



## PATIENT ASSISTANCE PROGRAM FAQs

Updated January 10, 2020

### **Q: What is the American Transplant Foundation's Patient Assistance Program (PAP)?**

**A:** Our program is a privately funded financial assistance program that helps living donors cover lost wages during their recovery from surgery and helps transplant recipients maintain health insurance coverage and access to immunosuppressant medications. This program is available nationwide and is focused on the most financially vulnerable patients and their families. We work hard to raise the funds and are here to provide real help to patients.

### **Q: Who can submit the applications?**

**A:** Social Workers/Living Donor Coordinators must submit the online application on behalf of their patients at least 2-3 weeks in advance. Applications for Living Donors after the surgery will only be considered if the patient has significant complications within 30 days post surgery and is required to take more time off than originally planned. For Living Donors whose applications have been approved – social workers need to confirm the surgery took place with our team the day of the surgery. Afterwards the funds will be released within 2-3 business days.

### **Q: Do you have to be a U.S. legal resident to receive assistance? Do you have to live in the U.S.?**

**A:** No, we don't receive any government funds and are proud to consider all applicants regardless of their legal status. Yes, all applicants have to reside in the United States of America.

### **Q: Can an unemployed living donor apply for assistance?**

**A:** No. Because this program covers lost wages, it is *required* that the living donor be employed at the time of the surgery.

### **Q: What does "covering lost wages" mean?**

**A:** We cover lost wages by directly paying living expenses, such as mortgage/rent, car payment, etc. When submitting an application, please have your patient's vendor information available (including phone number and address).

### **Q: How are funding decisions being made?**

**A:** Decisions are made by the [Transplant Leadership Council \(TLC\)](#) volunteer members. TLC votes in groups of five on a rotation basis. Volunteers only see the first name of the patient/key details; transplant center affiliations are not disclosed. ATF staff ensures all applications reviewed by TLC meet the program guidelines.

### **Q: Where does the American Transplant Foundation(ATF) get funding for this program?**

**A:** ATF does not receive any financial support from the government. Funding comes solely from donations/sponsorships. If you are a social worker or living donor coordinator, the best way you can support this program is to talk to your administrator or director about this program. All sponsorships go directly to the patient assistance fund, are 100% tax-deductible, and come with additional marketing benefits depending on support level.

### **Q: Is funding for this program guaranteed?**

**A:** No. Our team works hard throughout the year to acquire donations and sponsorships for this program to ensure that funds are available. We don't receive any government funds. All funding decisions are final. We treat our partner hospitals with utmost respect and expect the same in return in order to participate in the program. That includes following the guidelines and understanding that sometimes technical issues happen.

### **Q: Is there a maximum amount that patients can receive in PAP grants?**

**A:** Currently, maximum grants are \$500 for living donors and \$300 for transplant recipients.

### **Q: Are there any additional programs available through your foundation?**

**A:** Yes! We offer an incredible [1+1=LIFE Mentorship Program](#) available in 11 languages nationwide (for those on the list, potential living donors, their caregivers – ALL solid organs), Potential Living Donor Database, Team Transplant and various public policy initiatives. Please visit our website for more details.