reimbursement Assistance Program at 1-800-464-0097
- ATON PHARMA  
**ATON PHARMA Patient Assistance Program**  
Cuprimine, Demser, Edecrin, Lacrisert, Mephyton, Syprine  
**Conditions:**  
Wilson's Disease, Rheumatoid Arthritis, Cystinuria, pheochromocytoma, edema associated with congestive heart failure, cirrhosis of the liver, renal disease, idiopathic edema, lymphedema; dry eye syndromes, vitamin k deficiency  
**Contact:**  
The ATON Call Center toll-free at 1-877-286-6549

- BioMarin Pharmaceuticals  
**Naglazyme Premium/Co-Payment Assistance Program For Privately Insured Individuals**  
 (galsulfase)  
**Conditions:**  
 Mucopolysaccharidosis Type VI (Maroteaux-Lamy Syndrome)  
**Contact:**  
 1-800-999-6673
- Cephalon, Inc.  
**TRISENOX® Patient Assistance Program**  
 (arsenic trioxide) injection  
**Conditions:**  
 relapsed or refractory acute promyelocytic Leukemia (APL), Multiple Myeloma  
**Contact:**  
 Cephalon Oncology Reimbursement Expertise, 1-866-261-7730
- Cephalon, Inc.  
**PROVIGIL® Assistance Program**  
 (modafinil)  
**Conditions:**  
 Narcolepsy  
**Contact:**  
 the Provigil® Reimbursement Assistance Hotline at 1-800-675-8415
- Medtronic, Inc.  
**ITB® Therapy Patient Assistance Program**  
 Lioresal® Intrathecal (baclofen injection)  
**Conditions:**  
 Severe spasticity  
**Contact:**  
 NORD at 1-800-999-6673 e-mail [ealmonte@rarediseases.org](mailto:ealmonte@rarediseases.org)
- Jazz Pharmaceutical, Inc.  
**XYREM® Patient Assistance Program**  
 (sodium oxybate)  
**Conditions:**  
 Narcolepsy with cataplexy  
**Contact:**  
 Xyrem Success Program at 1-866-997-3688

- Questcor Pharmaceuticals, Inc.  
**ACTHAR® GEL Patient Assistance Program**  
 (ACTH)  
**Conditions:**  
 Infantile spasms, multiple sclerosis, Crohns disease, Adrenal insufficiency, etc.  
**Contact:**  
 Acthar Support & Access Program at 1-888-435-2284
- Rare Disease Therapeutics, Inc.  
**CYSTADANE® Patient Assistance Program**  
 (betaine anhydrous for oral solution)  
**Conditions:**  
 Homocystinuria  
**Contact:**  
 NORD at 1-800-999-6673 e-mail [nvondle@rarediseases.org](mailto:nvondle@rarediseases.org)
- Rare Disease Therapeutics, Inc.  
**ORFADIN® Patient Assistance Program**  
 (nitisinone)  
**Conditions:**  
 Hereditary Tyrosinemia Type I  
**Contact:**  
 NovaFactor at 1-888-454-8860
- Sanofi - Aventis  
**RILUTEK® Patient Assistance Program**  
 (riluzole)  
**Conditions:**  
 Amyotrophic lateral sclerosis  
**Contact:**  
 NORD at 1-800-459-7599 or e-mail [ealmonste@rarediseases.org](mailto:ealmonste@rarediseases.org)
- Sigma-tau Pharmaceuticals, Inc.  
**CARNITOR® Drug Assistance Program**  
 (L-Carnitine or levo carnitine)  
**Conditions:**  
 Primary systemic carnitine deficiency, dialysis, chronic fatigue syndrome (CFS), several rare metabolic disorders  
**Contact:**  
 NORD at 1-800-999-6673 e-mail [nvondle@rarediseases.org](mailto:nvondle@rarediseases.org)

- Sigma-tau Pharmaceuticals, Inc.  
**MATULANE® Drug Assistance Program**  
 (procarbazine hydrochloride)  
**Conditions:**  
 Hodgkins disease (Stage III and IV) and certain other lymphomas  
**Contact:**  
 NORD at 1-800-999-6673 e-mail [nvondle@rarediseases.org](mailto:nvondle@rarediseases.org)
- Teva Neuroscience, Inc.  
**COPAXONE® Medication Assistance Program**  
 (glatiramer acetate, for injection)  
**Conditions:**  
 Multiple sclerosis (relapsing-remitting)  
**Contact:**  
 Shared Solutions at 1-800-887-8100
- Teva Pharmaceuticals Inc. USA  
**Tev-Tropin® Patient Assistance Program**  
**Tev-Tropin® Co-Payment Assistance Program For Privately Insured Individuals**  
 Somatropin (rDNAorigin) for injection  
**Conditions:**  
 growth failure due to inadequate secretion of normal endogenous growth hormone  
**Contact:**  
 Growth Solutions at 1-866-838-8767
- Ucyclid Pharma, Inc.  
**BUPHENYL®**  
 (sodium phenylbuterate)  
**Conditions:**  
 Urea cycle disorders  
**Contact:**  
 Ucyclid Reimbursement Hotline at 1-800-711-0811
- **NORD MS Premium /Co-Payment Assistance Program**  
**Conditions:**  
 Multiple Sclerosis (MS)  
**Contact:**  
 1-800-634-7207
- **NORD CAPS Premium & Co-payment Assistance Fund**  
**Conditions:**  
 Cryopyrin-associated periodic syndromes  
**Contact:**  
 1-800-999-6673 x 1224

- **NORD Cervical Dystonia Co-Payment Assistance Program**  
**Conditions:**  
Cervical Dystonia (Spasmodic Torticollis)  
**Contact:**  
1-800-999-6673 x 1311
- **NORD CPP Premium /Co-Payment Assistance Program**  
**Conditions:**  
Chronic Plaque Psoriasis (CPP)  
**Contact:**  
1-800-634-7207
- **NORD Intrathecal Therapy for Pain Management Co-Payment Assistance Program**  
**Conditions:**  
Intrathecal Therapy for Pain Management     **Contact:** 1-888-774-2581
- **NORD Advanced Renal Cell Carcinoma Co-Payment Assistance Program**  
**Conditions:**  
Advanced Renal Cell Carcinoma  
**Contact:**  
1-866-828-8902
- **NORD Hodgkins Lymphoma Co-Payment Assistance Program**  
**Conditions:**  
Hodgkins Lymphoma  
**Contact:**  
1-800-999-6673
- **NORD Chronic Non-Infectious Uveitis Co-Payment Assistance Fund**  
**Conditions:**  
Non-infectious uveitis  
**Contact:**  
1-800-999-6673
- **NORD Hunter Syndrome (MPS II) Premium/Co-Payment Assistance Program**  
**Conditions:**  
Hunter Syndrome (MPS II)  
**Contact:**  
1-800-999-6673
- **NORD MPS VI Premium/Co-Payment Assistance Program**  
**Conditions:**  
mucopolysaccharidosis Type VI (Maroteaux-Lamy Syndrome)  
**Contact:**  
1-800-999-6673

- NORD Nephrotic Syndrome Premium/Co-Payment Assistance Program**  
**Condition:**  
 Nephrotic Syndrome  
**Contact:**  
 1-888-435-2284
- NORD PNH Premium/Co-Payment Assistance Program**  
**Conditions:**  
 Paroxysmal Nocturnal Hemoglobinuria  
**Contact:** 1-800-999-6673
- NORD Infantile Spasms Premium/Co-Payment Assistance Program**  
**Conditions:**  
 Infantile spasms/West Syndrome      **Contact:** NORD at 1-888-435-2284
- NORD Opsoclonus Myoclonus Premium/Co-Payment Assistance Program**  
**Conditions:**  
 Opsoclonus Myoclonus  
**Contact:** NORD at 1-888-435-2284
- NORD Hepatocellular Carcinoma Co-Payment Assistance Program**  
**Conditions:**  
 Hepatocellular Carcinoma  
**Contact:** 1-866-828-8902
- NORD Phenylketonuria (PKU) Premium/Co-Payment Assistance Program**  
**Conditions:**  
 Phenylketonuria  
**Contact:** 1-866-924-0100
- MS Related Acute Exacerbation Premium/Co-Payment Assistance Program**  
**Conditions:**  
 MS related acute exacerbation  
**Contact:** 1-888-435-2284

NORD also administers *Early Access Programs* for investigational new drugs (INDs) under the Food and Drug Administration's approved "Treatment-IND" programs that allow for a limited number of individuals to receive certain investigational drugs prior to FDA marketing approval, as well as a Travel Assistance Program that provides travel and lodging assistance for patients participating in clinical and research studies.

National Organization for Rare Disorders  
 55 Kenosia Avenue  
 PO Box 1968  
 Danbury, CT 06813-1968  
**Phone Number:** (203) 744-0100 Tollfree: (800) 999-6673 (voicemail only)  
**Website:** <http://www.rarediseases.org/>

## North Carolina Prescription Co-Pay Assistance

### NC Partnership for Prescription Assistance



#### Who We Are

PPARxNC is a program that connects qualified, low-income people with discount prescription drugs, direct from the pharmaceutical manufacturer.

#### Our Mission

Our mission is to increase awareness of and enrollment in existing patient assistance programs for those who may be eligible. PPARxNC offers a single point of access to public and private patient assistance programs, including more than 150 programs offered by pharmaceutical companies.

#### What We Offer

##### *Help for Those in Need*

Many people have difficulty affording health care, including prescription medicines. A number of patient assistance programs provide help to patients who lack prescription drug coverage and earn less than 200% of the federal poverty level (approximately \$19,000 for an individual or \$31,000 for a family of three).\*

- More than 27 million people in the United States make less than 200% of the federal poverty level and are uninsured.

##### *Access to Free or Nearly Free Medicines for Those Who Qualify*

Patients will be directed to the public or private programs most likely to meet their needs. PPARxNC helps low-income, uninsured patients:

- Enroll in more than 150 company patient assistance programs
- Access more than 1,200 medicines for free or at a low cost
- Learn how to contact government programs for which they may qualify, such as Medicaid, Medicare, or the State Children's Health Insurance Program

**\*\*Qualifications vary by programs.**

**Website:** <http://www.pparxnc.org/>

**Toll Free Number:** 1- 888-477-2669

## **National League of Cities (NLC) Prescription Discount Card Program For the City of Charlotte**

### **Who offers the program?**

The National League of Cities, which the City of Charlotte is a member, launched the program more than one year ago and is currently working with 70 cities nationwide to offer the program. CVS Caremark, a pharmacy benefit management company, administers and sponsors the program but is not exclusive to CVS pharmacies. The City is working with Mecklenburg County and area health systems to distribute the card.

### **Where can I use the Prescription Discount Program Card?**

Citizens can present the card to a wide-range of pharmacy chains and independents that are part of the Caremark network. For example, the card is accepted at pharmacies listed in the City of Charlotte's employee benefits network as well as pharmacies at Bi-Lo, Carolinas Medical Center, CVS, Dilworth Drug, K-Mart, Metroview, Presbyterian Healthcare, Rite Aid, Sedgefield Drug, Target, Walgreens and Wal-Mart.

### **Who qualifies for the Prescription Discount Program?**

Citizens who are without health insurance, without a traditional pharmacy benefits plan, or have prescriptions that are not covered by insurance. The card also helps pay for non-covered prescription drugs. The program is not insurance. Discounts are only available at participating pharmacies..

### **Can more than one family member use the card?**

Coverage in the program includes all members of the family. There is no limit to the amount of times the card can be used, no requirements on age, or income level.

### **Is there a cost to participate or receive a card?**

The card is absolutely free to residents of Charlotte-Mecklenburg. There is no cost to join the program or annual membership fee. The card does not have an expiration date and is valid for the length of time the program is administered by CVS Caremark.

### **How much can citizens save?**

The program is estimated to save citizens an average of 20% off the full retail cost of prescription medications. When using the card, participants agree pay the entire prescription cost less any applicable discount. Savings may vary by drug and pharmacy. Savings are based on 2007 drug purchases for all drug discount card programs administered by Caremark.

**Is there a customer care number for citizens?**

Yes, citizens have access to a 24-hour customer care toll-free number if they have questions or problems with the card. The number is 1-888-620-1749 or visit [www.caremark.com/nlc](http://www.caremark.com/nlc).

**How will the program be promoted?**

The program will be promoted through print media outlets and on the City's webpage announcing details of the program.

**How will citizens receive cards?**

Citizens can pick-up the cards at the Government Center's reception desk or when paying utility bills. The card is also available at the Health Department, Department of Health & Social Services and Area Mental health facilities and the Teen Health Connection. Cards are also available through Carolinas Healthcare System and Presbyterian Healthcare emergency departments, urgent care centers and physician offices. CATS special services will also distribute cards to customers. Citizens will also have the opportunity to print web cards from their home computers by logging on to [www.caremark.com/nlc](http://www.caremark.com/nlc) . The personalized web card is designed for use immediately.

# MEDICAL AND PRESCRIPTION RESOURCES

## National Medical and Prescription Co-Pay Assistance

### HealthWell Foundation

The HealthWell Foundation® is a 501(c)(3) non-profit, charitable organization that helps individuals afford prescription medications they are taking for specific illnesses. The Foundation provides financial assistance to eligible patients to cover certain out-of-pocket health care costs, including:

- Prescription drug coinsurance, copayments, and deductibles
- Health insurance premiums
- Other selected out-of-pocket health care costs

**Website:** <http://www.healthwellfoundation.org/index.aspx>

The HealthWell Foundation®

P.O. Box 4133

Gaithersburg, MD 20878

1-800-675-8416 /9:00 am to 5:00 pm Eastern Time /Monday through Friday

### Diseases Covered—Update 7/20/09

Acute Porphyrias
Age-Related Macular Degeneration
Anemia Associated with Chronic Renal Insufficiency/Chronic Renal Failure
Ankylosing Spondylitis
Asthma, Moderate to Severe
Breast Cancer
Carcinoid Tumors and Symptoms Related to Carcinoid Tumors
Chemotherapy Induced Anemia/Chemotherapy Induced Neutropenia
Colorectal Carcinoma
Cutaneous T-Cell Lymphoma
Glioblastoma Multiforme and Anaplastic Astrocytoma
Head and Neck Cancer
Hodgkin's Disease - CLOSED TO NEW APPLICANTS
Idiopathic Thrombocytopenic Purpura
Immunosuppressive Treatment for Solid Organ Transplant Recipients
Iron Overload as a Result of Blood Transfusions - CLOSED TO NEW APPLICANTS
Multiple Myeloma - CLOSED TO NEW APPLICANTS
Myelodysplastic Syndromes - CLOSED TO NEW APPLICANTS
Non-Hodgkin's Lymphoma
Non-Small Cell Lung Cancer
Psoriasis
Psoriatic Arthritis
Rheumatoid Arthritis
Secondary Hyperparathyroidism
Wilms' Tumor

# DENTAL RESOURCES

## Mecklenburg County Dental Resources

### Central Piedmont Community College Dental Clinic

- Located at CPCC in the Belk Building across from the student parking lot before reaching Elizabeth Ave. and Independence Blvd.
- Has a Dental Hygiene Program Care component
- Teeth are cared for by student dental hygienists under the supervision of an instructor
- Does x-rays, sealants, fluoride treatments, cleaning; does not do any surgical procedures
- Accepts adults and children ages 6 yrs. and up
- Must be screened before services are given
- Sometimes clinic is not open depending on CPCCS' schedule
- Should call in the am before coming to the clinic
- Accepts any type of insurance including Medicaid; but does not process Medicaid
- Fee is \$20.00 for any type of service no matter how extensive
- Screening process includes screening out anyone who needs to be referred elsewhere
- Accepts new clients but no emergency cases

**Phone: 704-330-6704 for dental screening**

## Carolinas Medical Center Dental Clinic

- Takes Medicaid clients and accepts fee for service based on income
- Takes emergency cases only
- Mostly extract teeth; no caps or crowns
- Must be a resident of Mecklenburg. Co.
- Only adult patients; separate clinic provided for children
- Working hours M-F, 8a-4p
- Clients must have an appointment (call on Mon. at 8 am for appointment)
- They are not accepting new patients at this time (02/02)
- Highest and lowest prices for dentures are \$700, \$400

CMC Dental Clinic  
1000 Blythe Blvd  
Charlotte, NC

**Phone:** 704-355-2165

## **Mobile Community Dental Clinic**

The Dental Clinic provides services to people in the north Mecklenburg/south Iredell region who are of lower income and do not receive Medicaid service. The service is offered the second and fourth Wednesdays of the month at the First Baptist Church of Huntersville. New patients are screened at each clinic and placed on a waiting list for an appointment. New patient screenings start at 6:15PM.

### **Service Eligibility**

Clients must be:

- In financial need
- Without Medicaid
- Residing in north Mecklenburg or south Iredell

There are no fees for service.

Clients should bring identification and proof of address when they receive this service.

### **Schedule**

- Second and fourth Wednesdays of every month, by appointment.
- New patient screenings are at 6:15PM.

Mobile Community Dental Clinic  
First Baptist Church of Huntersville  
119 N. Old Statesville Road (Hwy 115)  
Huntersville, NC 28078

**Phone:** 704-896-0471

## Affordable Dentures

- Does not accept Medicaid or any other insurance
- Takes only adults
- Accepts new clients and emergency cases but must be in the office by 9:00a
- Dentists pull teeth and make dentures only; no other type of dental care provided
- A full set of dentures costs \$260.00
- Office opens at 7:45am and clients may receive their dentures around 2:0%-4:0% the same day

Affordable Dentures  
2842 Boyer Street  
Charlotte, NC

**Phone:** 704-399-4531

# VISION CARE RESOURCES

## Mecklenburg County Refraction and Glasses Assistance

### Lions Services, Inc.

#### Eye Clinic

Persons with limited income or without insurance often cannot afford quality eye health care. With access to affordable, eye care and prescription glasses, children learn better in school, working adults perform job tasks better, seniors retain personal independence and an enhanced quality of life.

#### Who is Eligible for Services?

Any person who:

- Is referred to us through Mecklenburg County Schools, Mecklenburg County or North Carolina State Department of Health and Human Services, local Lions Clubs, The Salvation Army, area churches or other charitable organizations.
- Is uninsured or uninsurable.
- Qualifies for low income.

#### What Services are Available?

- Complete eye examinations, including pupil dilation for detection of eye disease.
- Prescription glasses
- Professional eye health counseling

#### How is the Lions Services Eye Clinic Supported?

- Volunteer ophthalmologists donate their valuable time and skills to support the Eye Clinic staff
- Mecklenburg County Lions Clubs
- North Carolina Lions Foundation
- State, corporate and community grants and gifts from individuals
- Individual donations

***An appointment must be scheduled before visiting the Eye Clinic.***

**Phone: 704-599-4760**

**Fax: 704-921-5758**

***National Eye Exams and Surgery Assistance***  
***(Adapted from the National Eye Institute Website)***

**EyeCare America**

A public service foundation of the American Academy of Ophthalmology (AAO). Provides comprehensive eye exams and care for up to one year, often at no out-of-pocket expense to eligible callers through its seniors and Diabetes EyeCare Programs. Its Glaucoma EyeCare Program provides a glaucoma eye exam. The EyeCare America Children's EyeCare Program educates parents and primary care providers about the importance of early childhood (newborn through 36 months of age) eye care. Telephone: 1-800-222-EYES (3937). Website: <http://eyecareamerica.org>.

**VISION USA**

Coordinated by the American Optometric Association (AOA), provides free eye care to uninsured, low-income workers and their families. Telephone: 1-800-766-4466. Website: <http://www.aoa.org/x5607.xml>.

**Mission Cataract USA**

Coordinated by the Volunteer Eye Surgeons' Association, is a program providing free cataract surgery to people of all ages who have no other means to pay. Surgeries are scheduled annually on one day, usually in May. Telephone: 1-800-343-7265. Website: <http://www.missioncataractUSA.org>.

**Knights Templar Eye Foundation**

Provides assistance for eye surgery for people who are unable to pay or receive adequate assistance from current government agencies or similar sources. Mailing address: 1000 East State Parkway, Suite I, Schaumburg, IL 60173. Telephone: (847) 490-3838. Website: <http://www.knightstemplar.org/ktef/ktef-faq.htm#contact>.

**InfantSEE®**

A public health program designed to ensure early detection of eye conditions in babies. Member optometrists provide a free comprehensive infant eye assessment to children younger than one year. Telephone: 1-888-396-3937. Website: <http://www.infantsee.org>.

## **National Eye Glasses Assistance**

### **Sight for Students**

A Vision Service Plan (VSP) program provides eye exams and glasses to children 18 years and younger whose families cannot afford vision care. Telephone: 1-888-290-4964. Website: <http://www.sightforstudents.org/>.

### **New Eyes for the Needy**

Provides vouchers for the purchase of new prescription eyeglasses. Mailing address: 549 Millburn Avenue, P.O. Box 332, Short Hills, NJ 07078-0332. Telephone: (973) 376-4903. E-mail: [neweyesforthe needy@verizon.net](mailto:neweyesforthe needy@verizon.net). Website: <http://www.neweyesforthe needy.org>.

# BEHAVIORAL HEALTH RESOURCES

## Mecklenburg County Area Mental Health

- Support, referrals and services for mental illness, substance abuse, developmental disabilities
- Services available for those without health insurance and with limited financial resources
- 24/7 referral center

Mecklenburg County Area Mental Health  
429 Billingsley Road  
Charlotte, NC 28211

**MeckLINK call center:** 704-336-6404

**Website:** <http://mecklink.charmeck.org>

