

PAN Foundation

ANNUAL REPORT 2021

# Supporting the whole patient

CO-PAY ASSISTANCE AND BEYOND



## ABOUT US

The PAN Foundation is an independent, national 501 (c)(3) organization dedicated to helping federally and commercially insured people living with life-threatening, chronic, and rare diseases with the out-of-pocket costs for their prescribed medications.

Since 2004, we have provided more than 1 million underinsured patients with \$4 billion in financial assistance. Partnering with generous donors, healthcare providers, and pharmacies, we provide the underinsured population access to the healthcare treatments they need to best manage their conditions and focus on improving their quality of life.



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## Dear colleagues,

It's an enormous privilege to share with you that, thanks to our incredible donors, tireless healthcare professionals, and dedicated partners, the PAN Foundation has helped more than 1 million patients with life-threatening, chronic, and rare illnesses start and stay on essential medical treatment since our founding.

While we are proud to mark this milestone 17 years in the making, we remain focused on accelerating solutions to achieve health equity for every individual facing an illness.

From providing financial assistance for nearly 70 diseases to helping patients with their transportation needs, our initiatives remove barriers to treatment, address daily needs, and lead to improved health outcomes. Where our nation's safety net ends, we step in.

Our work underscores the continued need for legislative and regulatory reforms that will relieve the financial burden of living with a chronic disease and address health inequities. To that end, we've bolstered our national advocacy footprint by expanding our policy platform and network of partners, allies, and coalitions. Thousands of patients and supporters also joined us this year to ask elected officials for action on policy solutions. We will continue to represent the patient voice in the halls of Congress until healthcare is accessible and affordable for all.

In the pages ahead, you'll meet a few of the first million people served through our programs. You'll also hear from donors, healthcare professionals, advocates, and partners about the impact of a PAN grant and the importance of the patient perspective in developing long-term policy solutions.

As we look to the future, we are committed to meeting people where they are and supporting them along their health journey.

Thank you for helping to ensure that people don't face the impossible choice between making a housing payment or taking a life-saving medication. Achieving our vision of a country without barriers to health requires your continued support, and for that, we are grateful.

**Yours in service,**



**Kevin L. Hagan**  
President and CEO, PAN Foundation



**Deanna Banks**  
Board Chair, PAN Foundation

# Who we served

**Bill Rode**  
Avid angler



**Margaret Haskell**  
Outdoorswoman



# Meet our first million

In 2021, we reached a milestone, surpassing 1 million patients served. We're proud of the financial assistance we've provided to those living with chronic and serious conditions, but we know that our patients are more than just a diagnosis. In the pages of this report, you'll get to meet some of the grandmothers, veterans, animal lovers, and friends we've been honored to help this year.

## About our 2021 grant recipients

### INSURANCE TYPE

**97%**  
are on Medicare

### AVERAGE GRANT AMOUNT

**~\$5,700**

### AGE

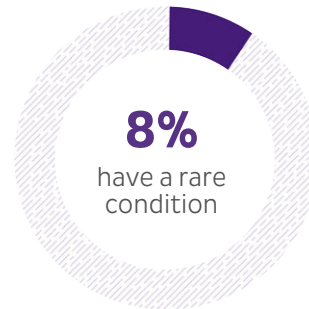
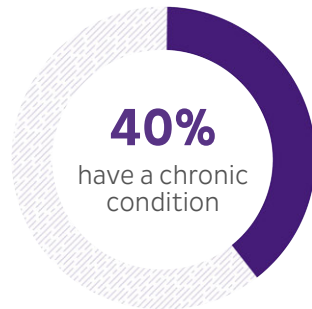
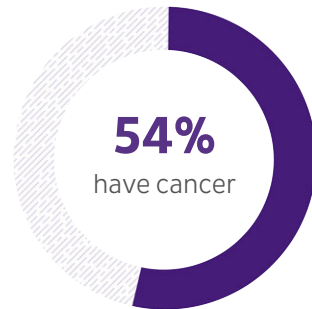
**87%** are over 65  
**74** average age

### AVERAGE INCOME

**~\$28,000**  
for a single-person household in 2021

**~218%**  
of the federal poverty level

### TYPE OF ILLNESS



NOTE: Patients may have multiple conditions and be counted among multiple categories.

**Rob Dempsey**  
Biker

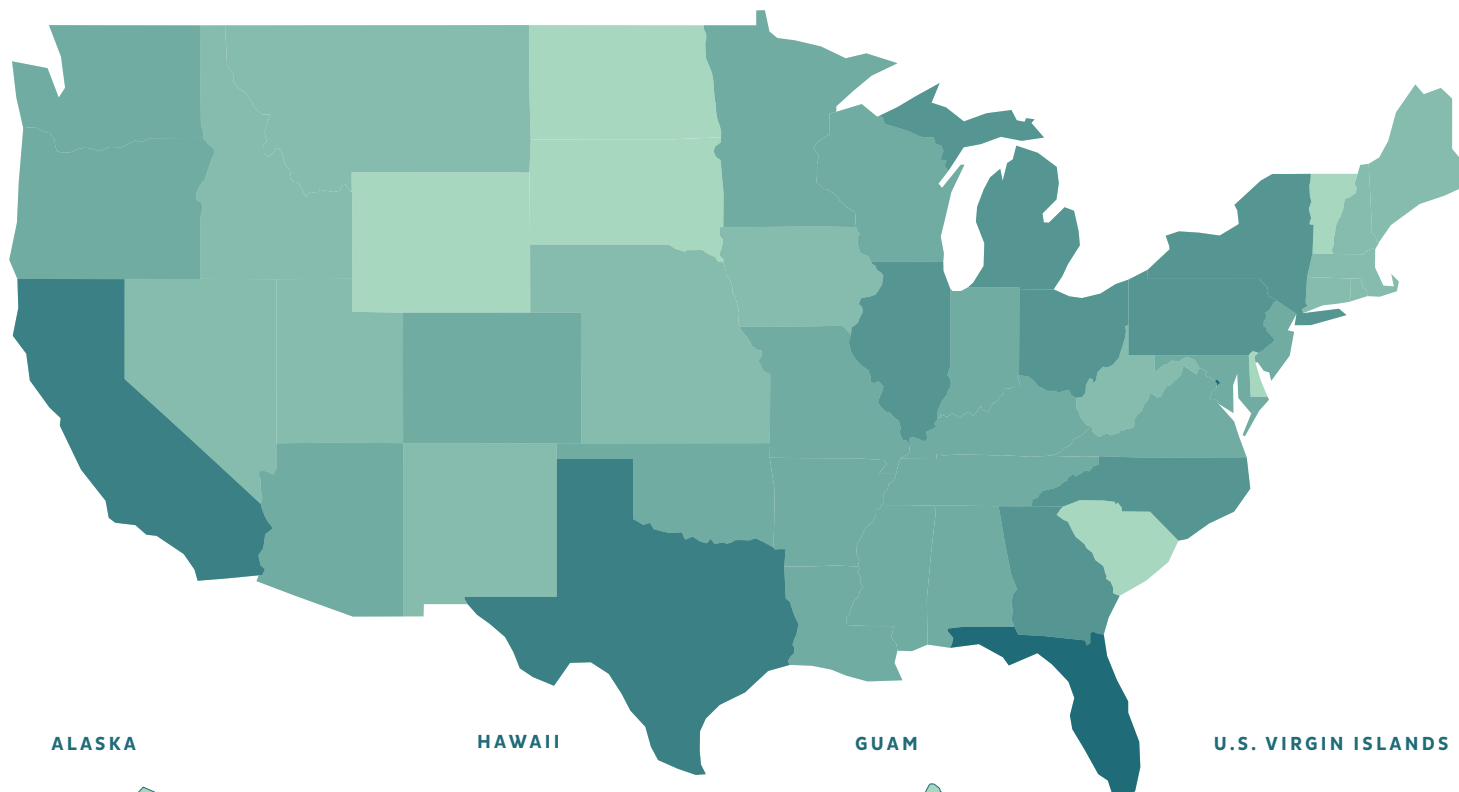


In 2021,  
we helped  
**160,554**  
patients  
by providing  
**more than**  
**\$380 million**  
in financial  
assistance.

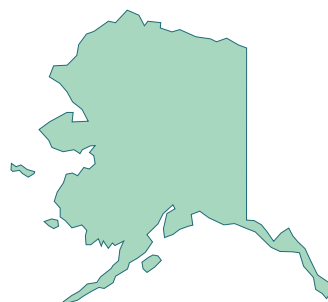
NUMBER OF PATIENTS ASSISTED IN 2021



CONTINENTAL U.S.



ALASKA



HAWAII



GUAM



U.S. VIRGIN ISLANDS



AMERICAN SAMOA



NORTHERN MARIANA ISLANDS



PUERTO RICO



# Our impact



**Gladys M. Hodges**

Flower lover, photographer



**Shirley Hanks-Eppinger**

Music enthusiast, reader



# Helping the whole patient

“When you are unable to get your medication that you depend on, it can be very disturbing. Medication should be available to everyone, whether rich or poor. I feel more secure knowing PAN helps with my medication.”

**Constance Alexander**  
Patient from Tennessee

## Before...

receiving financial assistance from the PAN Foundation, **more than half of patients** did not take their medication or took fewer doses than prescribed because they were worried about the cost.

## After...

receiving financial assistance, **more than 96 percent** of patients reported that PAN’s support helped them:

- Take medications as prescribed
- Reduce their family’s stress
- Cover other medical bills and expenses
- Improve their overall quality of life

## New funds

- Biliary tract cancer
- Graft versus host disease
- Hemolytic uremic syndrome
- Liver cancer
- Myasthenia gravis
- Neuromyelitis optica spectrum disorder
- Paroxysmal nocturnal hemoglobinuria
- Schizophrenia
- Von Willebrand disease



## World-class service

337,373

CALLS ANSWERED

9.6/10

PATIENT SATISFACTION SCORE

5,640

HEALTHCARE FACILITIES  
AND PHARMACIES

in our network

12

LANGUAGES

used to support patients

888,756

CLAIMS PROCESSED

on behalf of our patients

26,638

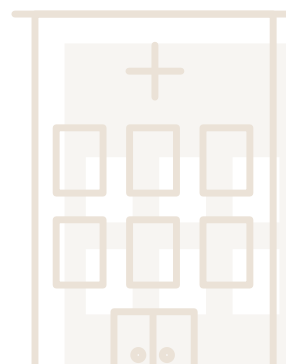
PATIENTS REFERRED

to alliance partners



**Rabinder Bharadwaja**

Animal lover, musician



# Our initiatives



**Dan Groff**  
Woodworker, animal lover



**Patricia Pinkard**  
Proud grandma



## Our policy position

Public and private insurers should adopt policies that mitigate barriers to treatment. Addressing social determinants has the potential to improve patient health outcomes and reduce avoidable healthcare spending.

# 30%

of adults reported they **could not afford to pay more than \$100** for a sudden health emergency.



# Addressing social determinants of health

In 2021, we explored more ways to support our patients holistically. Understanding social determinants of health is critical for patient support and improving treatment adherence. With that in mind, we continued expanding our programs and services, assessing the needs of our patients, and advocating for legislation that will improve lives.

We also polled adults across the U.S. about their greatest concerns.<sup>1</sup> The results showed that:

- A third of adults have been concerned over the past 12 months about their ability to feed themselves and/or their families
- Adults and seniors are not receiving eye exams and dental checkups at the recommended frequency because they lack insurance or can't afford them

In the coming year, we will continue to work to expand our support services and advocate for legislation that achieves health equity for all.

### PAN'S IMPACT

- Developed a patient need evaluation form for patient advocates and healthcare professionals after a comprehensive survey of our patients' socioeconomic barriers to health
- Expressed support for two federal, legislative bills related to social determinants of health, including the Social Determinants Accelerator Act
- Provided information about patient needs to the Social Determinants of Health Congressional Caucus

<sup>1</sup>This November 2021 survey included 2,200 adults and weighted data to a target sample of adults based on gender, educational attainment, age, race, and region.



# Extra Help application support

The Extra Help program is a federal aid program that helps people on Medicare drug plans, who have a fixed or low income, pay for the monthly premiums, annual deductibles, and co-pays related to their prescription medications. The program can dramatically lower what patients pay for medications, but many people don't know about it, and the application is complex.

We added Extra Help application support to our portfolio of services in 2021, partnering with TailorMed, a leading patient financial navigation technology company.

Through a successful pilot program, more than 600 PAN grant recipients made an appointment with TailorMed's financial navigation team to learn about and apply for the federal Extra Help program. We are committed to continuing to help new

and existing PAN patients complete their applications and alleviate healthcare burdens.

PAN's Extra Help education hub, a free resource created for patients and healthcare providers, also won bronze in the category of "web-based digital help, microsite" at the spring 2021 Digital Health Awards, organized by the national Health Information Resource Center.

## PAN'S IMPACT

- 10,855 people visited the Extra Help education hub
- 855 healthcare professionals registered for a webinar about the program and application process
- One letter sent to policymakers, and one op-ed co-authored with the National Council on Aging, detailing strategies to expand and enhance the Extra Help program

## Our policy position

The Medicare Part D Low-Income Subsidy (LIS) program—also known as Extra Help—should be modernized to increase enrollment and provide continuity for individuals from one year to the next.

“Connecting with PAN was a huge weight off me and my husband. I am just grateful and thankful for every person and every place that had a part or role in my healing process. Because it's very crippling when you're not able to get what you need, to help manage your care.”



**Jaqueline Hall**  
Texan, wife to Juan for 31 years



## Our policy position

Older adults should have access to affordable mental health services and support, including appropriate medications.

# 52%

of seniors reported that **cost was the main barrier to receiving mental health treatment**, specifically the cost of ongoing therapy or seeing their healthcare provider.



# Expanding mental health services

There is very little charitable assistance available to support patients with a mental health diagnosis, and we believe that healthcare must be inclusive of mental health.

We launched our first mental health fund in 2020 for bipolar disorder, adding a partnership with the Depression and Bipolar Support Alliance. In 2021, PAN expanded mental health services by launching an assistance fund for people living with schizophrenia, along with a new partnership with the Schizophrenia & Psychosis Action Alliance.

Approximately 50 percent of patients with a schizophrenia diagnosis do not take their prescribed medications as directed by their healthcare providers. Our assistance fund provides a 12-month grant to help patients pay their co-pays and maintain their treatment as directed.

We also conducted national polling to better understand the mental health needs of older adults.<sup>2</sup>

The results showed that **the majority of seniors had never had a mental health screening**, and about 40 percent of those seniors were concerned about maintaining their mental health.

### PAN'S IMPACT

- Launched a schizophrenia assistance fund
- Initiated a partnership with the Schizophrenia & Psychosis Action Alliance
- Conducted one national poll among older adults
- Published an issue brief and two opinion pieces on the importance of mental health coverage



PATIENT PERSPECTIVE

# Mary-Allen’s story

As a social worker for more than 30 years, Mary-Allen Harwood spent a lot of time helping others, especially helping people in need find resources to pay for things they couldn’t afford.

After an on-the-job accident, she had to have numerous surgeries and was unable to work. Her road to recovery was a long one. The series of events with her physical health affected her mental health, as well, and she experienced depression as she navigated the physical and financial repercussions, losing her health, her job, and eventually her home.

With the care of her providers and some trial and error, Mary-Allen was able to find a treatment plan that helped her maintain her mental health, including daily medication, but it was expensive.

“My medicine bills were getting so ridiculous that I was having to choose, ‘Do I want medicine or groceries?’” she said. “I had heard people talk about that before, but that was my first time facing it.”

She fell back on her training as a social worker and looked for resources, which is how she found PAN’s bipolar and schizophrenia co-pay assistance funds.

“The stability that [the grants] brought me is just incredible. And if I hadn’t been a social worker, I’m not sure how I would have ever stumbled upon it.”

**Mary-Allen Harwood**  
Good friend, nature lover



She was also referred to patient support organizations that work with PAN as alliance partners, who connected her with peer support groups and educational resources.

“I’m so glad that my head is so much clearer now. Really, the biggest thing through the peer support is the sense of not feeling alone,” Mary-Allen said.

With her medication managed and the co-pay support from PAN, Mary-Allen can focus on the joyful parts of her life, like her four nieces and nephews, the music and culture of Louisiana, and soon, adopting a new kitten.

“I just try to be a kind influence in this world,” she said.



# Transportation support

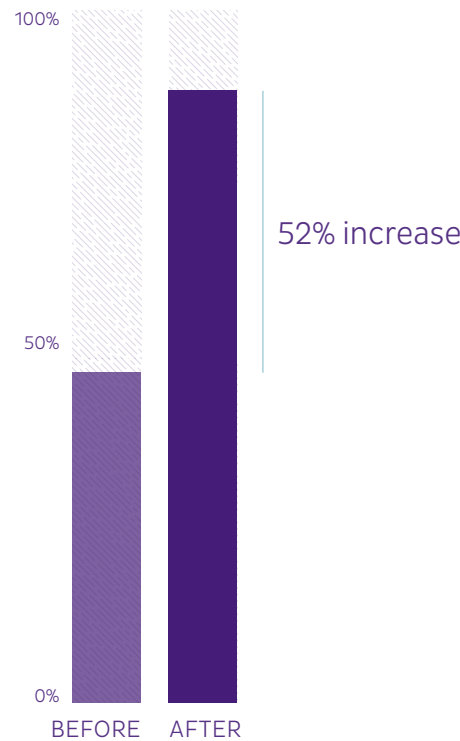
We celebrated the one-year anniversary of our transportation assistance fund by reflecting on its impact and looking for ways to improve the support offered.

To date, we've provided nearly 3,000 patients with \$500 prepaid debit cards to supplement approved transportation costs related to their medical care.

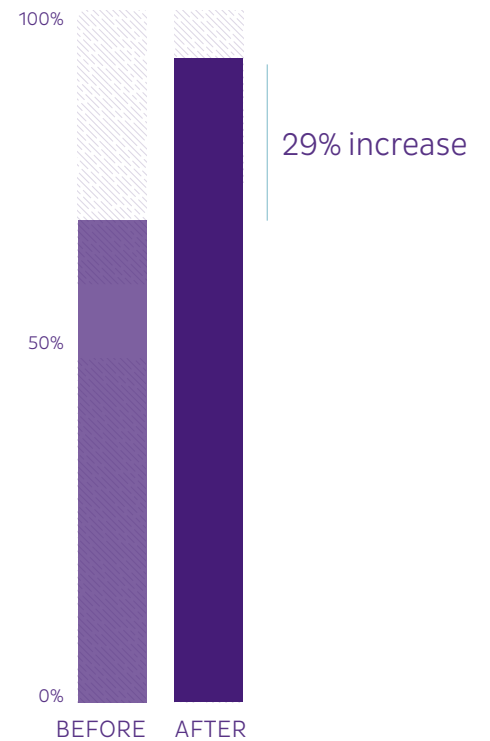
A survey of patients showed that transportation grants greatly **improved quality of life and increased medication adherence by more than 50 percent**. Patients reported that they were able to see their doctors and pick up their prescriptions at the pharmacy more reliably.

We also learned that patients were using their grants most frequently to pay for lodging and taxis to and from medical appointments. We plan to continue expanding our program to cover transportation needs that support an individual's health, whether they are accessing healthcare services, social support, or nutritious food.

## Transportation grants improved quality of life



Adherence to taking medications **increased by 52%**



Adherence to physician visits **increased by 29%**





PATIENT PERSPECTIVE

# Lara's story

Lara Evans tries not to let her illness define her life. The Atlanta resident has three kids, her first grandchild on the way, and a love of bowling.

But she also lives in pain. Because of her rheumatoid arthritis, her joints are often swollen and painful. She uses a cane, sometimes requires braces on her wrists, and at times finds it very painful to move.

“When I miss my medicine, I know I haven’t taken it,” she said, explaining that with a fixed income and rising utility costs, sometimes she just can’t afford it.

She is enrolled in the federal Extra Help program, a program that lowers out-of-pocket costs for people with low income, but she still needs more help. Her income is about \$1,000 a month, so after rent, there isn’t much left.

## Lara Evans

Soon-to-be grandma, bowler



Her PAN grants have helped her with her medication co-pays, as well as transportation to get to her doctor and pharmacy. Because her pharmacy is in her supermarket, she makes sure to maximize her grant dollars and pick up her prescriptions and groceries during the same trip.

**“I get the chance to kill two birds with one stone, so that really helps. When you’re on a fixed income, every little bit makes a difference.”**

Lara hopes to see Congress reform Medicare, setting a limit for what beneficiaries pay out of pocket each year and making prescriptions more affordable. But in the meantime, she is focused on staying positive, maintaining her health, and getting ready to be a grandma.

“We don’t have to have a whole bunch. We can have chips and dips and sit around and talk,” she said. “Being with family is the most important thing to me.”



Martha Sue Meek  
Painter



# COVID-19 support

When COVID-19 first hit, we reacted quickly, launching a fund to support those affected. In total, **we raised nearly \$3 million to help people** living with serious illnesses who had been impacted by COVID.

As the pandemic continued, we surveyed our grant recipients to identify the greatest areas of need by key social determinants that affect health outcomes. Patients indicated a high need for financial assistance to pay for groceries and transportation, tracking with national trends.

In total, we provided financial support to 8,583 people through our COVID-19 grant program. We are anxious to put the pandemic behind us, but until then, we will continue working to support our patients.

## ASSISTANCE BY CATEGORY

73.1% Food

11% Transportation

7.6% Medications & medical supplies

6.3% Other

2% Co-pays





PATIENT PERSPECTIVE

# Angela's story

Every day, Angela Thomas-Davis starts the day with her favorite phrase: good morning. The Texas resident has been living with multiple myeloma for nearly a decade, so she sees each day as a gift.

Paying for her treatments over the last 10 years has been a challenge, punctuated by searches for charitable grant support to afford her medical care. As a Medicare beneficiary, Angela is one of the millions of people living in the U.S. with no limit on her out-of-pocket prescription costs. She is still working to pay off thousands of dollars in debt that she incurred to continue her treatment after one grant ran out of funding.

Through it all, she still considers every dollar of support and every day a blessing, especially when she can video chat with her grandchildren and “granddog” in London.

## Angela Thomas-Davis

Optimist, grandma

In 2021, Angela received financial aid through a COVID-19 support fund from the PAN Foundation, which helped her buy food and other essentials. She had previously received a multiple myeloma grant through PAN, as well.

“Because I had to self-quarantine, I needed every means of financial assistance to pay my bills and household expenses. The PAN grant has taken extra added stress off of me.”



She explained that the support has helped her family through a challenging year.

“It’s an awesome feeling to see another year, and another day to say ‘good morning,’” she said.

# Patient support and education

**Diane M. Drew**  
Animal lover, cook



**Greg Scaffer**  
Hiker





# How we support patients

- ✓ We provide economically vulnerable patients with life-threatening, chronic, and serious illnesses financial assistance to help cover their out-of-pocket treatment costs.
- ✓ We connect patients with community support through our network of 23 dedicated alliance partners who provide disease-specific education and resources.
- ✓ We offer add-on services for eligible PAN patients, including:
  - Financial assistance to pay for transportation costs associated with their treatment.
  - Free, one-on-one application support to enroll eligible PAN patients in the Social Security Administration's Extra Help program.



**Leslie Roper**

Travel lover, entrepreneur

- ✓ We host an advocacy action center to amplify the voices of our patients as they urge policymakers to lower out-of-pocket costs and increase access to healthcare.
- ✓ We engage patients through a monthly newsletter that helps them manage their grants and gives them opportunities to share their stories, provide feedback, and advocate for lower out-of-pocket costs.



# Alliance partner model and impact

“[The alliance partners] have a lot of resources online, a lot of great articles, and they have peers that you can talk to on the phone or on the computer. They understand the journey that I’m on.”

**Mary-Ellen Harwood**

See her full story on page 15

## Our network of support

While patients come to PAN for co-pay assistance, we are able to offer even more.



**IN 2021, WE REFERRED NEARLY**

# 27,000

**PATIENTS**





to our alliance partners for additional resources and support.

These leading, national organizations offer peer counseling, disease-specific education, and other follow-up services to patients, loved ones, and caregivers who have requested this support.

## Aligned in our advocacy goals

We mobilize our alliance partner network to work on shared advocacy goals, bringing a cohesive and compelling voice to the affordability challenges faced by patients.

**IN 2021, WE WORKED WITH PARTNERS TO:**

-  Discuss policy priorities
-  Conduct outreach to policymakers
-  Co-author opinion pieces on long-overdue Medicare reform and the legislation our patients need
-  Engage patients to bring their voices to the halls of Congress



## OUR PARTNERS

American Brain Tumor Association

American Liver Foundation

American Lung Association

Amyloidosis Foundation

Aplastic Anemia & MDS International Foundation

Bladder Cancer Advocacy Network

Bone Health & Osteoporosis Foundation

Colorectal Cancer Alliance

Cushing's Support and Research Foundation

Depression and Bipolar Support Alliance

International Waldenstrom's

Macroglobulinemia Foundation

Melanoma Research Foundation

Mended Hearts

MPN Advocacy & Education International

Multiple Sclerosis Association of America

National Hemophilia Foundation

National Kidney Foundation

Parkinson's Foundation

Prevent Blindness

Prostate Cancer Research Institute

Schizophrenia & Psychosis Action Alliance

SHARE

Sickle Cell Disease Association of America Inc.

“The PAN Foundation and the Aplastic Anemia & MDS International Foundation have been working together for years to ensure our patients have improved access and affordability for the lifesaving medications they need. We appreciate our partnership with the PAN Foundation and look forward to strengthening our collaboration in the future, as well.”



**Janice Frey-Angel**

CEO, Aplastic Anemia & MDS International Foundation



# FundFinder update

“The ease of having most of the foundations for these patients in one place is invaluable. It saves me a ton of time and makes my job a lot easier. FundFinder has saved the lives of many that would otherwise not be able to afford these life-saving medications.”

**Lacey Blady, RN**

Pontchartrain Cancer Center, serving patients in Louisiana

FundFinder is a free, web app that allows users to sign up for real-time alerts when disease-specific financial assistance becomes available.



## TYPE OF USERS

- 59.4%** Patient
- 14.2%** Healthcare provider
- 9.7%** Caregiver
- 7.8%** Pharmacy
- 2.6%** Patient advocacy organization
- 6.3%** Other

## 2021 IMPACT

Surpassed **50,000 users**

Sent **541,795** email and text **notifications**

Tracked **over 200 funds** at nine charitable foundations

Listed **135** advocacy and patient **support organizations**



# Healthcare heroes +

**Amy Elgin**

Patient Resource Coordinator,  
serving patients in South Carolina



**Marsha Sneller**

Pharmacist, serving  
patients in Iowa



# How we support healthcare professionals



**Tammy Richardson**

Pharmacist, serving patients in Texas

- ✓ We share comprehensive information about our funds on our website, including eligibility criteria, medications covered, and diagnosis codes.
- ✓ When a PAN program closes, we share referrals to open patient assistance programs at other charitable foundations.
- ✓ We provide step-by-step portal guides to help healthcare professionals navigate our portals and save time as they manage grants for patients.
- ✓ We have a dedicated provider and pharmacy support team, including an in-house pharmacist.
- ✓ We offer personalized training sessions on our processes for healthcare teams.
- ✓ We create advocacy resources to break down complex aspects of the healthcare system—and help healthcare professionals become informed advocates for their patients.

PROFESSIONAL PERSPECTIVE

# Donna's story

The world needs more people like Donna Cortright.

She has supported patients for more than a decade, spending the last three years as a patient financial assistance coordinator with Hartford HealthCare in Connecticut. In her role, she helps patients understand their insurance benefits, gaps in coverage, and find financial assistance when needed.

"I have spoken with patients who were considering the decision to not continue treatment, out of fear treatment costs will compromise their family's sustainability," she said.

Donna feels proud each time she can connect a patient in need with funding that will help them manage their care and continue to take their medication as prescribed.

**Donna Cortright**

Patient Financial Assistance Coordinator,  
Hartford HealthCare, Connecticut



"Each and every patient I work with states the same thing: that they are so very grateful for the support [PAN] provided, and without that support, they feel they could not have as successfully faced their health challenges," she said.

**"PAN allows patients the financial security to focus on what is most important in their life: their physical and emotional well-being, their family and friends, and the ability to be strong in an uncertain time."**

She's also proud of herself. She attended college after her three children graduated high school—graduating with 4.0 GPA. She said it was challenging, yet magical, and because she always enjoyed helping people, healthcare was a natural fit.

"Each day brings an exciting new adventure and the opportunity to advocate and support those around us, which for me is the most rewarding role of all," she said.

PROFESSIONAL PERSPECTIVE

# Misty's story

Navigating a serious illness can take a village, and Misty Patterson is grateful to be a part of it.

As a patient care coordinator at the North Georgia Urology Center, where she often works with patients newly diagnosed with prostate cancer, she helps identify financial assistance opportunities.

“When they come into my office, their minds are still trying to process their diagnosis,” she said. “Then we start talking about medications and cost, and when they realize that they have someone to help navigate through all the red tape and insurance hurdles, they are able to take a deep breath and breathe easier.”

Misty realized early on in her career that medication costs are just one part of the equation, noting that many patients live on

## Misty Patterson

Patient Care Coordinator and Office Dispensary Manager  
North Georgia Urology Center, Georgia

less than \$1,200 a month and struggle to pay for their rent and other bills.

She keeps a list of food banks and other local and state resources on hand to share for those in need. PAN is one of those resources.

“When [patients] find out people donate money so that they don't have to stop living to keep living, they are always very grateful.”

Misty has also been grateful to take advantage of FundFinder, signing up for notifications for available funding for her patients.



“Those of us working directly with the sick patients are very blessed that we can give them a little hope that tomorrow won't cost them everything they have worked their whole lives for,” she said. “I am so grateful to know people are still genuinely good at heart and donate like they do.”

# Advocating for healthcare access

“We have been working with PAN for years to better serve the needs of people living with Parkinson’s disease, a neurological disease that is very expensive to manage as the disease progresses. We are grateful for PAN’s leadership in advocating for affordability and health equity that will benefit the entire Parkinson’s community.”



**John L. Lehr**

President and CEO of the Parkinson's Foundation



14

**POSITION STATEMENTS**

outlining key policy recommendations to improve healthcare access and affordability

6

**ISSUE BRIEFS**

analyzing and explaining key healthcare issues

5

**NATIONAL POLLS**

exploring healthcare affordability challenges facing older adults

2

**ADVOCACY COALITIONS**

with Medicare Access for Patients Rx (MAPRx) and All Copays Count Coalition

22

**POLICY LETTERS SENT TO CONGRESS AND THE ADMINISTRATION**

to increase healthcare access and affordability

15+

**OPINION PIECES, BLOGS, AND MEDIA MENTIONS**

including Morning Consult, The Hill, Kaiser Health News, and Conquer Magazine



 MORNING CONSULT

**KHN**  
KAISER HEALTH NEWS

**THE HILL**



# Healthcare policy impact

“A person facing a decision whether they are going to live or die based on medication [costs] should never be a question we are asked in the United States. I wish I had the full solution. I’d write up the bill this afternoon.”

**Jim Gillin**  
Grandpa, veteran

There continues to be bipartisan support for Medicare reforms that would make prescription medications more affordable for the 48 million people on Medicare Part D. In 2021, we saw great potential, but no solutions signed into law.

While we continued our advocacy work—from writing opinion pieces to visiting Capitol Hill virtually—we kept our focus on the pressing needs of the people we serve.

According to our national polling, many seniors on Medicare made lifestyle changes and faced tough financial decisions in 2021.<sup>3</sup> About 75 percent of seniors said that they couldn’t afford to pay more than \$200 for their prescriptions each month. Some seniors reported taking on credit card debt to afford their medications, or cutting back on everyday costs, like groceries and transportation.

**Each poll and each conversation with a patient demonstrates the continued need for serious reform.**

## OUR TOP POLICY PRIORITIES

- ✓ Placing an annual cap on out-of-pocket prescription medication costs in Medicare Part D
- ✓ Smoothing out-of-pocket costs evenly throughout the benefit year in Medicare Part D
- ✓ Expanding the federal Extra Help program income eligibility criteria and streamlining the application process
- ✓ Eliminating co-pay accumulator programs in commercial health insurance plans





# A network of advocates

“Do they know what it’s like to choose between your meal and your medicine? [Policymakers] make the decisions, but they are not in the situation. Go to the community to actually see and experience what goes on. Put my shoes on, and see how they feel.”

**Lara Evans**

See her full story on page 17

## THROUGH OUR GRASSROOTS CAMPAIGNS

we plan to keep up the pressure until healthcare is accessible and affordable for all, without discrimination.

## WE HELPED ADVOCATES SEND NEARLY

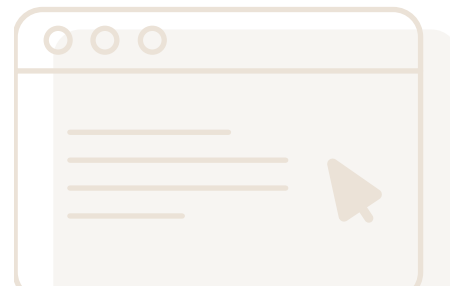
# 16,000 emails

to their representatives supporting lower out-of-pocket costs and other healthcare reforms to increase access and affordability for all.

## PAN ADVOCATES LIVE IN

# all 50 states and all U.S. territories.

Florida, Texas, and California remained the states with the most advocates in 2021.





# Financials



**Ronaldo Jose**  
Retiree, husband



**Dan Steiner**  
Skier

# 2021 Financials

In 2021 we provided **160,554 patients** with **more than \$380 million** in financial assistance for their out-of-pocket costs.

**Giovanni C. Gil**  
Crafter, extrovert



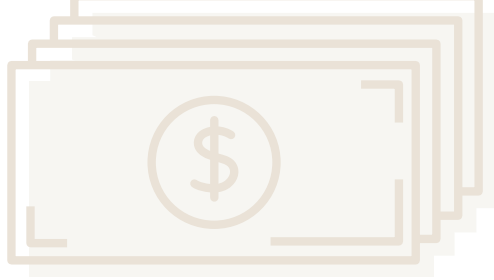
## BREAKDOWN OF 2021 EXPENSES

- 93.4%** Financial assistance provided to patients
- 4.5%** Other program expenses, including fees for program operations, patient determinations, and related services
- 1.7%** Administrative expenses
- 0.4%** Fundraising

In 2021, the PAN Foundation recorded total expenses of **\$406,772,925 million.**

For the last 12 years, **less than one penny of each dollar** contributed to the PAN Foundation has been spent on fundraising.

NOTE: Administrative expenses include investment management fees, which are netted against investment income in audited financial statements.



## REPORTED CONTRIBUTIONS

In 2021, the PAN Foundation reported contributions of **\$297 million.**

These contributions enabled the PAN Foundation to provide financial assistance to more than 160,000 patients through nearly 70 assistance programs in 2021.

In the last five years, contributions have represented more than 98 percent of the PAN Foundation's total support and revenue.

## INCOME AND ASSETS

Total income:  
**\$300,509,445**

Net investment income:  
**\$3,407,885**

Total end-of-year net assets:  
**\$331,012,509**

For more detailed information and to view our 990 tax return and financial statements in their entirety, visit [panfoundation.org/about-pan/annual-reports](https://panfoundation.org/about-pan/annual-reports).



# Supporters

**Scott Matsuda**  
Hiker, nature photographer





SUPPORTER SPOTLIGHT

# Paula's story

Emily Manfredi gave up a lot to support her three daughters when they were growing up, even working two jobs to make ends meet. So, when she fell ill, it only made sense for them to come together for her.

When Emily was first diagnosed with colorectal cancer, she was put on intravenous chemotherapy. After only a few infusions, her health started to decline, and her middle daughter, Paula Lujan, knew they needed to seek another treatment.

There was an oral treatment available that Paula knew would be easier for her mom. The pill had fewer side effects and could be taken at home, eliminating a 30-40 minute commute each way to the doctor downtown.

The only issue? The new medication would cost her \$800 out-of-pocket per pill.

**Paula Lujan**  
Proud PAN supporter



**Emily Manfredi**  
Selfless mother

Paula scoured the internet for options and came across the PAN Foundation. She picked up the phone to apply for assistance for her mom and received the news immediately that they were approved.

“I was excited, I was ecstatic, and I immediately hung up the phone to go call my mom,” she said.

After switching to the oral treatment medication for her cancer, Emily's body responded quickly. Today, she is going on five years of remission.

**“I was truly blessed by the PAN Foundation, and I will forever feel indebted to them because of what they did for my mom.”**

Paula decided to become a monthly donor because she knows PAN will use every gift to help someone like her mom.

“I feel the little donation I give every month could and will make a difference for somebody that is struggling to pay for prescriptions or co-pays,” she said. “They were the only organization that could help my mom and trust me, I checked everywhere.”



# Every donation makes a difference

## THANKS TO OUR GENEROUS DONORS

We were able to help more than 160,000 people afford their medications in 2021. We are grateful for each person who gives to PAN, but we are truly honored that



**MORE THAN**

**60%**

**OF OUR INDIVIDUAL DONORS ARE  
FORMER AND CURRENT PAN PATIENTS**

paying forward the help they received.

## YOUR MONTHLY IMPACT

**\$50** a month covers the cost of treatment for an entire year.

**\$25** a month provides safe and reliable transportation for patients to get to and from their doctor's office for an entire year.



# Board of Directors

## Deanna Banks

**Chair** Principal, Furst Group

## Nancy McGee, JD, MPH, DrPH

**Vice Chair** Principal, Heidrick & Struggles

## James Dunlop, JD, MD

**Secretary** Dermatologist and Dermatologic Surgeon, InterMed

## Miriam J. Atkins, MD, FACP

**Director** Medical Oncologist, Augusta Oncology

## Wendy Bullington, PharmD

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**Director** Senior Director, Alvarez & Marsal Healthcare Industry Group

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**Director** Managing Director, New Century Capital Partners

## Jeffrey King, JD, MBA

**Director** Retired (formerly General Counsel of Sentara Healthcare)

## Anna McKean

**Director** CEO, Master Center for Addiction Medicine

## Winfred Parnell, MD

**Director** Partner, Carlos & Parnell MD PA

## Gary Thomas, MD, MBA

**Director** Associate Professor of Neurology, Penn State Milton S. Hershey Medical Center

## Howard M. Weinberg, DO, FACC

**Director** Partner, South Jersey Heart Group

Additional members active in 2021

## Susan C. Rucker

**Chair** Chief Financial Officer, Mason School of Business, The College of William & Mary

# Executive Leadership

## Kevin L. Hagan

**President and CEO**

## Ayesha Azam

**Vice President of Medical Affairs**

## Rich Citrenbaum

**Vice President of Patient Support Services**

## Nechumah Getz

**Chief Operating Officer**

## Thomas Herrmann

**Chief Compliance Officer**

## Amy Niles

**Executive Vice President**

## Leena Patel

**Vice President of Development**

## Scott Schlenoff

**Chief Financial Officer**



The PAN Foundation helps underinsured people with life-threatening, chronic, and rare diseases get the medications and treatments they need by assisting with their out-of-pocket costs and advocating for improved access and affordability.

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[panfoundation.org](http://panfoundation.org)