

# COMPASS<sup>®</sup>

## IMPACT REPORT



People with cystic fibrosis and their families face complicated issues related to getting the care they need. CF Foundation Compass makes sure that no one has to do it alone. 2021 was another year filled with uncertainty, and our case managers helped thousands of people navigate insurance challenges, find available financial resources, and tackle other life issues. Whenever you need us, **Compass is here to help.**

### 🌟 IN 2021, COMPASS

HELPED SAVE  
**\$1.6M**  
FOR THE  
COMMUNITY

ANSWERED NEARLY  
**7,000**  
CALLS\*

RECEIVED  
**1,300**  
ONLINE AND  
EMAIL REQUESTS

PREPARED  
**1,525**  
INSURANCE  
COMPARISONS

\*including more than 100 in Spanish



### Received AIRS Accreditation

Compass received their official accreditation from the Alliance of Information and Referral Systems (AIRS), the only source globally that sets standards, accreditation, and certification for community referral and information services.



#### MORE

calls related to scholarship opportunities and financial aid for continuing education, including requests from non-traditional students.



#### FEWER

calls related to disability benefits applications, insurance coverage issues, and social needs — like food, utilities, and rent.

# COMPASS AS COLLABORATORS



## COMMUNITY RESOURCES

Through a collaboration with the Compass Advisory Board and the Foundation's Community Partnerships team, Compass created a needs assessment tool that case managers can use when assisting someone who was recently diagnosed navigate the complexities related to life with CF.



## STATE PROGRAMS

Compass assisted the Foundation's State Policy and Advocacy team in their engagement around state program budgets by sharing impactful stories from the community about how people with CF utilize these programs, and such as gaps people experience when programs like the New York State Adult CF Program are eliminated.



## AFFORDABLE ACCESS

Calls about accumulator programs — which limit the use of drug co-pay assistance programs — led to direct advocacy efforts in nine states by the Foundation's state policy and advocacy team.



## PROGRAM COLLABORATION

Needs of Compass callers helped inform the Foundation's CF PeerConnect program offerings and BreatheCon 2021 session topics such as new CF diagnosis, considering transplant, and going off disability with modulator therapy.



## BAYLOR CF CENTER NETWORK CHANGE

Urgent calls to Compass about Baylor CF care center's network status with Cigna triggered a coordinated response to educate Cigna on the unique needs of people with CF and the importance of continuity of care.



## FOOD ASSISTANCE

Through a collaboration with Compass and local CF care centers, Food&Friends — an organization that provides medically-tailored meals and groceries to people with eligible illnesses in DC and surrounding Maryland and Virginia counties — added CF to their list and created a CF-specific menu. Since June 2021, Food & Friends has provided home delivered meals and groceries to 15 people with CF and their family members.



Transitioning from a lifetime of private insurance to Medicare was an incredibly daunting task. Thankfully, a call to Compass changed everything. Jessica, my case manager, was extremely caring and knowledgeable providing guidance the whole way through. The depth of her research regarding available plans, costs, drug coverage, and detailed explanation of the entire process gave me the confidence in knowing I was making the best decisions possible. **We are fortunate to have this incredible resource called Compass to help us navigate these important life decisions.**

-Greg, 54 year old with CF