



LLS COVID-19 Patient Financial Aid Program Frequently Asked Questions

1. How do I know if I am eligible?

To be eligible for the LLS COVID-19 Patient Financial Aid Program, the patient must:

- *Patients must be U.S. citizens or permanent residents and reside in the U.S. or U.S. territories*
- *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.*
- **Patients do not need to have a COVID-19 diagnosis to qualify**
- *There is no income criteria to qualify for this program*
- *Patients may be insured or uninsured*

2. Can I apply for LLS COVID-19 Patient Financial Aid Program if I get other financial resources from LLS such as Co-Pay Assistance?

Yes.

3. Are translation services available?

Yes. Please call 877-557-2672 option 5 for assistance.

4. 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.

5. Can I apply again for this assistance?

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

6. How do I activate my card? ***Please see our COVID-19 Card FAQ for more information.**

*To activate your card, please call 1-877-557-2672, **press 0 for our dedicated card activation line**, Monday through Friday, 8:30AM to 5:00PM EST.*

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

The LLS COVID-19 Patient Financial 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.

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

No. We are only verifying your identity and residency.

9. 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.

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**.

PLEASE NOTE: Social security numbers are required for both the patient and the guardian to verify identity and residency. The patient application will not be run through the instant verification system, which requires a social security number, and the family will receive a letter in the mail instructing them to submit supporting documentation to verify identity and residency.

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 option 5 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

12. 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 option 5.

13. Do I need to know my physician's NPI or Tax ID?

No. You do not need to know this information to complete your application.



14. Why does the portal application ask me for my physician's NPI or Tax ID if it is not required?

*The portal application provides you with the option to SEARCH for your provider/physician using their NPI or Tax ID, but it is **NOT** a requirement. We recommend you search for your physician/provider using their FIRST and LAST name.*

15. 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.

16. 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.

17. 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 option 5..

18. 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.

19. 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 prepaid Visa card within 7 to 10 business days.

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

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

21. If there are two or more people in a family household with a blood cancer, can they each apply for LLS COVID-19 Patient Financial Aid Program?

Yes. Each individual patient may qualify for assistance.

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

If approved, you will receive a prepaid Visa card within 7 to 10 business days..



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

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 prepaid Visa card in the mail within 7 to 10 business days.

24. 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 option 5, selecting the appropriate option for the program to be linked to the patient.