

PSI Responds to COVID – 19

We, as a nation and across the globe, are finding ourselves navigating uncharted territory. The COVID-19 pandemic has negatively impacted individuals, families, and businesses, affecting finances and health. Since 1989, Patient Services Inc. (PSI) has been dedicated to financially assisting patients with chronic illnesses; and we understand that this population is at greater risk for COVID-19. As always, we are here to support our patient community. To support PSI patients and their families affected by the virus, we have a new program to assist in getting over the financial hurdle that may have been created due to the pandemic. Information and guidelines for the program are outlined below.

Programs available

- **PSI Emergency Assistance Program – Publicly Insured**
- **PSI Emergency Assistance Program – Privately Insured**

What is covered under these programs?

Eligible patients may receive a one-time grant for \$500. Additional funding is not available once exhausted. Assistance is provided in the form of an assistance card and can be used to pay for:

- Rent/mortgage
- Phone bill
- Utilities (electric, gas, etc.)
- Groceries
- Emergency childcare

Who is eligible?

- Must be a currently ACTIVE PSI patient who meets income criteria
AND
- Self or member of household has been diagnosed with COVID-19 **OR** suffered a job loss or reduction in workforce hours due to COVID-19*

**Please note, assistance is limited to one patient per household.*

How do I apply?

- Login to the PSI Patient Portal to apply
 - Select Infectious Disease as the Condition
 - If you or a member of your household has been diagnosed with COVID-19, select *COVID-19* as the diagnosis
 - If you suffered a job loss or reduction in workforce hours, select *COVID-19 Related* as the diagnosis
- Call (800) 366-7741 to speak with a PSI representative

What do I need to apply?

- PSI must have current income on file or current income must be submitted within 30 days of applying.
- Complete the PSI Emergency Assistance Program Attestation within 30 days of applying.



I am approved. Now what?

- A payment assistance card will be mailed to you within 14 business days after review of documentation.
- You have until December 31, 2020 to utilize the assistance for approved items/services. Your assistance will automatically close after this date.