

THE SPOTLIGHT

Spotlighting healthcare-related educational topics that matter to you

August 2025



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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You Asked and We Listened

At PAF, our mission is to help you confidently navigate healthcare's complexities and access the care you deserve. Recently, we reached out to hundreds of patients, caregivers, and healthcare professionals to learn directly from you about the healthcare challenges that matter most.

Your voices guided us toward the topics where support is needed most urgently. We're ready to share what we discovered and how these insights will shape the resources we provide to serve you better.

What you Want to Learn

Exploring Patient Portals and How You Can Use Them in Your Healthcare (20%): This topic soared to the top, highlighting the desire for guidance on utilizing patient portals and how they can improve your understanding of your diagnoses as well as communication with your healthcare provider.

Tips for Communicating with Your Health Insurance Company (16%): You want to learn more about the best way to talk to and get answers from your health insurance representatives.

Sample Financial Hardship and Negotiation Letters (12%): A hardship letter explains to a lender why you may not be

able to keep up with your payments for a debt. Many of you would like examples of the best way to negotiate with your creditors.

How You Want to Learn

Tip Sheets (29%): Clear, concise guides are highly desired! You find tip sheets particularly effective for quick, easy-to-understand information.

Online Resource Directories and Libraries (21%): A majority of respondents prefer accessing information through online resource directories and libraries, making it readily available at your fingertips.

Mobile Access (32%): On-the-go access to information is essential. Over a third of you prefer mobile-friendly resources for easy retrieval.

Taking Action on Your Feedback

Your insights are already driving real change. Based on what you told us, we're developing targeted educational resources that address your most pressing concerns, delivered in the formats that work best for you.

Resources Available Now

While we're building these new materials, explore what's already available in

our [Education Resource Library](#) at patientadvocate.org/education. You'll find practical tip sheets, comprehensive guides, and training materials ready to help you today.

Check Out Some of Our Most Popular Resources

- [Engaging with Insurers: Appealing a Denial](#)
- [Advocacy Curriculum](#)
- [Sample Appeal Letter for Denied Claims](#)
- [Sample Appeal Letter for Pre-Authorization Denials](#)
- [Accessing Care Without Health Insurance](#)
- [Advocates in Action Podcast](#)

Your Voice Matters

Is there a healthcare topic that's been bothering you? We want to hear about it. Send your suggestions to education@patientadvocate.org. Your input directly shapes what we create next.

Thank you for being part of this community and helping us build resources that truly serve your needs. Together, we're making healthcare navigation easier for everyone.

