

THE SPOTLIGHT

Spotlighting healthcare-related educational topics that matter to you

September 2023



The Patient Education and Empowerment Department creates resources that address a range of topics from medical debt to insurance access and disability benefits. The resources we produce are reflective of real-world experiences that meet the needs of the patients PAF serves.

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CELEBRATING HERITAGE AND HEALTH: PAF RESOURCES FOR SPANISH SPEAKERS



From September 15 to October 15 each year, we celebrate National Hispanic Heritage Month by recognizing the contributions, cultures, and histories of American citizens whose ancestors are from Spain, Mexico, the Caribbean, and Central and South America.

Patient Advocate Foundation recognizes that language is an important part of heritage, but unfortunately can also be a significant challenge to equitable healthcare access in America. According to a large study of US adults published in the medical journal *Health Affairs*, 25 million Spanish speakers receive about a third less health care than other Americans because of a language barrier. We hope to improve these outcomes through our dedicated services and materials for Spanish speakers:

PAF en Español: PAF developed a dedicated website that provides easy access to information and contact information for our Case Management and Co-Pay Relief programs, educational content by topic, an explainer video in Spanish, and a portfolio of compelling testimonials from patients and caregivers

served by the organization. Visit it at <https://espanol.patientadvocate.org/>

PAF News in Spanish: We can send important PAF information right to your email. We provide a mailing list of various types of notices to help inform our readership of program updates, company news, PAF fundraising events, and other PAF-specific news. Sign up here: <https://www.patientadvocate.org/get-involved/sign-up/>

Educational Resources: Our educational resources, available on both our Education Resource Library and our Spanish site, provide straightforward information in a variety of formats to help you make informed decisions throughout your healthcare journey. You can learn about health insurance, appealing a health insurance denial, medical bill management, and more in our various resources!

Co-pay Relief and Case Management Services available in Spanish: Co-Pay Relief provides direct financial assistance to insured patients who meet certain qualifications to help them pay for the

prescriptions and/or treatments they need. This assistance helps patients afford the out-of-pocket costs for these items that their insurance companies require. Reach out at www.copays.org or 866-512-3861.

PAF Case Managers offer free, one-on-one support to patients and families to help them solve real-life problems related to a serious health condition. We help patients understand their choices to make healthy decisions for a strong recovery. Call 800-532-5274 to reach a case manager.

If you call either of these services, Spanish-speaking individuals can guide you through the process of applying for assistance.

If you know someone who speaks Spanish who you feel would benefit from our services or educational materials, we encourage you to share our resources with them to continue breaking down these barriers.