

NEWS & NOTES FROM NPO



NORTHERN
PHYSICIANS
ORGANIZATION

July

14, 2015



We are pleased to share a new Prescription Medication Assistance Tool put together by **Lisa Nicolaou, MSNI, BSN, NPO's Clinical Process Analyst**. In addition to viewing them below, all of the tools in the toolkit can be found on the NPO website by [clicking here](#). (If you need login assistance, please call Bryann at (231) 421-8505.)

MEDICATION FINANCIAL ASSISTANCE TOOLS AVAILABLE

As a part of routine medical treatment, patients are often prescribed medications to treat acute or chronic illnesses. For patients, prescription medication can be both a blessing and a burden because although medication offers relief of symptoms and the promise of better health, it can also be devastatingly expensive even when prescriptions are covered through insurance programs. Cost related non-adherence (CRN) is an elaborate way to say "my patient can't afford this medication". Research suggests that CRN is as high as 35% in average populations (Madden, et al., 2008). In other words almost 4 of every 10 patients struggle to pay for prescribed medications

In discussions with local charity groups, NPO was advised that the number one request for financial assistance is for prescription medications. Patients advised local charity groups that they were ashamed to talk with their providers or office staff about their inability to pay for prescription medication. *In our own communities, patients are unable to afford prescribed medications and are ashamed to tell their provider this.*

As a key treatment option, a better understanding of how to assist patients in adhering to prescribed medication can help realize health benefits. Lack of finances is widely recognized as a reason why patients are not adherent with medication regimens however, it is one reason that can be overcome.

NPO has developed a Prescription Medication Assistance Tool that will, in 15 minutes, provide staff members with a basic understanding of the problem, resources available and a best process to follow to efficiently seek out financial assistance for their patients struggling with the costs of prescription medication. This tool outlines both local and national resources and includes some decision making support to direct staff to appropriate resources. We hope you find this tool useful and that it helps support the high quality care your practice delivers.

Madden, J. M., Graves, A. J., Zhang F, F., Adams, A. S., Briesacher, B. A., Ross-Degnan, D., . . . Soumerai, S. B. (2008, April 23). Cost-related medication nonadherence and spending on basic needs following implementation of Medicare Part D. Journal of the American Medical Association, 299(16), 1922-8.

The following tools are:

- 1. Recorded presentation by Lisa on how to use the toolkit. (It may take a minute to load...)**
- 2. Prescription Medication Assistance Resource Tool**
- 3. Local Prescription Assistance Resources: Patient Handout**

1. For Lisa's recorded presentation on how to use the toolkit, [CLICK HERE.](#)

2. Prescription Medication Assistance Tool ([Can also be found here](#))

	Organization	When to Use:	Web Address:	Insurance Status:	Type of assistance:	Notes:
Local Agencies	Father Fred Foundation	Patient is in need of short term take over assistance. Will not be beneficial if this medication is needed on a long-term basis but the agencies may be able to provide other assistance which would allow the patient to afford the medications.	http://www.fatherfredfoundation.org/	Any	Temporary	Direct financial assistance can be obtained after a review of individual circumstances; \$400 emergency assistance/ household. Can be used however needed including prescription assistance.
	Salvation Army (Petoskey)		http://www.salvationarmy.org	Any		Direct financial assistance can be obtained after a review of individual circumstances; Patients can spend as needed, not a sustaining financial source.
	Salvation Army (Traverse City)		http://www.salvationarmy.org/	Any		Direct financial assistance can be obtained after a review of individual circumstances; Assistance can be applied to prescription medication.
	Love Inc.		http://www.loveinc-traverse.com/	Any		Direct financial assistance can be obtained after a review of individual circumstances; Antibiotics only - Maximum of \$200 total assistance / visit
	Kalkaska Area Interfaith Resources		http://kalkaskainc.org/	Any	Agency acts as a local clearing house	Direct financial assistance can be obtained after a review of individual circumstances; Helpline only - Maximum of \$200 total assistance / visit
	Helpline	Clearinghouse for local assistance; no direct financial assistance available but referring to outside sources	http://www.networkofnonprofit.org/community/poverty-reduction/helpline/	Any	Longer-Term	Helpline is a network of volunteer Navigators who connect people to resources in the five county area: Antrim, Benzie, Grand Traverse, Kalkaska, and Leelanau. Navigators are trained to guide individuals in need in identifying needs, suggesting options, and expediting help. (Limited hours so please check individual offices)
	Traverse Health Clinic	Must be a patient of the clinic. Patient is in need of longer term assistance and medications can be provided through Prescription Assistance Program.	http://www.traversehealthclinic.com/	Any		Prescription assistance may be available if one is a patient of the Traverse Health Clinic; can assist with short term medication needs. For uninsured individuals they enroll patients in pharmaceutical company sponsored patient assistance programs for longer term needs.
Clearinghouse websites for Prescription Assistance	Partnership for Prescription Assistance	Good starting resource when a patient is struggling to afford chronic medications; Assesses insurance status, medications etc. before recommending options that may provide benefit, including Medicare and Medicaid applications.	https://www.pparx.org/	Any	Search for longer-term assistance	Online search through a comprehensive clearinghouse for assistance programs including individual pharmaceutical company assistance programs, Medicare and Medicaid. Non-prescription disease specific information and assistance links available as well.
	Needy Meds		http://www.needy meds.org/	Any		NeedyMeds is a national non-profit organization that maintains a website and search engine of free information on programs to assist people who can't afford medication and/or healthcare costs.
	Medicare Rights Center- PDF	Not applicable for typical chronic diseases such as DM, COPD or HTN, last line effort for atypical medication assistance	http://www.medicarights.org/pdf/coverage_charts.pdf	Any		Very specific diseases and medications covered; Not a good resource for finding assistance with common prescription medication but can be helpful for less common medications
All Prescription Drug Discount Card	Family Wise	Resource for patients without insurance; ensures the lowest price for the medication	http://www.familywise.org/	Any	Longer term (does not lower copays)	FamilyWise essentially acts like a huge consumer group buying service for the uninsured and underinsured. The discounts and savings on medications are provided voluntarily by pharmacies. Your cost will be the discount price with the FamilyWise card or the pharmacy's usual and customary retail price, whichever is lower.
	Caring Voice Coalition Discount Card	Not applicable for DM, HTN; Resource for patients without insurance; provides discount; make sure the pharmacy participates. Supports a very specific and limited set of diseases	http://www.caringvoice.org/	No insurance or prescriptions processed without insurance	Longer term (does not lower copays)	There are no income, insurance or residency requirements, and no fees or registration process needed to use the card. One card can be shared with friends and family members, or individual cards can be printed. The card is active immediately and never expires. Cannot be combined with insurance

3. Local Prescription Assistance Resources: Patient Handout (Can also be found [here.](#))

Local Prescription Assistance Resources: Patient Handout

Father Fred Foundation
826 Hastings Street
Traverse City, MI 49686
Phone: (231) 947-2005

Love, Inc.
P.O. Box 5114
Traverse City, MI 49696
Phone: (231) 941-5683 Fax: (231) 941-0287

Salvation Army (Traverse City)
1239 Barlow Street
Traverse City, MI 49686
Phone: (231) 946-4644

Kalkaska Area Interfaith Resources
324 S. Cedar
Kalkaska, MI 49646
Phone: (231) 258-7836 Fax: (231) 258-3441

Salvation Army (Petoskey)
712 Pleasant Street
Petoskey, MI 49770
Phone: (231) 347-3531

Traverse Health Clinic
3147 Logan Valley Road
Traverse City, MI 49684
Phone: (231) 935-0799

Kalkaska County Helplink

890 Island Lake Road
Kalkaska, MI 49646
Phone: (231) 258-3320 (ask for Ranae) Fax: (231) 258-4678

Benzie County Helplink

Benzie County HSCC
6051 Frankfort Hwy
Benzonia, MI 49616
Phone: (231)

Kalkaska County Helplink

890 Island Lake Road
Kalkaska, MI 49646
Phone: (231) 258-3320 (Ask for Ranae) Fax: (231) 258-4678

Grand Traverse County Helplink

Helplink Office
1105 East Front Street
Traverse City, MI 49684
Phone: (231) 946-6278 Fax: (231) 946-6402
Office Hours:
Tuesdays 10:00 am to 3:00 pm
Thursdays 10:00 am to 3:00 pm
No appointments; walk-ins only

Leelanau County Helplink

Glen Lake Community Reformed Church
4902 W. McFarland Road
Glen Arbor, MI 49636
Phone: (231) 334-4563 Fax: (231) 334-4562
Office Hours:
Tuesdays 3:00 pm to 6:00 pm

Leelanau County Helplink

Leelanau County Family Coordinating Council
7410 Duck Lake Road
Lake Leelanau, MI 49653
Phone: (231) 256-0222

Rx

PATIENT NAME:
ADDRESS:

DIRECTIONS:

As always, contact us with any questions or concerns.

NPO
300 E. Front Street
Suite 240, Traverse City, MI 49684
lsalvatore@npoinc.org

lsalvatore@npoinc.org