



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.) common 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, 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.*
- *The fund assists patients on a first-come, first-served basis and processes applicants in the order in which their completed applications are received.*
- *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, 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.*



- *The fund assists patients on a first-come, first-served basis and processes applicants in the order in which their completed applications are received.*
- *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-Friday 8:30 a.m.-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 **ovarian.org**:*

<https://portal.ovarian.org>

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*



How do I apply online?

- **Go to:** <http://nocc.ovarian.org/financial-assistance-program>
- Click the **"Register & Apply Online"** you then will be directed to the National Ovarian Cancer Coalition Financial Assistance Program online portal.
- If this is your first time visiting the online portal and wish to apply select **"Register Patient"**
- Complete all required fields for registration
- Check your email (click on confirm registration link in your email to activate your account within 2 hours and create a password)
- Log in to complete application under the check application status tab.

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-Friday 8:30 a.m. - 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 contact the National Ovarian Cancer Coalition Financial Assistance Program at 1-866-719-2767 Monday-Friday 8:30 a.m. - 5:00 p.m. Eastern 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.

Can anyone other than the patient apply for me?

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/ 7 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 \$2,500 to offset the 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. It is never shared. 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?

*In order 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 for you 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 For the National Ovarian Cancer Coalition **Treatment Fund** Press 2 or online at <https://portal.ovarian.org>, to check the status of your application.*

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?

*Yes, 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?

No, iPhone and tablets including iPad are not compatible with the online portal at this time.



National Ovarian Cancer Coalition Assistance Program

Frequently Asked Questions: VISA card

When will I receive my National Ovarian Cancer Coalition Visa card?

If approved for financial assistance, you should receive a National Ovarian Coalition Program Visa card within 7 to 10 business days of approval. Upon receipt, please follow the instructions to activate the card.

How do I activate my Visa card?

To activate your card, please call the National Ovarian Cancer Coalition Financial Assistance Line at 1-866-719-2767 8:30 a.m. - 5:00 p.m. Eastern Time (ET).

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

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

Outside of these hours you can call the card company, PEX, directly at 1-866-685-0898 to speak with a PEX representative for card activation.

When using my card, do I select debit or credit to complete the transaction?

Choose credit to complete your transactions.

The machine is asking me to enter a pin number. What should I do?

Simply hit "cancel" on the machine and run the transaction again as a credit.

Is there a limit to the amount I can purchase per day?

No, there is no spending limit per day on the VISA card if funds are available. The approved award amount will be listed on the award letter and in the program disclaimer, which is mailed to you at time of approval for the program.

Can the card be used to purchase gas inside of the gas station?

*In the rare case you are unable to make a purchase at the pump, you may use the card inside for **gas purchases only**.*



I am down to less than \$50 and I am having trouble using my card at gas pumps, what do I do?

When the balance on your card is below \$49, the card will be declined at the pump. However, you can go inside the store to apply the remaining balance left on your card towards your gas purchase.

Can I withdraw cash with my card?

*No. The card does **not** offer cash access.*

Where can I use my card?

Your card is accepted everywhere Visa cards are accepted. Your card can only be used for approved expenses listed on the award letter and in the program disclaimer, which is mailed to you at time of approval for the program. For questions regarding approved expenses, please call 1-866-719-2767, Monday-Friday 8:30 a.m. - 5:00 p.m. ET.

How do I check my card balance?

Your card balance can be verified by either calling to speak with a National Ovarian Cancer Coalition Financial Assistance program specialist at 1-866-719-2767 or you may call 1-866-685-0898 to speak with a PEX representative during normal business hours, or by downloading the free PEX app on the App Store or Google Play.

Do I need to keep all receipts?

***All receipts** must be saved in the event of an audit.*

What happens if the card does not go through?

If you are experiencing difficulties, please call 1-866-719-2767 to speak with a National Ovarian Cancer Coalition Financial Assistance program specialist Monday-Thursday 8:30 a.m.-5:00 p.m. and Friday 8:30 a.m. - 4:00 p.m. Eastern Time (ET). Outside of these hours you can call PEX directly at 1-866-685-0898 to speak with a PEX representative.



What kind of restrictions are on the card?

The following expenses are excluded and will be declined: alcohol, tobacco, clothing, and international travel & spending.

What do I do if I lose my card?

Report a lost or stolen card immediately by calling a Visa PEX representative at 1-866-685-0898.

How long do I have to use these funds?

All patients receive a 1-year award cycle to utilize their funds.

What happens if I do not use all the funds?

Funds that are not used during your 1-year award cycle will be forfeited.



Visa PEX Online FAQs

Why should I create a PEX cardholder online account?

A PEX cardholder online account will allow you to: check your balance, upload receipts, add notes to transactions.

How do I create a PEX cardholder online account?

To create a PEX cardholder online account, please visit the online portal at www.pexcard.com/register.

How do I check my balance?

You can log in on the desktop site or mobile app to check your card balance at any time. You can also set up low balance alerts! You can download the free PEX app on the APP Store or Google Play

How do I upload receipts?

Log into your cardholder account and upload your receipts. This can be done on the desktop site or mobile app