

THE SPOTLIGHT

Spotlighting healthcare-related educational topics that matter to you

December 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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A LOOK BACK AT 2023



As 2023 draws to a close, it is a good opportunity to reflect on all we have accomplished and the special populations we have highlighted throughout the year. We are proud of all we have done to empower our audience, and we wanted to share some of our achievements with you.

January- This month, our *Spotlight* featured our newly launched Navigating Assistance Program Tip Sheets, *Finding Help* and *Improving Your Chances for Help*. We also completed complementary audio recordings ([here](#)) and ([here](#)) to accompany these tip sheets if you prefer to learn by listening!

February- In this month's *Spotlight*, PAF debuted two new publications designed for the cardiovascular community- a *Habit Tracker* and *Maintaining Effective Communication with Your Provider*.

March- The *Spotlight* this month honored social workers contributions to the healthcare field. We also launched a new tip sheet, *Allowable Charges and What They Mean for Your Wallet*.

April- April was a big month! We launched a brand new *Medicare Resource Center* site and several publications about the recent changes to Medicare as a result of the Inflation Reduction Act! The *Spotlight* honored National Library Week and our *Education Resource Library*.

May- May was another busy month! We launched our redesigned *National Financial Resource Directory* and this month's *Spotlight* discussed those exciting new changes!

June- Our annual Patient Education Survey was launched this month! We featured Men's Health Month and discussed the importance of preventative screenings in this month's *Spotlight*.

July- The *Spotlight* this month discussed the results of June's Patient Education Survey and our plans for what to do with your input.

August- This month's *Spotlight* was a wrap-up of last year's survey and the resources we created with your valuable feedback.

September- In recognition of National Hispanic Heritage Month, PAF highlighted our resources for Spanish speakers in September's *Spotlight*. We translated 9 new Spanish materials this year. We also released a collection of biomarker resources that include 7 individual tip sheets and companion audio recordings to supplement our full-length *Biomarker Guide*.

October- In October, we launched our comprehensive Medicare guide, titled *Making the Most of Your Medicare Benefits in English and Spanish*. This was designed to help patients who are new to Medicare as well as those already on Medicare to better utilize the benefits. This month's *Spotlight* highlighted the new guides. We also wrote *Living Smart, Spending Smart*, a new budgeting tip sheet.

November- This month we launched three new tip sheets, *Maximizing Your Healthcare Dollars: Understanding Flexible Spending Accounts and Health Savings Accounts*, *Medical Billing Frequently Asked Questions and Common Terms: How Medical Billing Relates to Health Insurance Denials and Appeals*, and *Accessing Care Without Health Insurance*. November's *Spotlight* featured our new biomarker resources.

December- We are gearing up to create some wonderful resources for patients, caregivers, and healthcare providers in the New Year!

Thank you for being part of our community, reading our materials, and sharing them with your loved ones. We want to be the resource you can rely on to navigate the complexities of your healthcare journey, no matter where you are on it. We look forward to all we will achieve together in 2024!