

Impact of COVID-19 Pandemic on Patient Access Programs

Deteriorating Economic Conditions Due to COVID-19

Federal, state, and local government actions (eg, social distancing, shelter in place) to combat the spread of COVID-19 will possibly lead to a severe economic downturn, driving unemployment numbers to potentially extraordinary levels.

COVID-19 Driving the Swing to High Unemployment



Businesses in select industries (eg, restaurants, retail) must close or reduce services/hours



Many workers are already losing their jobs as businesses face difficulty in maintaining operations



Jobless claims of **over 3.28 million** have shattered the previous record for a one-week period



Economists fear staggering unemployment figures—unseen in decades—beyond a short-term period

As Unemployment Rate Increases So Does Uninsured Rate

Economic downturns generally increase the uninsured rate as workers lose insurance. The number of uninsured adults increased by **5.6 million** in the midst of the Great Recession.

Workers Losing Employment May:



Lose health insurance offered by an employer



Lack the financial means to afford a monthly plan premium on the individual market



Seek healthcare coverage under a state Medicaid program or managed care plan

Insured Patients and Families May Face Financial Stress

The economic downturn could reduce overall disposable income for families with commercial insurance and threaten retirement income for Medicare enrollees.

Affordability Concerns for Select Patients



Given the financial burden due to the economic downturn, commercial patients may have difficulty paying for medications



Medicare beneficiaries, living on a fixed income, may see retirement savings dwindle, therefore inducing financial hardship in paying for out-of-pocket expenses under Medicare Parts B and D

COVID-19 Holds Implications for Patient Support Programs

The impending economic downturn could result in a greater demand for patient services, particularly for patient assistance programs (PAPs), or free goods programs, for uninsured patients

Impact on Patient Access and Support Programs



Short-term economic downturn

Spike in bridge and temporary PAP support



Long-term economic downturn

Greater demand for PAP until uninsured rates decline based on rebounding employment



Future strain on state budgets and Medicaid programs

Intensifies uninsured rate and ongoing need for free good services



Financial stress on individuals and families who maintain commercial insurance

Higher need for financial assistance via copay support for commercial patients



Medicare beneficiaries having a difficult time affording medications

Enhanced need for charitable copay foundation support and potentially higher demand on PAP (pending underinsured criteria)

Stay Ahead of the Curve! With a mounting need for patient financial services emerging in the coming weeks and months, it will be critical for programs to effectively gauge this demand and have the resources on hand to philanthropically support patients. Xcenda's patient support experts stand ready to help you stay ahead of this influx by projecting the specific patient demand for your populations and financial exposure for your organization. Contact **Corey Ford** at corey.ford@xcenda.com to start a conversation.