Use the Proof of Expense (POE) form to submit expenses to the Patient Advocate Foundation (PAF) Co-Pay Relief (CPR) Program.

What you need to know about submitting expenses to CPR
✓ You, your healthcare provider or your pharmacy can submit an expense to CPR.
✓ CPR can reimburse you (pay you back) for expenses you pay for. Or we can pay your provider or pharmacy directly.
✓ You can put more than one expense or date of service on a POE Form. Don’t forget to send supporting documents for each expense.
✓ The POE Form has a barcode on it that’s personalized to you. The barcode identifies you in our system.
✓ Make copies of the form so you have extras. Or download it in our online portal at www.copays.org.

What expenses does CPR pay for?
- Co-pays, co-insurance, or deductibles you owe for:
  - Prescribed medicine or treatment you get for your health condition
  - Office/routine visits if related to your diagnosis (like at your providers office or at a clinic)
- Monthly premiums you owe for your health insurance (read your award letter to see if insurance is covered under your fund)

How to use the POE Form and submit an expense
1. Complete and sign a POE Form when you submit an expense. If you are faxing to CPR, use the personalized fax cover sheet you got in your CPR welcome packet. Send POE Form and supporting documents to CPR:
   - In our online portal at: www.copays.org
   - By fax to: 757-952-0119. Use the personalized fax cover that you got in your welcome packet.
   - By mail to: PAF CPR Program, 421 Butler Farm Road, Hampton, Virginia 23666
2. Gather supporting documents for the expense. They include information like:
   - The service or medicine you received and the date you received it
   - A receipt or bill that describe the cost of the service or medicine
   - The name of the provider, clinic, hospital, pharmacy or insurance

Don’t forget your Virtual Pharmacy Card! Instead of submitting your pharmacy expenses with the POE Form, use your Virtual Pharmacy Card. It works just like cash at your pharmacy. Your pharmacy card is included in your welcome packet. Or download the card in our online portal at www.copays.org

Electronic Funds Transfer. If CPR is paying you back, we can deposit (put) money right into your bank account. Use the form in your welcome packet to sign up for electronic funds transfer (EFT). If you don’t want to use EFT, CPR will pay you by check

Examples of Supporting Documents
(Send all documents with your completed POE Form.)
Proof that you paid, like:

If CPR is to reimburse you (pay you back)
- Receipts for treatment or medicine from your provider, hospital or treatment center
- Receipts from your health insurance company. For more detailed directions refer to the Medical Insurance Premium Information Letter in your award Packet
- Patient records from your provider or health insurance company that show your payment
- Prescription label or bill. * Or a copy of your prescription history (a list of when you got your medicine) that shows your payment. The history can include prescriptions since the date of your CPR approval. You can get a history from your pharmacy.

If CPR is paying your healthcare provider
- A bill from your healthcare provider
- A bill or statement from your health insurance company that says what you owe your provider. For more detailed directions refer to the Medical Insurance Premium Information Letter in your award Packet

If CPR is paying a hospital or treatment center
- A bill or itemized statement from the hospital or treatment center
- A bill or statement from your health insurance company that says what you owe the hospital

If CPR is paying your pharmacy*
- Prescription label or invoice
- Your prescription history

Questions?
- Call: 866-512-3861 Monday-Friday 8:30 am-5:00 pm EST