

Patient Resource Guide - COVID-19

How the Alabama Kidney Foundation Can Help

The Alabama Kidney Foundation provides direct financial assistance to Alabama's kidney patients in need. Assistance is provided through two programs: Daily Living Needs and Transportation Assistance. Daily Living Needs provides assistance expenses such as utility bills, prescription medications, handicap equipment and physician visits. Dialysis and transplant patients in Alabama can receive up to \$300/year through the Daily Living Needs Program.

Transportation assistance is provided for patients getting to and from dialysis treatments. Patients in this program receive reimbursement every month.

Income limit guidelines are \$1,400/month for a single person and \$1,600/month for a household of two or more. To apply, contact the social worker at your dialysis or transplant center.

Other resources for Kidney Patients

Dialysis Company Patient Helplines

- American Renal Associates (ARA): 888-880-6867
- Dialysis Clinic, Inc (DCI): 866-424-1990
- DCI Donor Hotline/Transient Patients: 800-969-4438
- DaVita: 800-400-8331
- DSI: 877-374-3375
- Fresenius (FKC): 800-626-1297
- RAI: 800-403-2530
- Satellite Healthcare: 650-830-7954
- SAMHSA - Disaster Distress Helpline: 800-985-5990
- US Renal Care: 866-671-8772
- Veteran Disaster Relief Hotline: 800-507-4571

Preparations/Precautions/Management of COVID-19:

1. American Kidney Fund

- **Coronavirus information hub**
 - <https://www.kidneyfund.org/coronavirus/>
- **Coronavirus, COVID-19 and kidney patients: what you need to know**
 - <https://www.kidneyfund.org/kidney-today/coronavirus-and-kidney-patients.html>

- **5 urgent reminders for dialysis patients during coronavirus**
 - <https://www.kidneyfund.org/kidney-today/5-urgent-reminders-for-dialysis-patients-during-coronavirus.html>

2. National Kidney Foundation

- **Kidney Patient Prep for Coronavirus**
<https://www.kidney.org/contents/be-prepared-kidney-patient-prep-coronavirus>
- **Planning for Emergencies: A Guide for People with Chronic Kidney Disease (pdf)**
https://www.kidney.org/sites/default/files/11-10-0807_IBD_disasterbrochure.pdf
- **Kidney Community Emergency Response (KCER) Coalition**
Preparing for Emergencies: A Guide for People on Dialysis (English) (pdf)
https://www.kcercoalition.com/contentassets/85ceb9eaa06e4e1b9f59395f7936468a/cms_preparing-for-emergencies_2017update_final_508.pdf
- **Prepárese para Emergencias: Una guía para personas en dialysis (En Español)(pdf)**
<https://www.qirn3.org/Files/Emergency-Prep/SPANISH-Preparing-for-Emer.aspx>
- **CDC - Frequently Asked Questions about COVID-19**
<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>
- **American Society of Nephrology Screening/Management of COVID-19**
<https://www.asnonline.org/g/blast/files/DIALYSIS%20COVID%202019%20Update%2003.04.2020FINAL.pdf>
- **CDC Guidance/Precautions for Suspected or Confirmed Cases**
<https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/dialysis.html>
- **Penn Medicine Transplant Patient Information Regarding COVID-19**
<https://www.pennmedicine.org/updates/blogs/transplant-update/2020/march/info-on-coronavirus-for-transplant-patients>
- **American Society of Transplantation**
- **Coronavirus Disease 2019 (COVID-19): Frequently Asked Questions from Transplant Candidates and Recipients**
 - <https://www.myast.org/coronavirus-disease-2019-covid-19-frequently-asked-questions-transplant-candidates-and-recipients>

- **COVID-19 (Coronavirus) FAQs for Organ Transplantation**
 - <https://www.myast.org/sites/default/files/COVID19%20FAQ%20Tx%20Centers%20030220-1.pdf>

- 3. CMS COVID-19 Infection control guidance for nursing, hospice, home health and dialysis facilities.**
 - <https://www.mwe.com/insights/cms-covid-19-infection-control-guidance-for-nursing-hospice-home-health-and-dialysis-facilities/>

- 4. The Dialysis Patient Citizens (DPC) Education Center**
 - **What the COVID-19 Means for Kidney Patients (video)**
 - <https://www.dpcedcenter.org/education-webinar/what-the-covid-19-means-for-kidney-patients/>

 - **Coronavirus Disease (COVID-19) Information for Dialysis Patients**
 - <https://www.dpcedcenter.org/news-events/news/coronavirus-disease-covid-19-information-for-dialysis-patients/>

- 5. SAMHSA/HHS - Taking Care of Your Behavioral Health: Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak.**
 - <https://store.samhsa.gov/system/files/sma14-4894.pdf>
 - 1-800-273-8255

Medication:

- 1. Rx Open**
 - <http://rxopen.org/>
 - 1-866-247-2694
 - Helps patients find nearby open pharmacies in areas impacted by disaster

- 2. Rx Assist**
 - www.rxassist.org/patients
 - Provides up-to-date directory of free and low-cost medicine programs and other ways to manage medication costs.
 - Email: info@rxassist.org

- 3. Rx Hope**
 - <https://www.rxhope.com/Patient/Home.aspx>

- A free patient assistance program to assist people in need obtain critical medications.

4. USARX

- www.usarx.com
- Provides coupons online for downloading/printing and can be brought to the pharmacy to see if it will give consumer a lower price or beat their copay.
- Email: support@usarx.com.

5. Needy Meds

- <https://www.needymeds.org/>
- Offers a HelpLine and website information on financial assistance programs to help defray cost of medication. Website also offered in Spanish.
- (800) 503-6897

Food:

1. Feeding America

- <https://www.feedingamerica.org/find-your-local-foodbank>
- No phone #, only email in questions [here](#)
- Helps patients find a feeding program/food bank in their local community

2. FoodPantry.org

- <https://www.foodpantries.org/>
- Helps patients find a local food pantry or soup kitchen. Search by zip code or it's organized by state

3. PantryNet.org

- <http://pantrynet.org/>

- Helps patients find a local food pantry

4. USA.gov

- <https://www.usa.gov/food-help>
- Find out how to get food in case of an emergency, apply for food stamps and what free or low-cost food programs are available for infants, children and seniors.
- 1-866-348-6479 (English)
- 1-877-842-6273 (Spanish)

Employment/Unemployment:

1. Career One Stop

- <https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx?newsearch=true>
- Unemployment Benefit Finder - Helps patients find information about filing for unemployment benefits by state

2. ESRD Network Organizations

- <https://www.cms.gov/Medicare/End-Stage-Renal-Disease/ESRDNetworkOrganizations/index?redirect=/ESRDNetworkOrganizations/>
- ESRD Networks allow dialysis and transplant providers to coordinate patient referral and access to resources in a more efficient manner.
- Find your region's ESRD network here: <https://esrdnetworks.org/membership/esrd-network's>

3. Career one stop

- <https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/Find-Unemployment-Benefits.aspx?newsearch=true>
- The federal government is allowing new options for states to amend their laws to provide unemployment insurance benefits related to COVID-19
- 1-877-872-5627

Mental Health/Crisis

1. CDC - Manage Anxiety & Stress about COVID-19

- https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html

2. National Suicide Prevention Lifeline

- <https://suicidepreventionlifeline.org/>
- 1-800-273-8255

3. Crisis Text Line

- <https://www.crisistextline.org/>
- Text: HOME to 741-741

4. Disaster Distress Helpline - The Substance Abuse and Mental Health Services Administration (SAMHSA)

- <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- Text: TalkWithUs to 66746
- Call: 1-800-985-5990
 - TTY: 1-800-846-8517
- Spanish Speakers:
 - <https://www.samhsa.gov/find-help/disaster-distress-helpline/espanol>
 - Text from the 50 States, text: Hablanos to 66746
 - Text from Puerto Rico, text: Hablanos to 1-787-339-2663
 - Call: 1-800-985-5990 and press "2"

Health Insurance and Medical Expenses:

1. If you have health insurance

- Visit the website for your provider or contact their customer support line with any questions about coverage for COVID-19 testing and treatment.
- Many healthcare insurers are also making telemedicine available to customers for low or no cost.

2. If you do not have health insurance

- You may be eligible for benefits through your state. Visit this website to explore options based on your household income, children in the home, and state: <https://www.insurekidsnow.gov/>

3. National Association of Free & Charitable Clinics

- Offers a Find A Clinic function on its website by entering zip code.
- <https://www.nafcclinics.org/>

Home Internet Access

1. Comcast Internet Essentials

- <https://www.internetessentials.com/covid19>
- A low-cost home internet package for qualifying individuals and households, which is now available for free for the first two months (COVID-19 Special).

2. Access From AT&T

- <https://m.att.com/shopmobile/internet/access/#!/startedStep>
- A low-cost home internet package for qualifying individuals and households (no special for COVID-19 but still available at a low cost).

General Assistance Locators:

1. The United Way

- 211.org
 - Search outside of US: <https://www.unitedway.org/find-your-united-way#>
- Call: 211

2. NeedyMeds

- <https://www.needymeds.org/dba-search>
- Assistance Search that filters by state (zip), area of assistance, and diagnosis
- 800-503-6897

3. Homeless shelter directory.

- <https://www.homelessshelterdirectory.org/>
- Immediate emergency housing, provides information on homeless shelters and other social services throughout the country.
- Search by States and Cities.
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4. The Assistance Fund

- For those who qualify for financial support, service provides patient advocates to assist in securing financial assistance for co-payments, prescriptions, deductibles, premiums and medical expenses. Spanish-language translation service also available.
- <https://tafcares.org/>
- (855) 845-3663

For Renal Professionals and Dialysis Facilities

1. American Society of Nephrology Informational Webinar

- [Video/Webinar Link](#)
- [PDF Version](#)
- COVID-19 guidance for dialysis facilities from CDC and a presentation on managing patients with COVID-19 who require dialysis

2. CDC - Steps Healthcare Facilities Can Take Now to Prepare for COVID-19

- <https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/steps-to-prepare.html>

Bill payment assistance

1. USA.gov

- <https://www.usa.gov/help-with-bills>
- Government programs to help pay for phone bills, medical bills, and other expenses. You can also learn how to apply for temporary assistance.

2. Need Help Paying Bills

- www.needhelppayingbills.com
- Provides information on assistance programs, charity organizations, and resources that provide help paying bills, mortgage and debt relief (financial, rent and government assistance).

