



National Ovarian Cancer Coalition Financial Assistance Program Frequently Asked Questions

What does the National Ovarian Cancer Coalition Financial Assistance Program help with?

The National Ovarian Cancer Coalition (NOCC) Financial Assistance Program is here to help reduce financial barriers for those diagnosed with ovarian cancer by providing financial assistance for 1.) non-medical expenses that may hinder ovarian cancer patients from receiving the treatment and care they need and/or 2.) everyday non-medical expenses related to clinical trial participation.

What are the eligibility guidelines for each program?

Review the eligibility guidelines for each fund to verify if you qualify:

Eligibility guidelines for the National Ovarian Cancer Coalition Treatment Fund:

- *Patients must have a confirmed diagnosis of ovarian cancer (including fallopian tube and peritoneal cancers) at any stage and in active treatment or maintenance therapy. Note: An ovarian cancer diagnosis must be confirmed by the patient's physician via the diagnosis verification form.*
- *Patients must have a current annual household income at or below 400% FPL.*
- *Patients must be U.S. citizens or permanent residents and reside in the U.S. or U.S. territories, which is verified by the applicant's physical address and attested to by the applicant.*
- *Patients must not have received a financial award from this fund in the past 12 months.*
- *Assistance is provided on a first-come, first-served basis and is distributed until funds are depleted.*
- *There are no insurance status eligibility requirements - patients may be insured or uninsured.*
- *Patients will attest to their agreement to use the financial assistance for the covered expenses only.*

Eligibility guidelines for the National Ovarian Coalition Clinical Trial Fund:

- *Patients must have a confirmed diagnosis of ovarian cancer (including fallopian tube and peritoneal cancers) at any stage. An ovarian cancer diagnosis must be confirmed by the patient's physician via the diagnosis verification form.*
- *Patients must be accepted and enrolled in an ovarian cancer clinical trial.*
- *Patients must have a current annual household income at or below 400% FPL.*
- *Patients must be U.S. citizens or permanent residents and reside in the U.S. or U.S. territories, which is verified by the applicant's physical address and attested to by the applicant.*
- *Patients must not have received a financial award from this fund in the past 12 months.*
- *Assistance is provided on a first-come, first-served basis and is distributed until funds are depleted.*
- *There are no insurance status eligibility requirements - patients may be insured or uninsured.*
- *Patients will attest to their agreement to use the financial assistance for the covered expenses only.*

What are the business hours for the Financial Assistance Program?

The National Ovarian Cancer Coalition Financial Assistance Program offers personalized assistance Monday through Friday, 8:30 a.m. to 5:00 p.m. Eastern Time. The online application is available 24/7.

How do I apply for assistance?

By Phone:

Contact a program specialist at 1-866-719-2767,

*For the National Ovarian Cancer Coalition **Clinical Trial Fund** Press 1*

*For the National Ovarian Cancer Coalition **Treatment Fund** Press 2*

Or apply online at <http://nocc.ovarian.org/financial-assistance-program>.

How do I apply online?

- *Go to: <http://nocc.ovarian.org/financial-assistance-program>.*
- *Complete the online form and hit submit. You will then receive an email with instructions on how to apply.*
- *Follow the instructions.*

- *Check your email (click on the confirm registration link in your email to activate your account within 2 hours and create a password).*
- *Log in to complete the application.*

What is required to complete an application for assistance?

Having the following information with you as you begin your application will help speed up the process:

Patient & Income Information

- *First & Last Name*
- *Address & Phone Number*
- *Gender, Ethnicity & Marital Status*
- *Veteran Status, Employment Status, Date of Birth*
- *Social Security Number or Alien Number*
- *Annual Household Income*
- *Number in the household*

Treating Physician Information

- *Physician Name*
- *Facility Name*
- *Full Address*
- *Phone Number*
- *Fax Number*

What if I have not received my confirmation registration link in my email?

Please check your spam/junk email folder. If the link is not there, please contact the National Ovarian Cancer Coalition Financial Assistance Program at 1-866-719-2767 Monday through Friday, 8:30 a.m. to 5:00 p.m. Eastern Standard Time.

For the National Ovarian Cancer Coalition **Clinical Trial Fund** Press 1

For the National Ovarian Cancer Coalition **Treatment Fund** Press 2

and a program specialist will assist you.

What if I experience a technical issue?

Please call the National Ovarian Cancer Coalition Financial Assistance Program at 1-866-719-2767 Monday through Friday, 8:30 a.m. to 5:00 p.m. Eastern Time.

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and a program specialist will assist you.

Can anyone other than the patient apply?

You, your caregiver, or your care team can apply on your behalf either by phone or through the online portal, which is available 24 hours a day/seven days a week. NOTE: If the person completing the application is not the patient, they must sign the application attesting to the fact that the patient has given them the authority to complete the application on behalf of the patient.

Is there a waiting list to get into the program?

Our program operates on a first-come, first-served basis as long as funding is available; therefore, we do not have a waiting list.

Are translation services available?

Yes, translation services are available by phone. When calling, please state your language preference.

What is the spending limit on my financial assistance VISA card?

***The National Ovarian Cancer Coalition Treatment Fund** award allows you to purchase up to \$1,000 to offset the non-medical costs, which include transportation (to and from treatment/doctor), rent/housing assistance, utilities/bills, food/groceries, child/elder care, and house cleaning services. Your purchases will not be approved if the transaction total exceeds your available balance.*

***The National Ovarian Cancer Coalition Clinical Trial Fund** award allows you to purchase up to \$1,500 to offset non-medical costs, which include transportation (airfare, gas, rental car, taxi fare and/or parking /tolls), hotel/ lodging, and meals/food expenses related to your clinical trial participation. Your purchases will not be approved if the transaction total exceeds your available balance.*

Does the income verification system impact my credit score?

No. We are only verifying your income and residency.

Why do I need to provide my Social Security Number or Alien Number?

Your Social Security Number or Alien Number is used to verify your income and residency through our instant verification system. This eliminates the need for the applicant to submit income verification documentation. Your Social Security Number is never shared, but it is required to apply for the program.

Will I receive a phone call if more information is needed?

No. You will receive a letter informing you that additional documentation is required. Please be sure to check your mail and/or email.

I received a letter requesting additional documentation. Why am I being asked for this information?

The National Ovarian Cancer Coalition Financial Assistance Program uses an income verification system. In the rare case where our system cannot verify your income, you will be asked for additional income documentation.

If I need to provide additional supporting documentation, what forms of supporting documentation are accepted

*To process your application, you will need to submit **one** of the following:*

- *Copy of signed federal tax return from the most recent tax year (pages 1& 2 only)*
- *Statement of Social Security Benefits (award letter, check stub, or recent bank statement showing deposit)*
- *Statement of Pension or Retirement Benefits*
- *Statement of Short-Term and/or Long-Term Disability Benefits*
- *Unemployment Benefit Statement*
- *Other proof of Income:*
 - *3 Current pay stubs*
 - *Employer statement*

Do I need to submit all requested documentation before my application can be approved?

*Yes. Applications are not reviewed for approval until all supporting documentation is received. **All documents must be returned and approved within 90 days of your application date, or the application will be closed.***

What if my doctor's office has not submitted the diagnosis verification form to confirm my diagnosis?

This information is required for application approval. A National Ovarian Cancer Coalition Financial Assistance program specialist will fax the diagnosis verification form to your doctor's office at the point of application. The specialist will follow up again around 15 days if still not received. It is good practice to follow up with your doctor to confirm the form has been received and submitted to avoid delay.

How do I check the status of my application?

The best way to get real-time updates on the status of your application is to call a program specialist directly at 1-866-719-2767 Monday-Friday 8:30 a.m. - 5:00 p.m. Eastern Standard Time.

For the National Ovarian Cancer Coalition **Clinical Trial Fund** Press 1

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My application is approved; now what?

If your application is approved, no separate actions are needed. You will receive a letter of approval in the mail, followed by a separate mailing with the National Ovarian Cancer Coalition Financial Assistance Program Visa Card within 7 to 10 business days.

Can I apply for both the Treatment and Clinical Trial Funds?

If you meet the eligibility guidelines listed above, you may apply for the National Ovarian Cancer Coalition Treatment Fund and the National Ovarian Cancer Coalition Clinical Trial Fund.

Are mobile devices compatible with the online portal system?

Yes, iPhones and tablets, including iPads, are compatible with the online portal.