

# WV Lung Cancer CareLine

Since July 2016

Managed by the Patient Advocate Foundation and in partnership with the WV Lung Cancer Project to provide lung cancer patients or those being screened with hands-on case management and insurance support

## Patient Advocate Foundation Overview:

Operating since 1996, PAF is a non-profit organization whose professional case management staff responds to a broad variety of patient concerns to improve access to healthcare, navigating insurance appeals/denials, maintenance of employment and preservation of their financial stability relative to their diagnosis of a life threatening or debilitating disease.

The CareLine is staffed by a seasoned team of case managers who provide individualized service to those patients in West Virginia who are facing a lung cancer diagnosis, their caregivers and providers.

## Covered Diagnoses:

All WV residents diagnosed with lung cancer, or in process for screening for lung cancer are eligible for service.

## CareLine Services Included:

- **Access to care issues**
  - Lack of coverage resulting in no access to care
  - Inability to afford medical and pharmaceutical co-payments and coinsurance
  - Screening and assistance enrolling in insurance for uninsured patients
  - Lack of access to required healthcare due to cost, transportation issues and coverage denials
- **Assist patients with insurance denials**
  - Review denial letter and provide direct insurance appeals for all levels of appeals available to a member
- Review and educate on **insurance plan language**
- Assist with workplace **and employment protections**
- **Employment challenges** including loss of income and compromised benefits that impact access
- **Medical debt crisis** that has impacted or stopped required care
- **Cost of living debt crisis** that forced many to choose between paying for treatment or paying for their essential costs of living, often resulting in a decision to go off therapy

## Contact Us!

- 1-866-684-2479
- <http://tinyurl.com/wvlccl-intake>
- **Hours:**
  - Monday - Thursday, 8:30 AM - 5:00 PM EST
  - Friday, 8:30 AM - 4:00 PM EST

More at <https://wvlungcancer.pafcareline.org>

## Program Guidelines:

- The patient must be a current WV resident
- Patient must be diagnosed with Lung Cancer or in process of seeking screening for Lung Cancer

**WV LUNG CANCER**  
*CareLine*

