



LLS Patient Aid Program Frequently Asked Questions

1. How do I know if I am eligible?

To be eligible for the Patient Aid Program, the patient must:

- *Be a United States citizen or permanent resident of the U.S. or a U.S. territory.*
- *Patients must have a confirmed diagnosis of blood cancer, be in active treatment, scheduled to begin treatment or in follow up care, all attested to by the patient or care team member.*
- *There are no income criteria.*
- *Patients may be insured or uninsured.*

2. Are translation services available?

Yes. Please call 877-557-2672 for assistance.

3. Can a healthcare professional and/or caregiver apply to LLS Financial Assistance Programs for me?

Yes. A healthcare professional, such as your doctor, a social worker, a financial counselor, nurse, patient advocate, etc., can apply for the program on your behalf either by phone or through the online portal. The portal is available 24 hours a day. The call center is available Monday through Friday 8:30AM to 5PM EST.

4. Why are you asking me for my income if the program is not income-based?

The Patient Aid Program does not take income into account to determine eligibility. However, Intake Specialists do gather the information to learn more about populations served and to assess eligibility for other available financial programs. Your income information will remain confidential.

5. Does the instant verification system impact my credit score?

No. We are only verifying your identity and residency.

6. Do I, as a patient aid recipient, have to meet the federal poverty level?

No. You do not need to meet the federal poverty level.

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

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

8. 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**.*



PLEASE NOTE: Social security numbers are required for both the patient and the guardian to verify identity and residency.

9. 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 and residency.*

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

10. If I am an undocumented parent/guardian, can I apply on the portal?

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

11. 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 supporting documentation is needed. A letter is also mailed.

12. I received a letter requesting that I send in 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.



13. 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 living situation.

14. 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.

15. 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 877-557-2672. If you applied through the online portal, your account status will reflect your approval or denial.

16. How do I know if have been approved?

You will receive a letter in the mail. In addition to the letter, if you applied through the online portal, your account status will reflect your approval or denial.

17. 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 check within 4 to 7 business days. ***If the patient is underage (<19 years old), the check will be made out to the parent/guardian.***

18. My bank refused to cash my check, what do I do?

*Most banks will not cash a check unless the patient has the balance in their accounts to cover the check in the event that the check bounces. **The best thing patients can do is deposit the check into their account.***

19. I don't have a bank account, what do I do?

We recommend one of the two options below:

- *Sign the check over to a family member or trusted friend who has a bank account, who can deposit the check, and give you the money.*

OR

- *Take the check to the nearest check cashing facility.*

20. How do get assistance if I have questions or have not received my check?

Please call 877-557-2672 available Monday through Friday 8:30AM to 5PM EST or email us at financialassistance@lls.org.

21. Can I apply again for this assistance next year?

*No. Eligible patients receive a **one-time** stipend.*

22. If there are two or more people in a family household with a blood cancer, can they each apply for Patient Aid?

Yes. Each individual patient may qualify for assistance.



23. Can I apply for Patient Aid if I get other financial resources from LLS such as Co-Pay Assistance?

Yes.

24. Once I complete the application, how long should it take for me to receive my check?

If approved, you will receive a check in the mail within 7 to 10 business days.

25. How long should I wait to call to verify that my application has been approved if I do not receive a check?

You will receive a letter in the mail. In addition to the letter, if you applied through the online portal, your account status will reflect your approval or denial. You will receive a check in the mail within 7 to 10 business days.

26. Do I have to claim the assistance I receive on my taxes?

As a charity, LLS is exempt from federal income tax and individuals who receive assistance from a charity to meet their personal needs do not generally have to pay federal income tax on the value of the assistance they receive.

27. I am a provider trying to apply for my patient, but am blocked. What is causing this?

If you are attempting to create an application for a patient that already is active in our system you will not be able to create a new account or apply online for the patient until you are linked to the patient on the portal. Please contact us at 877-557-2672, selecting the appropriate option for the program to be linked to the patient.