



Pictured: Back Row: Paul Kasdorf, Joanna Pangilinan, Ethan Perry, Karen Hagemeyer, Mike Altese, Colleen Joiner, Dean Hindenlang, Kirk Haddas, Sue Carlini, Ted Beigel, Jaclyn Buckley, Gail Donehue, Rebecca Blumenfeld.
 Front Row: Stephanie Sibrel, Sara Gligoroff, Melissa Laustroer, Debbie Whelan, Casey Kepczynski, Stephanie Raymond, Roxanna Germann, Devin Bromley, Kristina Halcomb, Rachel Blake, Mary McClure.
 (Not pictured: Emily Kwaske, Thomas Kwaske, Chelsea Seal)

Cascade... A Trusted Partner in Your Circle of Care



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.
 يلماتلا مقرلاب لاصتالاء اجرلا. أناجم كل ةرفوتم ةيوغللال ةدعاسملاو ةمجرتللا تامدخ نإف ، ةيبرعلال م لكنتت تنك اذا : ةظحالم (1-800-996-2575)



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Hours: M-F 9:00 am - 5:00 pm
 Available for after hours emergencies

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Officers

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A Message from Cascade's Pharmacy Director



Mike Altese, PharmD
 Pharmacy Director

Dear Readers,

Hopefully, it's no secret that the staff here at Cascade does great work. As much as I'd like to take all the credit, my colleagues do so much high-quality work before, during and after you place your order.

I hope this issue gives you an idea of what takes place behind the scenes when you call Cascade and helps to put faces to the names you think of, and just as importantly, don't think of when you call Cascade.

So, join me on the journey your order takes from your initial call to landing at your door.



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.

Cascade Staff

- Stephanie Raymond
Executive Director
- Michael Altese, PharmD
Pharmacy Director
- Ted Beigel, PharmD
Pharmacist
- Rachel Blake, CPhT
Pharmacy Technician
- Rebecca Blumenfeld
Billing Specialist
- Devin Bromley, CPhT, RPhT
Chief Pharmacy Technician
- Jaclyn Buckley, BSN, RN
Clinical Care Manager
- Susan Carlini, BSA
Senior Accountant
- Gail Donehue
Operations Assistant
- Roxana Dumitrache, PharmD
Pharmacist
- 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
- Emily Kwaske, AAS
Accountant/Bookkeeper II
- Thomas Kwaske, AAS
Accountant/Bookkeeper
- Melissa Laustroer, BA
Director of Operations & Human Resources
- Mary McClure
Office Manager
- Joanna Pangilinan, PharmD, BCOP
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

Filling Your Prescription: All the 'Factors' at Play

It starts here.



Mary or Gail are usually one of the first voices you hear when you call Cascade. They determine who might help you best. Whether you are a new customer calling in or you have been with us for decades to fill your prescriptions, they will be sure to direct you to the right person.



Debbie, our insurance specialist collaborates with you, your treatment center, and your insurance company to resolve any problems with your insurance before your order goes out the door.

Debbie is also a useful resource if you are anticipating a change to your insurance plan or having problems with coverage. It's best to call as soon as you're aware of an insurance problem or change so that we can help you plan for a smooth transition.



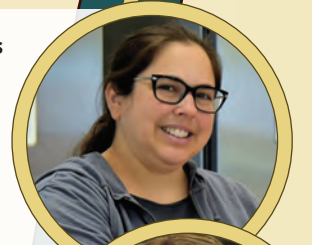
Mike and our other pharmacists ensure your prescription is appropriate and accurate.

They identify issues that may impact your care. They also talk with you about when and where you need your delivery.

One of their essential functions is managing inventory, ensuring a quick response for your needs in case of an emergency. **Our pharmacists, Mike, Casey, Roxana, and Kirk or Ted** are always available to answer questions about medication or its administration.



Our nurses, Jaclyn, and Stephanie, call all new patients to introduce Cascade and determine your needs. They also make plans to help with any costs you may owe. Then your prescription is sent to our pharmacists.



Pharmacy technicians Kristina and Ethan prepare your medication and gather the supplies. They arrange the shipment to make sure it will be delivered to you when expected. Our pharmacists provide a final check of your order before it goes out the door for delivery to your home.



Our pharmacists provide a final check of your order before it goes out the door for delivery to your home.



If you are a new patient, Sara and Devin collect information from the Hemophilia Treatment Center that we need to fill your order. This might include your insurance plan/s, contact information, and medical records. They also determine if your medication requires prior authorization and submit those right away.



Our billing and insurance resolution team, Rachel and Rebecca, make sure your shipment is billed to your insurance company appropriately. This often requires phone calls to your insurance plans (on your behalf) to resolve any payment disputes.



Your medication arrives at your door! Please remember to sign and return your delivery tickets.



Our finance team, **Sue, Thomas and Emily** take care of accounts payable and receivable to ensure you receive an accurate statement in the end.

Cascade Staff Volunteers in our Local Community

Cascade's mission to help our community isn't limited to bleeding disorders alone. Staff regularly seek volunteer or charity work at local non-profits. One such organization, Ozone House, provides housing, food, and counseling to residents who need it. Our recent diaper drive provided parents at Ozone House with over 4,750 diapers and 3,200 baby wipes!

