

## LLS FINANCIAL ASSISTANCE PROGRAMS

### Frequently Asked Questions

*If you have questions, need translation or technical assistance, please call 1-877-557-2672 or email [financialassistance@lls.org](mailto:financialassistance@lls.org). Thank you!*

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#### General Questions

- 1. I started an application and now the website has the fund listed as fully subscribed. What do I do?**

LLS allows all applicants 30 days (about 4 and a half weeks) to submit a completed application. Even if the website says the program is fully subscribed, you should continue to fill out the application and submit all required supporting documents.
- 2. Can a healthcare professional and/or caregiver apply to LLS Program for me?**

Yes, A healthcare professional can apply for the program on your behalf either by phone or through the online portal.
- 3. Does the instant verification system impact my credit score?**

No. We are only verifying your identity, income, and residency.
- 4. 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. If you have registered on the portal, you can also check the status there.
- 5. 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.
- 6. What if I do not want to provide my Social Security Number?**

Your Social Security Number is used to verify your identity, income, 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 and residency.
- 7. What if I have no income or am homeless?**

*Have additional questions? Please call us at 1-877-557-2672 or email [Financialassistance@lls.org](mailto:Financialassistance@lls.org). Thank you!*

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.

**8. What happens if I need to relocate for treatment and have a temporary address?**

You should call 1-877-557-2672 to speak with an Intake Specialist to update your information.

**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 **NOT** be able to apply over the portal. You will be asked to provide supporting documentation for proof of identity, residency, and income.

**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) or W2s
- Social Security Award/Benefit Statement
- Statement of Pension or Retirement Benefits, Alimony and/or child support, Workers' compensation, Dividends and/or interest income, Short Term and/or Long-Term Disability Benefits, and Unemployment Benefits

**10. 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, income, or residency, you will be asked for additional documentation.

**11. 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.

**12. 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.

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

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

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

If your application is approved, you will receive a letter of approval in the mail within 4 to 7 business days, along with instructions on how to use your award.

**15. I applied over the phone and lost my approval letter. Am I able to sign up for the portal to access my award information?**

Yes. You can register for the portal and access your award information even if you applied over the phone.

***Have additional questions? Please call us at 1-877-557-2672 or email [Financialassistance@lls.org](mailto:Financialassistance@lls.org). Thank you!***

**16. How do I check the status of my application and/or I find out what my award balance is?**

The best way to get real time updates on your award balance is to use the Quick Search Tool.

- [Co-Pay quick search tool](#)
- [Patient Financial Assistance quick search tool](#)

Your award balance is also available on the portal.

**17. What if I change my doctor or pharmacy?**

Patients enrolled in the LLS 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.

**18. What should I do if my income has changed?**

You should call 1-877-557-2672 to speak with an Intake Specialist who will provide personalized service through the application process.

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

No. The patient will receive a letter informing you if additional documentation is required.

## **Co-Pay Program**

**1. Does LLS Co-Pay Assistance Program pay for over-the-counter medications?**

No, the Co-Pay Assistance Program only reimburses costs for medications prescribed by a healthcare provider and covered by your insurance.

**2. How does Instant Decision work and do I have to submit any additional information to the program after my application has been approved?**

Patients are temporarily approved if they pass the automated check for income\*, residency, and identity. Approved patients will have 30 days to submit an LLS Diagnosis Verification form signed by their treating physician. If the Diagnosis Verification Form is not submitted by the 30-day deadline, the application and award will be discontinued.

\*Patients who do not pass the income check will not be temporarily approved and must submit supporting documentation within the 30-day deadline.

## **Travel Programs**

**1. Does the program reimburse expenses a patient has already incurred?**

No. The program only covers expenses incurred during the award coverage period. If you are unsure of your award coverage period, please call 1-877-557-2672.

**2. What types of expenses are not allowed on my LLS travel card?**

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

**3. What if I go for a second evaluation for CAR T-cell Therapy?**

If you are still within your award period, you can continue to use your card to cover travel and lodging expenses related to your evaluation for Pre CAR T-cell Therapy. If your award has already expired (after six months), you can reapply. Please note, program continuation is dependent on the availability of funds.

### **Local Financial Assistance**

**1. Once my application is approved, how long will it take for me to receive the check?**

You should receive a check in the mail within 7 to 10 business days. If you don't receive the check after 10 business days, please call 1-877-557-2672.

**2. If I am approved for Local Financial Assistance, can I apply to other programs as well?**

Yes, you can apply to any of the other programs while funding is available.

### **Urgent Need Program**

**1. Once I (HCP) complete the application, how long will it take for my patient to receive their check?**

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

**2. I am 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 is already active in our system, you will not be able to apply online. To resolve the issue, you will need to contact 1-877-557-2672.

**3. Can I apply for the Urgent Need Program on behalf of my patient if they already receive assistance from other financial resources at LLS such as Co-Pay Assistance?**

Yes.