Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund Frequently Asked Questions

What does the Pediatric Amino Acid & Metabolic Formula Emergency Assistance Fund help with?

The Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund provides financial assistance for the costs related to the unexpected in-patient hospital stay, emergency room visit, urgent care visit, of a patient as a result of not having access to needed amino acid or metabolic based formulas.

Can the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund grant be used as reimbursement for product purchases?

The grant funds are intended to support the multitude of unexpected expenses of the patient(s) or caregiver(s) resulting from in-patient hospital stay, emergency room visit, urgent care visit, as a direct result of a medical issue caused by the formula shortage. This grant is not to be used as a reimbursement for product purchases.

What are the eligibility guidelines for the program?

- The patient must have a diagnosis of an eligible condition that requires the use of amino acid-based or metabolic formula for nutrition.
- Patient is impacted financially or medically by recent formula shortage, specifically patients must have had an in-patient hospital stay, emergency room visit, urgent care visit for medical issues that were caused by lack of access to amino acid or metabolic based formula, including malnutrition, dehydration and issues caused by transitioning from one formula to another.
- The patient hospital stay, emergency room visit, urgent care visit must have occurred on or after February 17, 2022, confirmed by a treating physician.
- Patient must be legal US residents and reside in the US or US territories, which is verified by applicant’s physical address, and attested to by the applicant.
- Patients may be insured with public or private insurance, or uninsured.
- Patient information will be screened to confirm identify of applicant, or if patient is a minor (under 18 years old), the information of the parent or legal guardian will be screened.
- Foundation reserves the right to audit any approved applicant to confirm accuracy of information provided.

What is the grant amount for the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund?

- A one-time grant of $4500 is available for qualified patients; and
- Awards are limited to one per patient; and
- Awards are based upon a first come first-serve basis for as long as funding is available.
What is considered an eligible expense?

Eligible grant expenses include:

- Medical expenses not covered by any other third party
- Meals for caregiver hospital stay
- Wage loss
- Child/Elder Care
- Hotel stay for parent(s) or caregiver(s)
- The grant is **not** to be used as reimbursement for product purchases

What are the business hours for the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund?

The Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund offers personalized assistance Monday-Friday 8:30 a.m.-5:00 p.m. Eastern Standard Time. The online application is available 24/7.

How do I apply for assistance?

By Phone:
Contact a program specialist at **1-855-949-3915** Monday-Friday 8:30 a.m. – 5:00 p.m. Eastern Standard time.

Or apply online at:
https://www.patientadvocate.org/FormulaEmergencyAssistanceFund

Please Note: If applying for more than 1 person in the household from our online portal, a different email address must be used for each registration and application.

What is required to complete an application for assistance?

Applying is simple and can be done online or by calling the program. You will need the following information available when applying.

- Patient & Guardian (if patient is under 18 years old) name, date of birth, mailing address, phone number, email address, marital status, ethnicity, veteran status, employment status and social security or alien identification number (AIN).
- Patient’s treating physician information to include name, address, name of practice, office phone and fax number.

We do the rest. We will contact your child’s treating physician to verify certain medical information to determine eligibility for assistance.

How do I apply online?

- **Go to:** https://www.patientadvocate.org/FormulaEmergencyAssistanceFund
- If this is your first time visiting the online portal and wish to apply select “**Patient Registration**”
- Complete all required fields for registration
• Check your email (click on confirm registration link in your email to activate your account within 2 hours and create a password)
• Once you create your password, you can log in and start an application by selecting “Apply Now”

What if I have not received my confirmation registration link in my email?

Please check your spam/junk email folder, if the link is not there, please contact the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund at 1-855-949-3915 Monday-Friday 8:30 a.m. – 5:00 p.m. Eastern Standard time. A Program Specialist will assist you.

What if I experience a technical issue?

Please contact the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund at 1-855-949-3915 Monday-Friday 8:30 a.m. – 5:00 p.m. Eastern Standard time. A Program Specialist will assist you.

Are mobile devices compatible with the online portal system?

No, iPhone and tablets including iPads are not compatible with the online portal.

Can anyone apply on behalf of the patient?

A caregiver, guardian or the patient’s care team can apply on the patient’s behalf either by phone or through the online portal which is available 24 hours a day/7 days a week. NOTE: The person completing the application on behalf of the patient must sign the application attesting to the fact that they have authority to complete the application on behalf of the patient.

Is there a waiting list to get into the program?

Our program operates on a first come-first served basis as long as funding is available; therefore, we do not have a waiting list.

Our translation services available?

Yes, translation services are available by phone. When calling, please state your language preference.

Will I receive a call if more information is needed?

No. You will receive a letter informing you that additional documentation is required. Please be sure to check your mail/email.

I received a letter requesting additional documentation. Why am I being asked for this information?
The Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund uses a third-party verification partner that verifies identity of the applicant specifically the name and social security number in real time. In the rare case where our system cannot verify your identity, you will be asked for additional identity documentation.

If I need to provide additional supporting documentation, what forms of supporting documentation are accepted?

In order to process your application, you will need to submit a copy of your Driver’s License or State Issued Identification Card. In the rare case you are unable to provide your Driver’s License or State Issued Identification Card, please submit one of the following that includes your name:

- Utility Bill
- Paystub
- Copy of Federal tax return form from the most recent tax year (page 1 only)
- Statement of Pension or Retirement Benefits
- Statement of Short Term and/or Long-Term Disability Benefits
- Unemployment Benefit Statement

Do I need to submit all required documentation before my application can be approved?

Yes. Applications are not reviewed for approval until all supporting documentation is received. All documents must be returned and approved within 90 days of your application date, or the application will be closed.

What if the doctor’s office has not submitted the diagnosis verification form to confirm my diagnosis?

This information is required for application approval. A Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund program specialist will fax the diagnosis verification form to your doctor’s office at the point of application. The specialist will follow up again around 15 days if still not received. It is good practice to follow up with the doctor to confirm the form has been received and submitted to avoid delay.

How do I check the status of the application?

The best way to get real time updates on the status of our application is to call a program specialist directly at 1-855-949-3915 Monday-Friday 8:30 a.m. – 5:00 p.m. Eastern Standard time. You can also go online at https://www.patientadvocate.org/FormulaEmergencyAssistanceFund to check the status of the application.

My application is approved, now what?

If your application is approved, no separate actions are needed. You will receive a letter of approval in the mail, followed by a separate mailing with the Pediatric Amino Acid & Metabolic Formulas Emergency Assistance Fund grant check within 7-10 business days.