

# THE SPOTLIGHT

Spotlighting healthcare-related educational topics that matter to you

December 2024



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.

[CLICK HERE](#)



## A LOOK BACK AT 2024

As we approach the end of 2024, it's the perfect time to reflect on the milestones we've reached and the key moments we've celebrated throughout the year. We're proud of everything we've done to empower our audience and are excited to share some of our accomplishments with you.

**January-** This month, our *Spotlight* featured tips for financial wellness when it comes to your healthcare! We also launched two new tip sheets specifically for the Cardiovascular community, *Partnering With Your Provider* and *Your Heart, Your Rights: Understanding Health Insurance Protections*.

**February-** During American Heart Month, our *Spotlight* promoted the two new heart-focused resources which help you understand how to maximize your heart health and insurance coverage.

**March-** The *Spotlight* this month offered all the ways you can get connected to PAF's latest news, program updates, patient fund openings, and initiatives. We also launched a new tip sheet, *Be Better Prepared: Frequently Asked Questions From Patients*, which helps you find clear answers to common healthcare questions and access resources for further exploration.

**April-** April was a busy month! We launched a new tip sheet series, The Empowered Care Series, focused on End-of-Life Planning. Titles include *A Quick Guide to Home Health Services*, *The Long and Short of Long-Term Care*, and *Planning for Your End-of-Life Care*. The *Spotlight* honored National Minority Health Month and featured PAF's work to help bridge the gap in health equity.

**May-** In May, we launched two new sample appeal letters to help if you receive a denial from your health insurance company. One is geared towards *pre-authorization denials* and one is for *claim denials*. This month's *Spotlight* connected you with all the upcoming and current events and resources offered by PAF and NPAF.

**June-** Our annual Patient Education Survey was launched this month! We also launched *The Insider's Guide to Medication Benefits & Formularies*, which breaks down the complexities of medication formularies and benefits and aims to help you take control of your coverage and costs. In the *Spotlight* this month, we highlighted the Empowered Care Series.

**July-** This month's *Spotlight* highlighted our new sample appeal letters. We also published a tip sheet titled *Filling the Gaps with Supplemental Insurance*.

**August-** This month's *Spotlight* outlined the results of our Patient Education Survey. We also wrote and launched a new tip sheet called *Medicare Part D Changes and the New Medicare Prescription Payment Plan*.

**September-** In September, we released updates to our *Medicare Guide*, and launched a new accessible *Medicare video series* in partnership with DeafHealth! This month's *Spotlight* highlighted the Insider's Guide to Medication Benefits and Formularies.

**October-** In October, we released a new webinar titled *Medicare and Marketplace Open Enrollment 2025*. October's *Spotlight* also highlighted the big changes coming to Medicare Prescription Benefits. Also, we updated our *Medicare Resource Center* with new content and case studies!

**November-** November's *Spotlight* highlights the importance of health insurance open enrollment! This month, we added a *Mental Health Resource Guide* to our Education Resource Library. We also updated a publication the *User's Guide to Healthcare Marketplaces*, and *Picking a Health Plan that Works for You*.

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

**Thank you** for being an integral part of our community, engaging with our materials, and sharing them with those who matter most to you. Our goal is to be your trusted resource, guiding you through every step of your healthcare journey, no matter where it leads. We're excited about all we'll accomplish together in 2025!