# Refill Reminder Service Now Available!

We now have both phone call and text reminder options for all our patients!



Pharmacist

Cascade is always looking for ways to improve the services we offer to our patients. To that end, Cascade started a refill reminder program with randomly selected patients to determine whether it is a useful service. This program started in September 2021 and went through June 2022. During that time, we determined that phone call reminders placed by a pharmacist helped patients refill on time, avoiding delayed shipments and treatments.



Roxana Dumitrache, PharmD

While phone call reminders are helpful, we know it is sometimes inconvenient to answer a call, and it can be easy to forget to return the call. Therefore, in August 2022, we also started implementing a text message refill reminder system with a selected group of patients. We are now happy to announce we can offer both phone and text refill reminders to all of you!

Next time you speak with your Cascade Pharmacist, please let us know if you are interested in receiving refill reminders via text or phone call! We are happy to do everything we can to make it easy for you to stay on track with your treatments.



# Cascade Hemophilia Consortium Mission

To enhance the system of care for people with bleeding disorders and related complications, by assuring the lowest possible price for the full range of treatments, HIV and hepatitis related therapies and other medications available to treat their disease; to provide access to these medications for those without insurance or inadequate insurance coverage; to support the comprehensive hemophilia treatment centers in treating and educating consumers and their families so they may become knowledgeable and proactive in managing their own care; to fund research.

Receive phone call or text reminders for your refills



First row: Sara Gligoroff, Sue Carlini, Stephanie Sibrel, Devin Bromley, Melissa Laustroer, Stephanie Raymond, Casey Kepczynski, Roxana Dumitrache, Kristina Halcomb, Rachel Blake. Second row: Kirk Haddas, Joanna Pangilinan, Gail Donahue, Thomas Kwaske, Mike Altese, Debbie Whelan, Paul Kasdorf, Colleen Joiner. Not Pictured: Dean Hindenlang, Chelsea Seal, Mary McClure, Ethan Perry, Coriano Ford, Karen Hagemeyer, Ted Beimel

Cascade...

A Trusted Partner in

Your Circle of Care



Directors

Randi Clites

John Fargo, DO, FAAP

Language assistance services are available free of charge. Call: 1-800-996-2575.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-996-2575. ي التارا مقرلاب لاصتالاا ءاجرلاا . أناجم كل قرفوتم قيوغلالا قدعاسم لاو قمجرتالا تامدخ زاف ،قيبرعلا ملكتت تنك اذإ :قظحالم (2575-996-300-1)



2025 Traverwood Drive, Suite A Ann Arbor, Michigan 48105

Hours: M-F 9:00 am - 5:00 pm

Phone: 734-996-3300 800-996-2575 Fax: 734-996-5566

www.CascadeHC.org info@CascadeHC.org

#### Officers

Elizabeth Sandon-Kleiboer (President) Elizabeth Boelens (Vice President) Nancy Inverso, RN (Secretary) Kathy Price (Treasurer)

Chris Roberson (Executive Committee Member) Susan Lerch (Executive Director, HFM)

Erica Godsey, APRN, CNP Jim Mohnach Jim Munn, RN, MS Stephanie Raymond (Executive Director, Cascade) Derek Robertson William Sparrow

Mike Callaghan, MD (Medical Advisor)



# A Message from Cascade's Board President



Elizabeth Sandon-Kleiboer RN, BA President, Cascade Board of Directors

As we began to emerge from the pandemic in 2022, we reflected on lessons learned about protecting our health, on new ways to work and interact, and we pondered how these events can help us to prepare for new challenges. We were reminded that one thing in this life is guaranteed: Change is inevitable!

In the ever-changing landscape of insurance coverage, access to care, and treatment options, Cascade Hemophilia Consortium remains steadfast in our commitment to support patients and

families with bleeding disorders. Our goal is to remain flexible in this new landscape, to be pro-active in anticipating changes that may impact families, and to continue to share our resources to support all in the community.

As a Hemophilia Treatment Center, we are grateful to be part of this close network of HTCs in our Region of Michigan, Ohio and Indiana. We are so happy to partner with the rest of these HTCs to provide Comprehensive Care to the families we all serve. The HTC Care Model, which includes medical, nursing, social work, physical therapy, mental health support, financial assistance, pharmacy services, genetic counseling, and dental care has proven to result in the most positive outcomes for people with bleeding disorders.

This year, Cascade continues to look for new ways to support this community, including new and expanded services for home nursing, and support to HTCs and Hemophilia Chapters in the Region for staff, patient, and family education. While new and novel therapies continue to emerge, including the recent FDA approval for the first gene therapy for people with Factor IX (9) deficiency, there remain many challenges for effective and accessible treatment for all people with bleeding disorders. Advocacy for the development of new treatments and the accessibility of treatment options for all people, while controlling costs, continues to be an important focus of work

We are so grateful to partner with all of you to continue to do everything in our power to support your care, your health and well-being. It is our pledge to continue to collaborate with all the HTCs and Chapters in our Region to provide accessible and comprehensive care for all within the bleeding disorders community.

Wishing all of you a healthy and happy new year!

Eizabeth Sandon-Kleiboer

#### Cascade Staff

Stephanie Raymond Executive Director

Michael Altese. PharmD Pharmacy Director

Ted Beimel, PharmD

Rachel Blake, CPhT Pharmacy Technician

Pharmacist

Rebecca Blumenfeld Billing Specialist

Devin Bromley, CPhT, RPhT Chief Pharmacy Technician

usan Carlini, BSA Senior Accountant

Gail Donehue Operations Assistant

Roxana Dumitrache, PharmD Pharmacist

Coriano Ford, CPhT Pharmacy Technician

Sara Gligoroff, CPhT Prior Authorization, Insurance Specialist

Kirk Haddas, PharmD Pharmacist

Karen Hagemeyer, RPh, BCGP Compliance Officer

Kristina Halcomb, CPhT Pharmacy Technician II

Dean Hindenlang, PhD Director of Public Policy and Strategic Initiatives

Colleen Joiner, LMSW, CCM Clinical Care, Education & Outreach Manager

Paul Kasdorf, BS, AAPC CPC Billing Specialist & IT Manager

Casey Kepczynski, PharmD Pharmacist

Thomas Kwaske AAS Accountant/Bookeepe

Melissa Laustroer, BA Director of Operations & Human Resources

Mary McClure Office Manager

oanna Pangilinan, Pharm<u>D, BCO</u>P Compliance Officer

Ethan Perry, RPhT Pharmacy Technician

Chelsea Seal, MBA Finance Director

Stephanie Sibrel, BSN, RN Clinical Care, Education & Outreach Manager

Debbie Whelan, LMSW, CCM Clinical Care Manager

- February 2023 -

# How Do You Help the Bleeding Disorder Community by Using Cascade?

#### We appreciate that you've chosen Cascade as your provider

As a non-profit 340B factor program, you can feel good that your choice benefits the bleeding disorder community in significant ways.

#### Primary goal: provide excellent and ethical services

Cascade's primary goal is to provide excellent and ethical services to our patients while ensuring our 340B savings are passed on to you.

In 1994, the Hemophilia Foundation of Michigan (HFM) and a group of community members developed Cascade as a self-governing. non-profit organization. Shortly after Cascade's incorporation, we were granted status as a 340B covered entity.



#### What is the 340B Program?

The 340B Drug Discount Program is a federal government program created in 1992 that requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly reduced prices. The income generated by these discounts allow us and other covered entities to support and expand access to comprehensive care/services to the bleeding disorders community.

#### Secondary goal: support patient care and education

Our second goal is to support patient care and education in our region. We do this by utilizing all revenue after expenses to provide financial support and services to our region's HTCs and Chapter Foundations. We support and partner with the HTCs and Foundations to provide direct patient care, educational conferences/events and emergency financial assistance for patients like you. By choosing Cascade as your provider, you have helped to provide over \$68 million in total to the bleeding disorder community since 1997.

# Regionally Supported Services

Each year, the Hemophilia Treatment Centers and bleeding disorder foundations throughout Michigan, Indiana, and Ohio receive financial support from Cascade. This support helps fund important services and programs to benefit your care. Because you choose to use Cascade as your provider, you are supporting these vital services.

# Patient and Family Education and Support\*

### **Annual Family Conferences**

SpringFest

FamOhio

National Women's Conference

**Consumer Sponsorships to National Conferences** 

Hemophilia of Indiana Annual Meeting

#### Programs

Launch Career Program

Family Nights Out

Individual Mental Health Support

**Healthy Living Program** 

\*Partial list of programs funded

### Weekend Retreats

Teen Retreats

Bleeder and A Buddy

Days for Girls

Women's Retreats

Central Ohio Chapter Education Retreat

**HIV Retreats** 

Summer and Fall Family Education Camps & Retreats

Teen Leadership Camp

### Patient Financial Assistance

**Emergency Financial Support** 

Special COVID Emergency Funding





# Great Lakes Region HTC Partners

As part of the Hemophilia Treatment Center Network, Cascade has worked collaboratively with your treatment center for many years. Staff members at Cascade have a long history in the community and thoroughly understand bleeding disorders and bleeding disorder care. In fact, some staff members have previously worked at HTCs and provide insight from that perspective. Cascade and our HTC partners meet regularly to ensure the process of meeting your needs runs seamlessly.

## Michigan

Children's Hospital of Michigan Detroit Helen DeVos Children's Hospital Grand Rapids Henry Ford Hospital Detroit **Hurley Medical Center** Flint Detroit Receiving Hospital Detroit Michigan State University East Lansing Munson Medical Center **Traverse City** Michigan Medicine Ann Arbor Bronson Methodist Hospital Kalamazoo

### Ohio

Children's Hospital Medical Center Akron Children's Hospital Medical Center Cincinnation Children's Hospital ProMedica Children's Hospital Toledo Nationwide Children's Hospital Columbus Ohio State University Columbus University Hospital Medical Center Cincinnati

#### Indiana

**University Hospitals** 

Indiana Hemophilia and Indianapolis

Cleveland

University Hospitals Cleveland Hemophilia Treatment Center



Children's Hospital of Michigan Hemophilia Treatment Center



Hurley Medical Center Hemophilia Treatment Center

## Patient Education & Outreach

Summer Camp Programs and Camp Sponsorships

Michigan, and Indiana

Michigan, and Indiana

**HTC Staff Support** 

**Physical Therapists** 

**Genetics Counselors** 

Nurse Educators

**Dental Hygienists** 

Social Workers

**Technological Support** 

Data and Research Managers

Transportation to Clinic Visits

Durable Medical Equipment

Medical ID Bracelets

Medical Needs Funding

**Physicians** 

Dieticians

Nurses

For youth with bleeding disorders in Ohio,

Delta Dental Insurance Programs

HTC & Bleeding Disorder

Foundation Support

For people with bleeding disorders in Ohio.

Newsletters

Magazines

Website Development

Amish Outreach Programs

## Advocacy

Lansing Days

Ohio Statehouse Day

Consumer Advocacy Education and Training

Cascade's Washington DC Advocacy



(Some events in 2022 were conducted virtually due to COVID.)