



## Susan Lang Pay-It-Forward Travel Assistance Program

### Frequently Asked Questions

**1. What does the Susan Lang Pay-It-Forward Patient Travel Assistance Program help with?**

*The program is available to blood cancer patients, with significant financial need. Those who qualify, will receive \$500 to cover the cost of treatment-related travel/lodging expenses for the patient and caregiver. Covered expenses include; ground transportation, tolls, gas, parking, car rental, services, repairs and parts, air transportation, baggage fees, lodging, and ambulance services.*

**2. What is the spending limit on my card?**

*Your LLS travel award allows you to purchase up to \$500 in travel and lodging expenses related to your treatment. Your purchases will not be approved if the transaction total exceeds your available balance. Please keep included taxes, tips and fees in mind.*

**3. What types of expenses are not allowed on my Susan Lang Pay-It-Forward travel card?**

*Food and beverages, alcohol, tobacco, clothing, medical/pharmacy expenses, and international travel.*

**4. Where does the Susan Lang Pay-It-Forward Travel Assistance Program get its funding?**

*LLS is a nonprofit organization that relies on the generosity of individual, foundation, and corporate contributions to advance its mission. Please visit our website at [www.lls.org/travel](http://www.lls.org/travel) to view a list of supporters of the program.*

**5. Can my doctor's office apply for me?**

*Yes, your doctor, treatment provider, or caregiver can apply for the program on your behalf either by phone or through the online portal, available 24 hours a day.*

**6. Is there a waiting list to get into the program?**

*Our program operates on a first-come, first-served basis as long as funding is available; therefore, we do not have a waiting list.*

**7. Are translation services available?**

*Yes, translation services are available. When calling, please state your language preference.*

**8. Does the instant verification system impact my credit score?**

*No. We are only verifying your identity, income and residency.*



**9. Why do I need to provide my Social Security Number?**

*Your Social Security Number is used to verify your income, identity, and residency through our instant verification system. This eliminates the need for the applicant to submit documentation. It is never shared.*

**10. What if I don't want to provide my Social Security Number?**

*Your Social Security Number is used to verify your identity and residency **only** through our instant verification system. It is **required** and **never shared**. If you are unable to provide your Social Security Number, you will be required to send in additional documentation to confirm your identity, residency, and income.*

**11. What happens if I am an undocumented parent/guardian looking to apply on behalf of my child who is a citizen?**

*If you are an undocumented parent/guardian, applying on behalf of your child who is a citizen, you **MUST** call 1-877-557-2672 to apply. You will be asked to provide supporting documentation for proof of identity, residency and income.*

**a. What forms of supporting documentation are accepted? Please submit all that apply.**

*-A copy of your Driver's License or State Issued Identification (Front & Back Copy).*

*-Utility Bill*

*-Three consecutive months of pay stubs*

*-Copy of current federal tax return (page 1 only)*

*-W2s*

*-Social Security Award/Benefit Statement*

*-Statement of Pension or Retirement Benefits*

*-Statement of alimony and/or child support*

*-Statement of workers compensation*

*-Statement of dividends and/or interest income*

*-Statement of Short Term and/or Long-Term Disability Benefits*

*-Statement of Unemployment Benefits*

**12. If I am an undocumented parent/guardian looking to apply on behalf of my child who is a citizen, can I apply on the portal?**

*No. The application **MUST** be processed over the phone by calling 1-877-557-2672.*



**13. Will I receive a phone call if more information is needed?**

*No. The patient will receive a letter informing him/her that additional documentation is required.*

***If applying on the portal, you will...***

*-See an alert in your profile letting you know more information is needed.*

*-Receive a letter in the mail with the same information. A copy of this letter can also be found on your portal account.*

***If applying over the phone with an Intake Specialist...***

*-The specialist will inform you if more supporting documentation is needed. A letter is also mailed.*

**14. I received a letter requesting that I send additional documentation. Why am I being asked for this information?**

*LLS uses an instant verification system. In the rare case where our system cannot verify your identity or residency, you will be asked for additional documentation.*

**15. What forms of supporting documentation are accepted?**

*In order to process your application, you will need to submit a copy of your Driver's License or State Issued Identification (Front & Back Copy). If you are unable to provide a Driver's License or State Issued I.D., please submit all that apply.*

*-Utility Bill*

*-Three consecutive months of pay stubs*

*-Copy of current federal tax return (page 1 only)*

*-W2s*

*-Social Security Award/Benefit Statement*

*-Statement of Pension or Retirement Benefits*

*-Statement of alimony and/or child support*

*-Statement of workers compensation*

*-Statement of dividends and/or interest income*

*-Statement of Short Term and/or Long-Term Disability Benefits*

*-Statement of Unemployment Benefits*



**16. Do I need to submit all requested documentation before my application can be approved?**

*Yes. Applications are not reviewed for approval until all supporting documentation is received.*

**17. What if I am homeless?**

*You can still apply to the program. We recommend you apply over the phone and inform the Intake Specialist of your current income/living situation.*

**18. What if I have no income?**

*You can still apply to the program. We recommend you apply over the phone and inform the Intake Specialist of your current income/living situation.*

**19. What if my doctor's office has yet to submit the physician's form to confirm my diagnosis?**

*This information is required for application approval. LLS will fax the physician's form to the doctor's office at the point of application, and the patient should follow up with their doctor to confirm the form has been submitted.*

**20. Can I sign documents electronically?**

*Yes. Applicants can sign the application either verbally over the phone with an Intake Specialist, or electronically through the online portal.*

**21. How do I check the status of my application?**

*The best way to get real time updates on the status of your application is to call an Intake Specialist directly at 1-877-557-2672.*

**22. What is the best way to confirm my documents have been received?**

*-If you applied on the portal, confirmation of receipt can be viewed on the "Documents" tab.*

*-If you applied over the phone, you can create a portal account to confirm receipt or call to speak with a representative at 1-877-557-2672.*

**23. My application is approved, now what?**

*If your application is approved, no separate actions are needed. You will receive a letter of approval in the mail, followed by a separate mailing with the Susan Lang Travel Credit Card within 4 to 7 business days.*

**24. I am having issues with the portal, who do I contact?**

*Please call the program at 1-877-557-2672 or e-mail at [financialassistance@lls.org](mailto:financialassistance@lls.org).*