

Frequently Asked Questions

9.11.24

1. What is the LLS Medical Debt Case Management Program?

The LLS Medical Debt Case Management Program provides one-on-one, personalized support to empower patients to address their medical debt in the following ways:

- Address financial concerns, including managing existing medical debt and planning for upcoming medical expenses
- Identify resources such as charity care organizations or manufacturer patient assistance programs that may reduce the financial burden
- Assist with insurance plan evaluation and enrollment, such as Medicaid, Medicare, Marketplace plans, and employer-sponsored health insurance
- Navigate insurance benefits, denials of care, and out-of-pocket costs
- Provide support with charity care, negotiations, invoice review, etc.

*Please note the program is not a debt forgiveness program, does not directly pay off medical debt, and cannot assist with debt that is in collections. Program case managers work with patients and offer ways to help manage current debt and prevent accumulating more.

2. How do I know if I am eligible to apply?

Patients must meet the following criteria:

- Be in active treatment for blood cancer, including active surveillance or follow-up
- Be a US citizen or permanent resident of the United States or a US territory
- Be receiving treatment in the United States or a US territory
- Need of help with outstanding medical debt, affordability, or access issues related to a blood cancer diagnosis and/or treatment.

3. How do I apply?

By Phone: 1-833-507-8036

Monday to Friday, 8:30 a.m. to 5:00 p.m.

Complete an [Online Referral Form](#)

*Please note that providing a quality patient experience to every patient we work with is our number one priority. To ensure our case management team can provide the in-depth, hands-on

support required, we limit the number of new cases our case management team can accept each day. If you call and are unable to get through, please call us back.

4. Who besides the patient can apply for the program?

Caregivers and healthcare providers can apply on behalf of patients and serve as the primary contact. Healthcare providers can also refer patients to the program and the Case Managers will reach out to the patient.

5. Is there a wait list to get into the program?

No, providing a quality patient experience to every patient we work with is our number one priority. To ensure our case management team can provide the in-depth, hands-on support required, we limit the number of new cases our case management team can accept each day. If you call and are unable to get through, please call us back.

6. How do I check the status of my case?

Once you enroll in the program, you will be assigned a case manager and will be provided with their contact information.

7. Will the Case Managers work with debt consolidation or collection companies on my behalf?

No, the Case Managers do not work with debt consolidation companies and are unable to assist with debt that is in collections.

8. If I have an open case, can I still apply to other financial assistance programs?

Yes, you can apply for LLS financial assistance if funding is available.

9. How does LLS use my personal information?

Please visit our privacy policy website at <https://www.lls.org/article/privacy-policy>