

The Leukemia & Lymphoma Society Co-Pay Assistance Program Frequently Asked Questions

➤ **What is a Co-Pay?**

A fixed amount you pay for a health care service that is covered by your insurance and after you've paid your deductible. Copays can vary for different services like drugs, lab tests, and visits to specialists, within the same plan.

➤ **What is a Premium?**

The amount you pay for your health insurance every month.

➤ **If I do not have insurance, can I still apply for the Co-Pay Assistance program?**

No, patients must have medical and/or prescription insurance to qualify for this program. If you are uninsured and you need information about getting insurance coverage or other financial help please call an LLS Specialist at 1-800-955-4572.

➤ **I'm not sure if I qualify for the Co-Pay Assistance Program. How can I get more information?**

To apply or obtain more information about the Co-Pay Assistance Program, please call 1-877-557-2672 to speak with a Co-Pay Specialist who will provide personalized service through the application process.

➤ **Can my doctor's office apply to the Co-Pay program for me?**

Yes, your doctor, treatment provider or pharmacy can apply for the program on your behalf either by calling the toll free number 877-557-2672 or they can submit an application on the online portal 24 hours a day. www.lls.org/copayproviders

➤ **How do I know if I am approved in the program?**

You should receive a letter within 7-10 business days after the Co-Pay program receives your completed application. The letter will let you know if you have been approved for assistance. Approved patients will be sent a Letter of Approval with directions on how to submit for assistance from the program.

➤ **Can I get assistance for my prescribed devices and blood work?**

Unfortunately no, prescribed devices such as eyeglasses, wheelchairs, etc., and diagnostic procedures such as: PET/CT/MRI scans, X-rays, laboratory services including blood work, biopsies, etc., are not covered by this program. For a list of covered expenses please visit our page at www.lls.org/copay

➤ **Can I submit bills for previous years?**

No, you may only submit claims for services received within the dates of your 12 month coverage period.

***If you are a first time applicant, we may be able to pay for services received up to three months prior to your approval date.

➤ **How do I submit a claim?**

All claims can either be faxed to the program at 877-267-2932 or mailed to the Co-pay program at the address below. If you are registered in the online portal, you may also submit claims through your online portal account.

➤ **How can I get information about a claim I submitted?**

You can check the status of a claim by calling the toll free number at 877-557-2672 Monday-Friday 8:30 am – 5:00 pm EST. If your claim was submitted via the online portal you can also check the status of the claim in your online account.

➤ **How do I find out what my award balance is?**

You can check your account balance by calling the toll free number 877-557-2672 Monday-Friday 8:30 am – 5:00 pm EST.

➤ **What if I change my doctor or pharmacy?**

Patients enrolled in the Co-Pay Assistance Program have complete freedom to choose doctors, providers, suppliers, insurance companies and/or treatment related medications. Patients are free at any time to make changes in any of the above without affecting their continued eligibility.

➤ **What is the Medicaid Spend-down?**

Some people have too much income to qualify for Medicaid. This amount is called excess income. Some of these people may qualify for Medicaid if they spend the excess income on medical bills. This is called a spend-down. For more information on Medicaid spend-down and how it works, please visit: http://www.oms.nysed.gov/medicaid/resources/medicaid_spend_down.pdf. We can help pay your out of pocket costs for your Medicaid spend-down.

➤ **Is the assistance I receive from the Co-Pay Assistance program taxable?**

The assistance you receive is generally not taxable. However, we recommend patients consult with a tax professional for a final determination.

The Leukemia & Lymphoma Society Co-Pay Assistance Program

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Support for this program is based on the availability of funds by disease diagnosis. Payment amounts are subject to adjustment at any time based on the availability of funding.