



2019 Live Yes! Conference of Champions

Helping Patients Tackle  
Insurance Issues

ATLANTA, GEORGIA • SEPTEMBER 13-15, 2019

# Meet the Panel

- Suzy Szasz Palmer, Live Yes Connect Facilitator
- Susan Frost, Live Yes Connect Facilitator
- Julie Eller, Arthritis Foundation Grassroots Advocacy Manager
- Robyn James, Arthritis Foundation Helpline Coordinator
- Michele Guadalupe, Moderator, Arthritis Foundation Advocacy Alliance Director

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**R<sub>x</sub>** for  
**Access**



**ARTHRITIS HELPLINE**  
Call toll-free!  
**1.844.571.HELP**

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# State of Your Health: Dept of Insurance



# Advocacy Story Bank

The screenshot shows a form titled "Story Bank | Tell Us Your Arthritis Story". The form includes an introductory paragraph about the importance of sharing arthritis stories, a "Share Your Story" section with three numbered questions, and two text input fields. The questions are: 1. Please share how you and your family are impacted by arthritis. 2. Please tell us about your occupation and if you have any relevant volunteer or professional experience. 3. If you are comfortable doing so, please tell us the source of your health insurance.

Visit [bit.ly/ArthritisStoryBank](http://bit.ly/ArthritisStoryBank)

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# Interactive Session with Panelists

## Panel Discussion

A panel discussion on how to facilitate conversations with arthritis patients who are dealing with various insurance issues. This panel will help you address questions regarding various topics:

## Objectives:

- Manage the claim, denial and appeal process
- Reduce costs and find financial assistance programs

Resources: RX for Access, Helpline, Advocacy

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 **Arthritis  
Foundation®**

# Questions?

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