<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 Board and Staff</td>
<td>3</td>
</tr>
<tr>
<td>Supporters</td>
<td>4-5</td>
</tr>
<tr>
<td>Ways to Support PSI</td>
<td>6</td>
</tr>
<tr>
<td>Message from the CEO</td>
<td>7</td>
</tr>
<tr>
<td>Government Relations</td>
<td>8</td>
</tr>
<tr>
<td>Operations</td>
<td>9</td>
</tr>
<tr>
<td>Patient Profiles by Assistance Type</td>
<td>10</td>
</tr>
<tr>
<td>IT Department</td>
<td>11</td>
</tr>
<tr>
<td>A.C.C.E.S.S.® Program</td>
<td>12</td>
</tr>
<tr>
<td>Finance Report</td>
<td>13</td>
</tr>
<tr>
<td>Statement of Activities</td>
<td>14</td>
</tr>
<tr>
<td>Financials</td>
<td>15-16</td>
</tr>
<tr>
<td>Patient Blog</td>
<td>17-20</td>
</tr>
<tr>
<td>Looking Back on 2018</td>
<td>21-22</td>
</tr>
</tbody>
</table>
2018 Board and Staff

PSI Executive Committee

Gary W. Cross
Board Chair

Danielle Nance, MD
Board Vice Chair
Resigned 3/2018

Mitch Mula
Board Vice Chair
4/2018 to present

Russell E. Phillips Jr., CPA, CVA, MAFF
Board Treasurer

Brian Landry
Board Secretary

Terrie L. Glass, LCSW
Board Member

Mark Edward Mula, RPh
Board Member

Brian L. Fink, JD
Board Member
4/2018 to present

Dana A. Kuhn, PhD
President/Founder
Retired 4/2018

Art Wood
CEO
4/2018 to Present

Dana Kuhn, Ph.D.
President and Founder
Retired 4/2018

Michael Herbert, MBA
General Manager

Neil Millhiser
General Counsel

Board of Directors

PSI Cross Departmental Staff Members

Jason Kuhn
Data Analyst Manager

Ashley Lee
Executive Assistant

2018 Annual Report | 3
Supporters

Abbvie Employee Engagement Fund
AcariaHealth, Inc.
Alan and Linda Johnson
Alex Delpizzo
Alexion Pharmaceuticals, Inc.
Alpha-1 Foundation, Inc.
AlphaNet, Inc.
Amanda Herbert
Amazon
American Service and Product
Amicus Therapeutics, Inc.
Amy Thompson
Angela Rowe
Ann Levy
Anne Foster
Annie Hewitt
Ariana Rubino
ARJ Infusion Services
Avanir Pharmaceuticals, Inc.
Barbara Crandall
Barbara Mathews
Baxalta USA, Inc.
Bee Roberts
Biotek ReMEDys
Boehringer Ingelheim
Pharmaceuticals, Inc
Boston Hemophilia Center (BWPO)
Brian Bishop
Brian Landry
Brink Fink
BroadPoint, Inc.
Camille Curamen
Carol Brull Charit. Trust
Carol Gaylord
Carolyn A. Hume
Carolyn Bryan
Catherine Shea
Cathy Fregelette
Charlotte Worstall
Cindy Udell
Clementia Pharmaceuticals
Commission for Children with Special Health Care Needs

Connie Deal
Cornelia Whittlesey
CSL Behring, LLC
Curtis and Shirley Shipp
CVS Health
Dannyl Leslie Moreland
Dave and Barbara Strate
David and Agatha Kilburn
David and Susan Haupt
Delphine French
Dennis Sester
Diplomat Specialty Pharmacy
Donald and Karen Kneifl
Donald Rosser
Dr. Ronaldo D. San Jose
DrugCo Pharmacy
Eastern Pennsylvania Chapter, NHF
Edward Sotherden
Edward Zuehlke
Eileen Bostwick
Elaine C. Brown
Elaine Yim
Elizabeth Brown
Elizabeth Voorhies Dean
Elric and Sheila Parker
Enzo and Beth Simmarano
Eric Heiden
Eric Morales
Ethical Factor, RX
Eugene and Ellen Zmolek
Evelyn Mozayeni
Factor Support Network
Fidelity Charitable Trust
Frank Lin
Freddie Cainglit

Gail Irvine
Garrett Smith
Gary Bohn
Sanofi Genzyme
George Friedland
Glenn Alicaya
Good Search
Grifols USA, LLC
Hans Schiessl
Harry G. Morgan
Hawaii Pacific Imaging
Hemophilia Center of Western PA
Hemophilia of Georgia
Hemophilia Outreach Center
Henry Moehring
Indiana Hemophilia & Thrombosis Ctr, Inc.
Inez Hua
InTouch Pharmacy, LLC
Jack Baker
Jack Fosler
Jacqueline Wells
James A. and Dolores Damron
James and Polly Boyle
James J. Russo
James Riddel
Jamie and Robert Hanrahan
Janet Petersen
Jean Vosholler
Jeengle
Jeffrey and Joanne Hodge
Jeffrey Slivko
Jennifer Vanlanduit
Supporters

Joann Wadley  
Joanne M. Stern  
Joe and Marge Goldhagen  
John and Barbara Farcher  
John and Jessica Kelly  
John Blum  
John Cain  
John Camiller  
John Goranson  
Jose Corral  
Joseph Pugliese  
Joyce B. Ryan  
Joyce Jackson  
Judith Vale  
June Merritt  
Kara Witcoff  
Karen Napper  
Katharine A. Ferguson  
Kathleen Bishop  
Kathryn Kreuger Crofoot  
Keith and Marsha Bock  
Kenneth Kahler  
Kevin Close  
Kraig M Stevens  
Lane Hartley  
LaTasla Gardner  
Lauren Raines  
Leadiant Biosciences, Inc.  
Leah Watts  
Lily Lam  
Linda Groth  
Linda Redmond  
Linda Walker  
Lisa Delia  
Lisa Pensiero  
Lois Denmark  
Lowell Bjorklund  
Lynda Marlett  
Maconit, Inc.  
Maria Curamen  
Mark Mcgreevy  
Marla Stella  
Marta Giulia Maria Sabbadini  
Mary Lou Balog  
Matrix Health Group  
Melvin F. Groth  
Meryl Topchik  
Michael Rashkin  
Michele West  
Michelle Stevenson  
Mindy Hill  
Mitch Mula  
Neil Millhiser  
Network For Good  
Neuhaus Fam Charit. Trust  
New Venture Fund  
Novartis Pharmaceuticals Corporation  
Oliver Cullado  
Onco360  
Pamela Popovich  
Paul and Gloria Kissling  
Paul Zidicky  
Peter J. Ledwedge  
Peter Zakrewski  
PEX  
Pharming Group NV  
Rase Ann Mitchell  
Rebecca Wolf  
Retrophin  
Reuven Steinberg  
Rev. Alvin E. Tucker  
Richard E. Bruce  
Richard Hornstein  
Richard S. Harris II  
Rick Cheng  
Robb Williamson  
Robert Barrett  
Robert Dalsemer  
Robert Glasser  
Roger P. Garretson  
Roxe Anne Gingrich  
Rudy and Evelyn Alicaya  
Ruth G. Christiansen  
Sandra M. Wise  
Sandra Sommers  
Sara B. Foshay  
Sarah Salpeter  
Sean McCaffrey  
Shakiah Asquith  
Shannon Penberthy  
Shawn Kuhn  
Sherry Sank  
Shire Human Genetic Therapies, Inc.  
Siobhan Gallagher  
South Carolina Department of Health  
Spirit Airlines  
Stephanie Lapidow  
Stephen and Kathleen McMullen  
Steven Stallard  
Susan Mazzone  
Terry and Lawrence Tobin  
The Progress Family Foundation  
The Segel Foundation  
The Senkfor Family Foundation  
Thomas Filsinger  
TIAA Serves  
Tony Koch  
Tricia Sterling  
TRUIST  
University of Pennsylvania Medical Center  
US Hae Association, Inc.  
Vanda Pharmaceuticals, Inc.  
Vera Armstrong  
Vicki Strange  
Virginia Department of Health  
Vivian Zuehlke  
Volker Uhrig  
Walgreens  
Wells Fargo Community Support Campaign  
Wendy Estabrook  
Willena Nunn  
William Northcott  
William Sarraille  
XL.Net
Your Tax-Deductible Donation

For 29 years, PSI has been fortunate to receive financial support from thousands of donors who simply want to help chronically ill patients afford the cost of their treatment. In 2018, PSI received its tenth consecutive 4-Star Charity Navigator Rating for being a leading symbol of transparency and accountability. This is Charity Navigator's highest possible rating! Only 1% of the charities evaluated have received this rating, indicating that PSI outperforms most other charities in America. In addition to our high rating with Charity Navigator, PSI is also a Platinum charity with GuideStar. Thank you to the generous donors who gave to PSI in 2018 who are recognized in this report. It is our hope that others will follow your lead and support our mission in the upcoming years. To provide support, please visit the “Donate” section of our website, www.patientservicesinc.org.

Ways to Support PSI

Ways to Give

Donate online: PSI welcomes donations of all sizes. Your generous gift will help patients pay for expensive health insurance premiums, copayments, travel services, as well as infusion and nursing services. These are all costs that patients would not be able to afford on their own. To make a secure online donation, visit our website at www.patientservicesinc.org.

Donate by mail: To donate by mail, simply send your check to Patient Services, Inc. at P.O. Box 5930, Midlothian, VA 23112.

Make a donation in someone’s name: An Honorary or Memorial Donation offers a thoughtful way to honor the memory of a loved one or commemorate important occasions while supporting PSI. Your generous donation will directly support PSI’s patient assistance programs, restoring hope and health to someone in need. Contact PSIDevelopment@uneedpsi.org for more details.

Thank You for Your Support!

On behalf of the PSI Board of Directors and Staff, the Program Development Department would like to express our sincere appreciation for your generous contributions made in 2018. Because of you, PSI provided $71.8 million in patient assistance in 2018. Thank you for restoring hope and health to our patients!

A New and Exciting Look!

In 2018, PSI launched a new and exciting look. Experience the big reveal that occurred in January 2018. View our new brand launch video at: https://youtu.be/Pijp7jB12OA.

Program Development

Art Wood  Brittany Nicholson  Kara Witcoff
Karen Middlebrooks  Mandy Herbert
If there were a word to sum up the past year, it would be either change or challenge. Two thousand eighteen was certainly a year of significant change. The founder of the PSI model to help patients (which has been emulated by a number of other non-profits in the past fifteen years) retired, and I stepped into his shoes. These were big shoes to fill! Dr. Dana Kuhn, our former President and Founder, stepped down in April after serving the chronically ill for thirty years. Anyone who knows Dana knows that he is a person of great passion to help patients, as well as an avid advocate regarding those things that produce challenges to their access to treatment. Most of those who spend any time with Dana pick up on his passion as it is contagious. One of the things that has distinguished PSI from all other similar charities is our Government Relations and Advocacy branch. This grew out of Dana’s ongoing advocacy over the years for patients. Many I talk to are surprised to hear that PSI is not simply a “copay foundation.” They are impressed to not only hear that our financial support is much broader than simply copay, but also are most surprised to find out that we are active on Capitol Hill working to address some of the obstacles which have prevented many of our patients from getting their treatments. They are surprised to hear that we were the ones to fight for continued patient assistance for the rare disease communities when the Office of the Inspector General (OIG) said in 2014 that they would not allow any more patient assistance where there is only one manufacturer and one drug for patients. We worked with Congress and the OIG to find a way to allow all non-profits to continue to provide assistance to these rare disease populations. Many are surprised to hear that PSI is at the forefront fighting the insurance companies which are preventing charities such as PSI from paying for patients’ assistance. Our bill in Congress is seeking to remedy this at a federal level as more insurance companies are finding ways to prevent patients from receiving third-party payer assistance.

The other word that comes to mind as I reflect back on 2018 is challenge. In addition to the challenges mentioned above, the regulatory environment has become so restrictive that it is increasingly difficult to have any meaningful interaction with those Pharma companies seeking to start a patient assistance program for new drugs coming to market. More and more of the patient access programs at these companies are being run by the compliance groups (either directly or indirectly). There is less conversation with those who are actually working with the patients and who have knowledge of the products. More and more decisions are being made by compliance staff who are quite separated from the day-to-day patient populations they seek to serve. Compliance is not a bad thing as long as it is balanced with an understanding of the needs of the patient populations and their struggles.

I greatly appreciate the donors who have continued to support the work of PSI in the midst of such a changing and challenging environment. I believe it takes great vision and concern for patients to continue to provide support in this environment of challenges. To those of you who display those characteristics, I salute you and say THANKS!

Art Wood
CEO
The Government Relations Department at Patient Services Incorporated concentrates on several specific areas including Advocacy on state and federal access issues, development of partnerships with state agencies and patient education. The major focus of the department in calendar year 2018 was the collection of cosponsors of H.R. 3976, the Access to Marketplace Insurance Act and moving the legislation through the legislative process.

Since 2014, the PSI Government Relations Department has led the efforts to overturn or at least modify a CMS Rule on Third-Party Premium Assistance. This work led to the introduction of federal legislation, H.R. 3976, the Access to Marketplace Insurance Act by Congressman Kevin Cramer (R-ND). By the end of the Congress, the bill had obtained 177 cosponsors. The assistance of the member organizations of the Marketplace Access Project (MAP) Coalition, which PSI has led, helped increase the numbers of cosponsors. The forces against the bill along with uneasy allies caused the bill to be held up. The Health Insurance industry campaigned hard against the bill holding it up from passing. PSI will work with our allies to reintroduce the legislation in the next Congress. On a state basis, PSI promoted the charitable assistance model. In California, legislators attempted to limit patient assistance organizations with legislation. PSI was able to modify the legislation to protect rare disease and chronically ill patients.

PSI will work to pursue partnerships with additional states in 2019. PSI currently has partnerships with agencies in Virginia, Kentucky and South Carolina. These programs target underinsured and uninsured patients with certain chronic conditions to transition into health insurance through premium assistance. As new and more expensive treatments come to the marketplace, PSI will continue to work with uninsured patients in other states.

PSI hosted our advocacy fly in April 2018 where we brought together patient advocates from across the country to advocate on the Access to Marketplace Insurance Act. PSI also continued to help state hemophilia organizations on their advocacy days in state capitols, including North Carolina, Kentucky, Virginia and Florida.

Our 2019 agenda for the Government Relations Department centers again around the Access to Marketplace Insurance Act. We look forward to working with patient groups and stakeholders to improve the lives of patients with rare and chronic conditions.

James Romano, MPA, MBA
Director of Government Relations

L-R: Lisa Wright; James Romano, PSI Director of Government Relations; Stephanie Fierman, Chris Templin; Brittany Nicholson, PSI Coordinator of Social Media
Enhancing patients access to care through financial assistance has been the longstanding mission of PSI. With 29 years of experience in the patient assistance arena, we are confident that the mission has been successfully upheld. As the needs of our patients change, it is essential that we continue to evolve to meet the requirements. Financial assistance enables patients to receive necessary care and treatment to manage their condition. While this is a crucial piece of the complicated healthcare puzzle, there are often other pieces needed to see the whole picture and care for oneself. Over the last year, PSI has expanded to offer another piece to the healthcare puzzle – patient education. Navigating the healthcare system is complicated, and we understand the need to make educated and informed decisions when it comes to one’s health. Through YouTube videos, webinars, and in-person educational sessions, PSI is equipping patients with the knowledge to make informed decisions regarding their health insurance and care. In 2018, educational topics included Medicare Open Enrollment, Marketplace Open Enrollment, General Health Insurance Terms, and Understanding Social Security and Disability through our PSI A.C.C.E.S.S. Program.

Our Patient Service Representatives and Patient Access Specialists are committed to achieving the organizational mission. Each call and patient are treated with the utmost care and compassion to ensure that we are exceeding expectations. Approximately 274,000 minutes were spent talking to patients, family members, or providers and walking them through PSI assistance. While we strive to be as efficient as possible, we understand the need for a personalized experience, which will always be a core value.

PSI has worked to ensure that patients are able to access their assistance when needed, putting their PSI assistance at their fingertips. Internally, this means that our staff is diligently working to improve processes. Our internal processes have become more automated and streamlined over the last year, allowing patients to self-manage their assistance. Subsequently, our call volume has decreased by 18%, although we continue to assist the same number of patients. In 2019, our efforts to implement additional efficiencies will continue. The PSI team is looking forward to partnering with our patients to continue putting the healthcare puzzle together.

“Sometimes the hardest pieces of a puzzle to assemble, are the ones missing from the box.”

-Dixie Waters

Tiara Green, MSEd
Director of Operations and Program Reimbursement
PSI provided $71.8 million in patient assistance in 2018. Through our programs, patients in need can access and afford treatment. Here’s a look at the types of assistance and amounts PSI provided in 2018.
Improving the Patient Experience

With our focus always on the patient, we are continually improving our internal and external IT platforms for our patients and partners. Speed of service and ease of enrollment are the top priorities for our patients. With that in mind, we recently implemented an automated income verification service. This new tool allows PSI to verify a patient’s income during the application process, thus reducing the required documentation needed and allowing patients to obtain service even faster. We have also implemented health insurance verification which streamlines the application process requiring less data entry from the applicant.

As we look to 2019, we plan to provide more flexibility with our assistance card options. In the past, a patient would have to carry multiple cards for each approved assistance type, i.e., travel, ancillary, etc. Going forward, patients will only need to carry one card, reducing confusion and frustration.

The organization continues to forge ahead for our patients, referral entities, and donors with innovation and an entrepreneurial spirit. We’re looking to the future as we work to expand our communication efforts to our patients by implementing new communication tools via our portals as well as offering text messaging options. Our patients will also be receiving surveys to help us better understand their expectations and learn what other services and offerings they would like to see.

A mobile application is currently underway that will allow patients to manage their assistance, view their application status, and apply for assistance all from their smart device. As always, all our offerings are and will continue to be HIPAA compliant to ensure patient data is secure and held private.

Our future technology at PSI only continues to grow stronger and become more stable. We’re here for you, our patients and end users. Always evolving, we are committed to remaining at the forefront of current technology trends and those of the future, while keeping in mind the needs of our patients.

Stacey Pugh
IT Project Manager

PSI IT Department

Our future technology at PSI only continues to grow stronger and become more stable. We’re here for you, our patients and end users.
PSI A.C.C.E.S.S. closed 2018 with 57 active disability cases. Our attorneys appeared at 41 hearings across the country during the past year and we resolved a total of 57 claims. A total of 78% of our clients whose claims went to adjudication were awarded benefits, compared with the national average for all applicants of just 36%.

Our current caseload by disease state communities that we serve:

<table>
<thead>
<tr>
<th>Disease State</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Bleeding Disorders</td>
<td>58%</td>
</tr>
<tr>
<td>Alpha 1</td>
<td>25%</td>
</tr>
<tr>
<td>Immune Deficiency</td>
<td>16%</td>
</tr>
<tr>
<td>Pulmonary Hypertension</td>
<td>1%</td>
</tr>
</tbody>
</table>

In the close to ten years since our program joined PSI in 2009, we have represented 872 clients and appeared at 479 hearings.

With the incidence of disability decreasing in certain populations due to advances in treatment, we continue to focus on counseling our clients about workplace issues and access to healthcare coverage.

Since launching in May of 2013, the PSI A.C.C.E.S.S. Legal Support Hotline has fielded more than 700 calls. The hotline provides expanded counseling to our core disease state communities on a range of issues related to disability, accommodations at school or work, medical leave and changes in health insurance.

We expect that it will become ever more challenging to qualify our clients for disability benefits, as the national trend towards denying more and more applications continues. Wait times for resolving these claims are also likely to increase.

Bill Leach
A.C.C.E.S.S. Supervisor and Attorney

There is presently great uncertainty as to how high-risk populations will qualify for or afford healthcare. In this changing environment, our goal is to continue exploring expansion of services to our core communities …
Patient Services, Inc. continued to maintain a solid financial position in 2018. The Balance Sheet is strong, with adequate reserves to meet our program obligations. Revenues of $72 million were close to expectations, albeit lower than near record 2017 levels, due in large part to pledge timing impacts. We remain grateful for the continued generous support from our donors, both long-term supporters and those new to advancing PSI’s mission.

In 2018, PSI provided financial assistance to 16,341 patients for a total of $71.8 million in direct program services, providing an average of $4,395 per patient assisted. Over 92% of the organization’s total functional expenses were spent on program services. Cost containment efforts contributed to a 20% reduction in total administrative expenses.

Our Finance Department’s experienced and dedicated staff takes pride in operating efficiently and effectively. From collecting and recording donations to disbursing funds to patients and vendors, we process thousands of transactions annually in support of the organization’s eighty disease programs.

Our financial statements and programs are audited annually by an independent accounting firm. Once again, PSI received a favorable unqualified audit opinion in 2018. A copy of our 2018 audited financial statements and associated communications can be found on our website at https://www.patientservicesinc.org/who-we-are/annual-report. The financial information below provides an overview of our financial performance for 2018.

Daniel Wise
Director of Finance

### Summary Statement of Financial Position
December 31, 2018 and 2017

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
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<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Assets</td>
<td>$100,911,034</td>
<td>$113,068,905</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>2,115,831</td>
<td>2,220,755</td>
</tr>
<tr>
<td>Other Assets</td>
<td>6,928,276</td>
<td>7,197,956</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$109,955,141</td>
<td>$122,487,616</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>LIABILITIES AND NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>$828,111</td>
<td>$1,102,362</td>
</tr>
<tr>
<td>Net Assets without donor restrictions</td>
<td>16,647,070</td>
<td>17,537,574</td>
</tr>
<tr>
<td>Net Assets with donor restrictions</td>
<td>92,479,960</td>
<td>103,847,680</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$109,955,141</strong></td>
<td><strong>$122,487,616</strong></td>
</tr>
</tbody>
</table>
## Statement of Activities (2018 and 2017)

<table>
<thead>
<tr>
<th>Without Restrictions</th>
<th>With Restrictions</th>
<th>2018</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUES AND OTHER SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions</td>
<td>$7,970,691</td>
<td>$62,374,450</td>
<td>$70,345,141</td>
</tr>
<tr>
<td>Fees for contracted services</td>
<td>140,990</td>
<td>1,341,419</td>
<td>1,482,409</td>
</tr>
<tr>
<td>Interest income</td>
<td>236,733</td>
<td>–</td>
<td>236,733</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>57,442</td>
<td>–</td>
<td>57,442</td>
</tr>
<tr>
<td>Gain (Loss) on Investments</td>
<td>(392,180)</td>
<td>–</td>
<td>(392,180)</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>71,828,591</td>
<td>(71,828,591)</td>
<td>–</td>
</tr>
<tr>
<td><strong>Total revenues and other support</strong></td>
<td><strong>79,842,267</strong></td>
<td><strong>(8,112,722)</strong></td>
<td><strong>71,729,545</strong></td>
</tr>
</tbody>
</table>

| **EXPENSES AND LOSSES** | | | |
| Program services | 74,292,257 | – | 74,292,257 | 95,135,999 |
| Fundraising | 903,932 | – | 903,932 | 942,116 |
| Management and general | 5,242,575 | – | 5,242,575 | 7,289,248 |
| Total functional expenses | 80,438,764 | – | 80,438,764 | 103,367,363 |
| Uncollectible pledge expense | 294,006 | 3,255,000 | 3,549,006 | 25,000 |
| **Total expenses and losses** | **80,732,770** | **3,255,000** | **83,987,770** | **103,392,363** |
| Change in net assets | (890,503) | (11,367,722) | (12,258,225) | 15,738,830 |

| **NET ASSETS** | | | |
| Beginning of year | 17,537,573 | 103,847,682 | 121,385,255 | 105,646,425 |
| Ending | **$16,647,070** | **$92,479,960** | **$109,127,030** | **$121,385,255** |

The financial information reported here is for PSI only and does not contain consolidated subsidiary information. A complete copy of the Consolidated Financial Statements with a certified report from our independent auditor, Keiter, is available by visiting our website, www.patientservicesinc.org.

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**PSI Accounting & QA/QC Team**
Financial Assistance by Top 10 States

- FL: $6,541,645
- TX: $4,232,078
- CA: $4,075,355
- OH: $3,427,672
- PA: $3,357,597
- GA: $3,149,501
- IL: $3,034,265
- NC: $2,962,171
- NY: $2,656,386
- MI: $2,280,318

Note: Patients may be enrolled in more than one assistance type.

Patients by Assistance Type

- Copayment: 12,678
- Travel: 5,639
- Premium: 3,883
- Ancillary Services: 2,261
- Infusion & Nursing Services: 1,340
- Eligibility Determination: 260

Financials (Year ended December 31, 2018)
Over 92% of the organization’s total functional expenses were spent on program services for patients.
In 2015, Sandy’s husband, then 45, suffered two strokes. The result left him both disabled and unable to work. One of the many effects from these two strokes was a condition known as Pseudobulbar Affect (PBA).

Pseudobulbar Affect is a condition, according to pbainfo.org, that causes uncontrollable crying and/or laughing that happens suddenly and frequently. It can happen in people with a brain injury or certain neurological conditions. A person having a PBA crying spell may cry when they don’t feel sad or when they only feel a little bit sad. Someone having a PBA laughing spell may laugh when they don’t feel amused or when they only feel a little bit amused.

For many who suffer daily from Pseudobulbar Affect, relief has come with the advancement of medications that provide a renewed sense of normalcy to their lives. Yet sadly, as we hear time and again, it’s the cost of treatment and these very medications, that too often, seek to stand between the patient, and getting their lives back, and for many even still, actually saving their life.

For Sandy and her family, it has left her being the only one able to work. Though they do have health insurance, it does not cover the entire cost of the medication her husband so desperately needs. For them, there is but one medication that works, and the cost is alarming. This left them at the crossroads of facing a far too common reality.

Not able to afford treatment, a conclusion was made that for Sandy’s husband, he would have to stop taking the medication. In her words, “He cannot live a half normal life without it.” The anxiety and depression that he faced every single day was beyond debilitating.

But something happened. Someone told her about Patient Services, Inc.
“PSI is 100% responsible for saving my husband’s life. The financial help they have given us for his medicine is nothing short of a miracle for us. I thank God for these men and women who are so selfless and this organization for their help. Without them I would have to also hire someone to sit with my husband while I work if he didn’t have this medication. Thank you PSI. You will never know the impact you are making in our lives as well as others across the country. We are forever grateful. May God bless you all.” Sandy tells us in an email she had recently sent to us.

Overcoming The Doughnut Hole: Jerry’s Story

When Melissa’s husband Jerry was diagnosed with a brain tumor in October of 2008, their son was just 11 months old. Fortunately, Jerry did not have to undergo radiation or chemo until 5 years later when the tumor first showed signs of growth. That was 2013.

Since then, Jerry has battled severe anxiety and depression and has tried multiple medication regimens to aid in these treatments. Most recently, in 2017, his neurologist offered to try a new medication that was being used to treat anxiety and would possibly offer a bit of normalcy back to our routines and would allow him a bit more freedom that he so desperately wants.

Melissa tells us, “They were right. The medication has been a breath of fresh air. The only problem, it is extremely expensive. Medicare pays for most of it, but it causes him to reach the “doughnut hole” so quickly that we end up owing more than $400 each month for the medication that he so desperately needs. This $400 doesn’t include the other 11 medications that he takes on a daily basis.”

But again, like Sandy and her husband, Melissa found out about PSI.

“Without PSI, we never would have been able to keep up his regimen of the daily medication (twice a day) that allows him the freedoms to live outside of crushing anxiety. My son wouldn’t be able to enjoy his father in a way that he should be able to, like other children are able to spend quality time with their fathers. My husband’s original prognosis was 5 to 10 years and this year, marks 10 years. We have never focused on the prognosis, but it has always been in the back of our minds (how could it not?) and we pray each day for another good day and Jerry’s medication with the help of PSI gives us those good days.”

From heartbreak to hope, we’re honored to have played a part in helping these two families find relief from the overwhelming costs of their medication.

Two Words

For the employees at PSI, these two stories represent many more of why we wake up each morning and cannot wait to get to work. We are honored to have an opportunity to come alongside those battling rare disease and chronic illnesses in a way that might bring them perhaps a sliver of hope. For it is in each of their stories, that we find strength, courage, and inspiration. And it is here, where we find in ourselves, a new hope for our own lives.

Simply put, for all those we get to work for and fight for every single day, we have two words for you – you matter.

If you or someone you know has been recently diagnosed with a rare disease or chronic illness, please visit our website and learn about the work of PSI. We’d also be honored to share your story.

Everybody has a story, especially a story if you have a child or a family member with a chronic illness. Your story matters and can change people’s lives. We believe that it can change people’s minds. We need your help to continue to share your stories, and to continue to express your first amendment right. Will you join us? Take action today by clicking https://www.patientservicesinc.org/advocacy/health-care-charities-save-lives-and-taxpayer-dollars.

Together, we can make a difference.
Lisa’s Story: What Kept This Fabry Patient Going?
At the age of 49, Lisa’s lifelong mystery had finally been solved. It was just 10 months earlier that her twin sister was diagnosed with the very same rare disease. And although the discovery has brought closure to so many unanswered questions, it has also led to a thousand more.

“By the time I was diagnosed with Fabry, the symptoms were bad. It affected my heart and nerves. I couldn’t imagine how I was going to care for my children and myself. I didn’t want them to experience the constant pain and discomfort I had felt all my life.” Lisa tells us as she recalls when she was first diagnosed.

Fabry is a rare genetic disorder caused by a defective gene (the GLA gene) in the body. In most cases, the defect in the gene causes a deficient quantity of the enzyme alpha-galactosidase A. This results in a buildup of a particular type of fat, called globotriaosylceramide, in the body’s cells.

There is no cure for Fabry and treatment, well, that led to another question. At roughly $200,000 a month for infusions, how could anybody begin to afford it? We asked Lisa about her treatment, what it does, and how she faced the enormity of it all.

“I get an enzyme replacement treatment at home now thanks to PSI. The purpose of ERT is to replace the enzyme that I cannot make on my own. The enzyme is infused into the vein by IV every other week and is taken up by the cells. Once it enters the cells, the enzyme can remove the stored GL3 and improve cellular function. This should stop GL3 from building up and hopefully stop or slow the progression of the disease symptoms and health problems.” Lisa explains.

After diagnosis, but before treatment was a test of faith for Lisa and her family. When they had found out about the cost of the infusions, they wondered what they were going to do and why it was so expensive. Lisa tells us what happened next, “After my diagnosis and once I agreed to treatment, I was assigned to a case manager who told me about PSI and the assistance I could get since I was not working. Before I learned about PSI, I thought I would just die from this disease. I could not afford the $200,000 a month for infusions.”

Taking a moment to look back at life through the lens of unanswered questions, Lisa reflects on what it was like growing up while not knowing what was going on with her.

“It was lonely, confusing, isolated, frustrating and restricted. I did not understand why I felt so bad and nobody knew what was wrong. Why gym activities, playing outside, skating or simply going for a walk on a nice summer day were so difficult for me? I missed out on a lot of things during my childhood due to the pain and fainting.”

And yet, it wouldn’t be until the age of 49 when Lisa would get her answer. What kept her going? One could only imagine the amount of times anyone suffering such plight would want to give up and throw in the towel. We asked Lisa what kept her going.

“Having a rare disease is physically, emotionally and mentally draining. Many times before the diagnoses I felt like what’s the use. I needed the pain to stop. No one knew what was wrong with me so it made me feel like I was crazy. I kept going because I had trust that God would not put more on me than I can bear. It wasn’t fair for me to give up on my family so I had to fight.”

Stop for a moment.

Re-read that quote for perspective.

[Insert your current situation here.]

Continue reading.

In April of 2015, Lisa was finally diagnosed with Fabry. We asked Lisa what that day was like when she received the news.
“My twin sister was diagnosed 10 months before and told me I should get tested since I was having issues with my blood pressure and heart for years. I was reluctant at first because our symptoms were different, and I did not clearly understand at the time that it was a genetic disease. I had mixed emotions that day. I was relieved to have an answer, the mystery was finally solved after 49 years but I was also sad and angry. The test was done by the geneticist. My PCP then called me one day and asked me to come in immediately, when I arrived, she gave me the results even though she didn’t know about the disease."

With Lisa’s twin sister Linda having been previously diagnosed with Fabry, the effect this rare disease has had on their entire family both before and after diagnosis has been significant. When Linda was diagnosed she had learned that she was not alone. Many in their family had too, been diagnosed with Fabry. Matter of fact, there were already nine cousins living with the disease.

For Lisa, her Fabry diagnosis has helped her to be more understanding as to what each of her siblings were experiencing. Fabry had effected each of them differently. Yet, they all feared how the late diagnosis would effect them.

Lisa, now armed with tools, resources, and knowledge, along with treatment to help face her Fabry diagnosis, loves to share with others that which she has learned. We asked Lisa what she would say to someone that had been recently diagnosed with Fabry, “That it is a scary invisible disease, but they are not invisible or alone. There is hope, help, support, treatment, and others who understand. Educate yourself about the disease so you can be your own advocate. Take care of yourself physically and emotionally and advise family members to get tested and get treatment early.”

Lisa has so much wisdom to share with others. And we have so much we can learn from Lisa about that which is truly important in life. In closing, Lisa shared three pieces of advice with us about what’s really important in life.

Health, take care of yourself and your health.

Don’t give up. Even if discouraged keep pursuing one step at a time.

Be supportive. Everybody needs support, there are many things in life that are hard to battle alone.

At PSI, we are honored to be walking the road with both Lisa and her twin sister Linda and so many others like them. We are better because of them in our lives. And the world, is that much brighter, too.

Thank you to Lisa for sharing your story with us. If you want to know what you can do to help support the Fabry community, Lisa offered this advice:

“Raise awareness and donate. This is a genetic disease that affects families. In my case we all have Fabry and no one in my family is working. Myself, my mother and all my siblings all have the disease. We all were diagnosed late in life so went decades without treatment. All of us are now on disability so it becomes challenging trying to help each other when nobody is able to work.”
$71.8 million paid out in direct patient assistance

In 2018, PSI assisted over 28,000 active patients

Assisted with over 185,000 claims

Educating patients through Videos, Webinars, In-Person Sessions

Social Media Following in 2018:
- Twitter: 99% increase
- Facebook: 31% increase
- Instagram: 45% increase
- LinkedIn: 34% increase

Patients PSI Assisted 2018:
- Men: 49.8%
- Women: 50.2%

21% Could you afford to dedicate this percentage of your income to life-saving medications?

This is the percentage of Americans living with a chronic illness: 60%
Looking Back on 2018

Received over 15,000 new applications for assistance.

Over 92% of total functional expenses were spent on patients.

Reduced call volume by 18% while assisting the same number of patients in 2018 due to internal efficiencies.

Facebook
Top-performing social media platform with over 26,000 engagements. This means our audience is sharing, liking and commenting on the information we post!

Assisted with over 150 diagnoses

On average, a patient receives financial support from PSI for 8 months totaling to $4,896.00

Over 274 thousand minutes spent talking to patients, family members or providers in 2018.