

## Coordinate Your Insurance Benefits: It's the Law

As we approach the new year, many of us are renewing or changing insurance plans. In order to ensure your medical expenses are paid when you have more than one plan, please remember to:

- ▶ Tell ALL your insurance plans about any other insurance plans for which you are enrolled
- ▶ Tell all your medical providers, including Cascade, about ALL insurance plans
- ▶ The insurance plans will decide which insurance is the primary

By doing the above, you save yourself the possibility of getting an unnecessary bill for products or services that would normally be covered.



## Making Life Easier Through Technology

### Texting Refill Reminders

Cascade now offers text-based refill reminders! No new app or account is necessary, and all communications are secure, encrypted and HIPAA compliant. You can request to receive a text message before your order is due and all you need to do is text us back to place the order.

Scan the QR code or go to [CascadeHC.org/texting](https://CascadeHC.org/texting) to give consent and enroll in this new service.

If you have any questions, please contact Cascade Pharmacists at 734-996-3300.



### Returning Signed Delivery Tickets

We're making it easier for you to return signed delivery tickets that are enclosed with each shipment! Just scan the QR code at the top of each delivery ticket you receive and follow the prompts. You still have the option to sign and mail back your delivery ticket to Cascade via the enclosed prepaid envelope.

Returning a signed delivery ticket is becoming increasingly important as insurance companies can deny coverage (and payment!) if confirmation of delivery is not received back to Cascade, and your signed delivery ticket serves as this confirmation of receipt!

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



Pictured: Back Row: Paul Kasdorf, Joanna Pangilinan, Ethan Perry, Karen Hagemeyer, Mike Altese, Colleen Joiner, Dean Hindenlang, Kirk Haddas, Sue Carlini, Ted Beime, Jaclyn Huber, 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, Erica Godsey, Nancy Inverso, and Allison Postma)

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.

يلا تال اتلا مقلاب لاصاتلا ءاچرلا . آناچم كل ءرفوتم ءيولل ءدعاسملا ءمچرتلا تامدخ نإف ، ءيبرعلا ملكتت تنك اذإ : ءطاحلم (1-800-996-2575)



2025 Traverwood Drive, Suite A  
Ann Arbor, Michigan 48105

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

Phone: 734-996-3300  
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[info@CascadeHC.org](mailto:info@CascadeHC.org)

### Officers

Elizabeth Sandon-Kleiboer (President)  
Elizabeth Boelens (Vice President)  
Kathy Price (Treasurer)  
Chris Roberson (Secretary)

### Directors

Mike Callaghan, MD (Medical Advisor)  
Randi Clites  
Amy Dunn, MD  
Susan Lerch (Executive Director, HFM)  
Jim Mohnach  
Stephanie Raymond (Executive Director, Cascade)  
Derek Robertson  
Charity Stadler, RN



## A Message from Cascade's Board President



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

The beginning of a new year is often a time to reflect on accomplishments in the past year, and to ponder and plan new opportunities for growth in the coming year. Cascade Hemophilia Consortium is consistently looking for opportunities to fulfill our mission to "enhance the system of care for people with bleeding disorders." Through our non-profit 340B pharmacy, we are committed to assuring the lowest prices for treatments. As a Hemophilia Treatment Center in the Michigan/Indiana/Ohio Region, we are dedicated to our partnerships with other HTC's in the Region to assure people with bleeding disorders have access to great medical, nursing, social work, pharmacy, genetic counseling, and other valuable services. Cascade also partners with the HTC's and Foundations in the Region to provide financial assistance, support for educational programs, and physical programs to support healthy lifestyles.

In 2023, Cascade expanded nursing services to provide better access to home infusion and support to comprehensive clinics. Cascade also expanded case management services available from staff social workers. In these times of increased scrutiny of federal programs which provide access to care for vulnerable populations, Cascade has continued to work diligently to advocate for continued access to all treatments and services for people with bleeding disorders.

Cascade is honored to partner with patients and families to continue to expand services and develop new opportunities to support health and healing. Wishing all of you a healthy and happy new year!

*Elizabeth Sandon-Kleiboer*

## 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.

### Cascade Staff

Stephanie Raymond  
Executive Director

Michael Altese, PharmD  
Pharmacy Director

Ted Beime, PharmD  
Pharmacist

Rachel Blake, CPhT  
Pharmacy Technician

Rebecca Blumenfeld  
Billing Specialist

Devin Bromley, CPhT, RPhT  
Chief Pharmacy Technician

Susan Carlini, BSA  
Senior Accountant

Gail Donehue  
Operations Assistant

Roxana Germann, PharmD  
Pharmacist

Sara Gligoroff, CPhT  
Prior Authorization, Insurance Specialist

Erica Godsey, MSN, APRN, FNP-C  
Director of Nursing

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

Jaclyn Huber, BSN, RN  
Clinical Care Manager

Nancy Inverso, BSN, RN  
Clinical Care, Education and Outreach Manager

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

Allison Postma, BSN, RN  
Infusion Nurse

Chelsea Seal, MBA  
Finance Director

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

Debbie Whelan, LMSW, CCM  
Clinical Care Manager



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

We appreciate that you’ve chosen Cascade as part of your care team

Because we’re a non-profit 340B factor program, you can feel good that your choice benefits the bleeding disorders 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 the lowest prices possible for their medications.

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 federal grantee, Hemophilia Treatment Center (HTC) and 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 healthcare organizations and covered entities at significantly reduced prices. The income generated by these discounts allows us and other covered entities to support and expand access to comprehensive care and 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 HTCs and Chapter Foundations in our region. We support and partner with other HTCs and Foundations to provide direct patient care, educational conferences/events, and emergency financial assistance for patients like you. By choosing Cascade as one of your providers, you have helped to provide over \$74 million in total support 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 one of your providers, you are supporting these vital services.

## Patient and Family Education and Support\*

### Annual Family Conferences

- SpringFest
- FamOhio
- National Women’s Conferences
- Consumer Sponsorships to National Conferences
- Hemophilia of Indiana Annual Meeting

### Weekend Retreats

- Teen Retreats
- Bleeder and A Buddy
- Days for Girls
- Women’s Retreats
- HIV Retreats
- Summer and Fall Family Education Camps & Retreats
- Teen Leadership Camp
- Upper Peninsula Family Retreat

### Programs

- Launch Career Program
- Family Community Nights
- Individual Mental Health Support
- Healthy Living Program
- Men’s Activity Group
- Youth Sports Programs

### Patient Financial Assistance

- Emergency Financial Support

\*Partial list of programs funded

## Summer Camp Programs and Camp Sponsorships

For youth with bleeding disorders in Ohio, Michigan, and Indiana

## Delta Dental Insurance Programs

For people with bleeding disorders in Ohio, Michigan, and Indiana

## HTC & Bleeding Disorder Foundation Support

### HTC Staff Support

- Physicians
- Nurses
- Social Workers
- Physical Therapists
- Dieticians
- Genetics Counselors
- Technological Support
- Nurse Educators
- Dental Hygienists
- Data and Research Managers
- Physician Fellowship Award

## Medical Needs Funding

- Transportation to Clinic Visits
- Medical ID Bracelets
- Durable Medical Equipment
- Genetic Testing

## Patient Education & Outreach

- Patient Newsletters
- Website Development & Computer Software
- Amish Outreach Programs
- Health Education Videos

## Advocacy

- State Advocacy Days
- Ohio Statehouse Day
- Consumer Advocacy Education and Training
- Cascade’s Washington DC Advocacy



# Great Lakes Region HTC Partners

As part of the Great Lakes Regional 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 disorders care. In fact, some staff members have previously worked at other HTCs and provide professional expertise from their perspectives. Cascade and our HTC partners meet regularly to ensure the process of meeting your needs runs smoothly.

## 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 | Cincinnati |
| Children’s Hospital                | Dayton     |
| ProMedica Children’s Hospital      | Toledo     |
| Nationwide Children’s Hospital     | Columbus   |
| Ohio State University              | Columbus   |
| University Hospital Medical Center | Cincinnati |
| University Hospitals               | Cleveland  |

## Indiana

- |  |              |
|--|--------------|
| Indiana Hemophilia and Thrombosis Center | Indianapolis |
|--|--------------|

