



## WORK WITH US TO SEE THE DAY WHEN NO PERSON GOES WITHOUT TREATMENT BECAUSE OF AN INABILITY TO PAY

At The Assistance Fund (TAF), our vision is to see the day when no person goes without treatment because of an inability to pay. Since 2009, we've been making that dream a reality for more than 190,000 patients across the country.

We provide qualifying patients with financial assistance for the FDA-approved medications that treat their specific disease, including copayments, coinsurance, deductibles, health insurance premiums, and incidental medical expenses. We offer more than 90 disease programs, and we are continuing to grow.

We work together with thousands of providers across the country to help patients, offering a seamless process from application to payment.

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*"I've only had positive experiences with The Assistance Fund (TAF). TAF has such a simple and seamless online application process. It was so easy for me to apply on behalf of my patients and monitor their support. Thank you, TAF!"*

*-TAF Provider*

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## NO CAPS; YEAR-ROUND COVERAGE

Once a patient is enrolled in one of our disease programs, their coverage lasts the entire calendar year. We carefully review and allocate our funds to ensure that all patients keep coverage throughout the year and there is no cap on the amount of assistance a patient receives in a calendar year after they are approved and enrolled in a TAF program.

## CONTACT US

If you have questions, our virtual assistant, Violet, is available 24 hours a day, seven days a week.

You can also email us at [providersupport@tafcares.org](mailto:providersupport@tafcares.org).



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## Our Disease Programs

TAF manages more than 90 disease programs in the below branches of medicine:

- Allergy/Immunology
- Autoimmune
- Cardiovascular
- Dermatology
- Endocrinology
- Gastrointestinal
- Genetic
- Hematology
- Immunodeficiency
- Infectious Disease
- Metabolic Disorders
- Nephrology
- Neurology
- Oncology
- Ophthalmology
- Pulmonary
- Rheumatology

Visit [tafcares.org](https://tafcares.org) to view the full list of disease programs.

### Disease Program Waitlists

If a disease program is not accepting new applicants, eligible patients may join the program's waitlist. TAF's disease program waitlists allow patients to enroll on a first-come, first-served basis when new funding becomes available. Learn more: <https://tafcares.org/wait-list-faq/>

## Refer Your Patients to TAF

You must provide:

- Name
- U.S. address
- Phone number
- Date of birth
- Insurance
- Prescription information
- Diagnosis
- Household size
- Income
- Confirmation of citizenship or legal residency

To start the application process, you can:

- Visit our website <https://tafcares.org/> and complete the electronic application form.
- Call to speak with a Patient Advocate to apply over the phone: (855) 845-3663

TAF will send patients an application to complete within 30 days of providers applying on their behalf. TAF no longer accepts blank applications.

## The Approval Process

### Provider Applying on Behalf of Patient

Once TAF receives a patient's application, we review it against the program criteria. If the patient meets initial program eligibility, conditional approval may be granted.

Conditional approval gives patients 30 days of immediate assistance for open programs where funding is available. To receive assistance beyond 30 days, patients must submit a completed, signed application and agreement to program terms and conditions.

### Patient Applying

If patients apply online and meet all eligibility criteria, they must agree to program terms and conditions by providing an electronic signature before they will be approved for the calendar year (unless otherwise specified for the applicable program).

## Billing Information

### Pharmacy Claims

All pharmacy claims must be submitted to AlphaScrip. Please submit the below information to them. If you experience processing issues, please call AlphaScrip's help desk at: (877) 274-3244.

- Member Number: Provided by TAF
- Group Number: Provided by TAF
- PCN: AS
- Rx BIN: 610600
- Processing Code: 08

### Medical Claims

All medical claims must be submitted to Florida Health Administrators (FHA-TPA).

Payer ID: 86753

Website:

<https://fhatpa.net/co-pay-assistance-providers>

**Please note: Claims submitted to the inappropriate administrator will not be paid.**

## We're Here to Help

- Call (855) 845-3663, Monday through Friday from 8 a.m. – 7 p.m. ET to speak with a Patient Advocate.
- Use our online chatbot, Violet, 24 hours a day, seven days a week at <https://tafcares.org/>.
- Use our self-service telephony menu anytime by calling (855) 845-3663.
- Use our Provider Portal, a one-stop-shop for providers to see up-to-date information on their patients, and send questions to our helpful TAF team at <https://tafcares.org/portal/>.

## Member Card Lookup Tool

Use TAF's Member Card Lookup Tool on our website to search for a patient's Member Number for claims processing. Enter either a patient's legacy cardholder identification number or their Member Number, along with their date of birth, to see:

- Patient's status (active or inactive)
- "Coverage to" date
- Current member number and group number
- Billing information

Access the Member Card Lookup Tool at:

[www.tafcares.org/memberecardlookup](https://www.tafcares.org/memberecardlookup)