

# Thyroid Eye Disease (TED) Emergency Relief Program



## What is the purpose of this program?

**NORD's Thyroid Eye Disease (TED) Emergency Relief Program** offers financial assistance to eligible individuals with a confirmed diagnosis of Thyroid Eye Disease with the costs of unexpected or emergency non-medical expenses that they cannot afford without short term assistance.

NORD recognizes the burden that managing a rare disease places on a patient and his/her family. This financial burden may impact a patient's ability to afford unexpected or emergency essential (non-medical) expenses such as:

- Unexpected utility costs
- Cell phone bills
- Emergency repairs to car, furnace, home, or major appliances
- Missed rent or mortgage payment due to missed work days or other expenses

Our Emergency Relief Programs are designed to assist eligible individuals with these challenges.

## Who is eligible to apply for NORD's Thyroid Eye Disease (TED) Emergency Relief grants?

These programs are designed to help patients who:

- Are a United States citizen or U.S. resident of six (6) months or greater with evidence of residency such as a utility bill showing the patient's name and address
- Have a diagnosis of Thyroid Eye Disease (TED)
- Fall within the Program's financial guidelines and adhere to application requirements that are set in advance by NORD

## What kinds of assistance can I request from NORD?

- The TED Emergency Relief Program assists eligible individuals with the cost of unexpected or emergency non-medical expenses that cannot be afforded without short-term assistance.
  - *Some examples of these expenses may be the cost of repair for a car or major appliances, unexpected utility costs or cell phone bill that cannot be afforded due to lost wages from time off related to care of ill family.*
  - *Other types of emergency requests will be considered on an individual basis.*

# FAQ

## What is NORD?

The National Organization for Rare Disorders (NORD), a 501(c)(3) organization, is an independent charity dedicated to the identification, treatment and cure of rare "orphan" diseases through education, advocacy, research and patient service programs.

NORD was founded by families struggling to obtain access to treatments and whose advocacy for change led to the passage of the Orphan Drug Act in 1983. NORD assists eligible patients (those with medical and financial needs) in affording the treatments and medical services their healthcare professionals have prescribed.

Funding for NORD comes from a variety of sources including corporate donations, foundation grants, public contributions, and membership dues.

**At NORD, we know what it is like to live with or care for someone with a rare disease, and we continuously endeavor to support those dealing with these challenges.**

## How do I get more information and apply?

Contact NORD's Thyroid Eye Disease Program  
Monday-Thursday 8:30 am – 7:00 pm EST  
Friday 8:30 am – 6:00 pm EST

Phone: 203.275.0972  
Fax: 203.267.0386  
E-mail: [Thyroideyedisease@rarediseases.org](mailto:Thyroideyedisease@rarediseases.org)

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## What is the application process?

Awards are granted on a first come, first served basis. Patients may be referred to the program by their health care provider, their case managers, or they may self-refer. The RareCare<sup>®</sup> Patient Services Representative will guide the applicant through the application process, verify eligibility for inclusion in the TED Emergency Relief Program, determine financial eligibility using our Electronic Income Verification System (EIV) and award assistance.

## What happens if an applicant does not meet the criteria of the Electronic Income Verification?

The RareCare<sup>®</sup> Patient Services Representative will offer to e-mail, fax, or mail the brief program application and disclosure forms to the patient. The applicant may then complete the application, sign the disclosure form, provide the appropriate financial documentation to verify financial need, and return them via fax, email, or USPS mail.

## How long before a decision is made on an application for assistance?

The application decision process can take as few as 5 minutes over the telephone. Applications completed and submitted via email, fax or US mail will be processed within three (3) business days of receipt.

## Is there a limit to a patient's financial award?

A decision to place a "cap" on funding or limit the scope of assistance to beneficiaries is at NORD's discretion and is determined based on the amount of donations made to the fund, as well as the anticipated volume of applicants expected to utilize the program, and their anticipated financial need.

At NORD, we are honored to be a partner on your rare disease journey. We look forward to assisting you.

## Once a patient is accepted into the assistance program(s) how long are they eligible?

Emergency Relief awards are offered as payment support for a capped annual emergency need.

## How does the payment or reimbursement process work?

Depending on the specific need and circumstance of the emergency relief needed:

- NORD may be able to pay the expense via credit card over the phone
- NORD may issue a check directly to the service provider

## Are there expenses which cannot be covered by NORD'S Emergency Relief Program?

Yes, NORD's goal is to be as flexible as possible in regards to patient's emergency needs, but some expenses which are not permissible by law are:

- Federal, state, or local tax payments, including property taxes, child support payments, legal fines and/or fees
- Luxury goods and services or vacation costs are not eligible for consideration