

80% of patients said that they needed more help at the time of their prostate cancer diagnosis



No Man Stands Alone

To help men who have been diagnosed with prostate cancer, ZERO, in partnership with the Patient Advocate Foundation, created a new program, ZERO360: Comprehensive Patient Support. Launched in October 2016, ZERO360 provides free, confidential expertise to help guide patients through their cancer journeys. For some, that means consistent access to prescribed treatments and therapies, help making treatment decisions, and a better understanding of their coverage options. For others, it's help accessing financial resources to pay for treatment, and support for other needs patients encounter from diagnosis to survivorship.

A Cancer Diagnosis, Job Loss, and helplessness

A 56-year-old man was recently diagnosed with Stage IV prostate cancer. Shortly thereafter, he lost his job and had to move in with his daughter. Now he had unpaid bills, no income, and no savings. He thought he had been approved for Medicaid and was scheduled to begin chemotherapy, but needed help to apply for Social Security Disability Income (SSDI) and food stamps.

Resolution

The ZERO360 case manager consulted with the patient to uncover additional details about his needs. His Medicaid application had been taken at the hospital, but he had not received any follow-up. He did not know the effective date of the Medicaid approval, or whether his case had been approved for retroactive insurance coverage, which would address some of the unpaid bills. The case manager explained why these questions are important, and the patient agreed to call the local Social Security Administration (SSA) office with contact information provided by the case manager.

She educated the patient about how to verify his status and why he needed to get his SSA caseworker's name and number.

Because the patient was starting treatment on the following day, the case manager made it her priority to schedule an appointment with the SSA within three days. The case manager outlined the information he would need to have on-hand for the application (including his work history and medical records). After multiple unsuccessful calls to the SSA, the case manager explained how to apply online at the SSA website.



The case manager confirmed the patient's understanding, ability, and confidence to complete that online application, and they agreed she would follow-up with the patient to determine whether he had been able to enroll online. On their next call, the patient reported that he had applied for SSDI and been approved for Medicaid. Those benefits included retroactive coverage to the date of his original hospital admission, two months prior. The case manager explained how to notify the hospital about the approval and his Medicaid number. These actions relieved the patient of worry about unpaid bills.

The case manager now turned her attention to his prescription and nutritional needs. She confirmed that his 12 prescriptions were covered through Medicaid, and that his cost-share for those meds was affordable. Though he thought there was an application on file for Food Stamps, his SSDI application did not reflect this. The case manager helped resubmit his application. The patient was again hospitalized, and the case manager provided continued support via conference calls to ensure that the food stamp application was filed, pending, and would be expedited for compassionate allowance. She also provided the patient with a publication that addressed frequently asked questions related to disability.

RESULTS

- Enrollment in Social Security Disability Income and Medicaid programs
- Retroactive health care coverage benefits realized
- 12 prescriptions covered
- Food Stamp application filed

ZERO 360 AT-A-GLANCE

- 69% Patients who need insurance and financial assistance
- 19 Average number of actions taken on behalf of a patient
- 55 Most patients are over the age of 55 years
- 45% Most patients have Stage IV prostate cancer
- 60% Most patients have income of \$35K or less

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