



SUPPORTING AT-RISK POPULATIONS IN CRISIS

2020 Annual Report



TABLE OF CONTENTS

- 3 Introduction**
- 4 Leadership Letters**
 - Letter from our Board Chair
 - Letter from our President
- 6 Supporting At-Risk Populations in Crisis**
 - How We Help
 - Types of Assistance
 - Who We Serve
- 7 2020 Highlights**
 - New Funds
 - New Patient Experience and Engagement Tools
- 8 Effective Compassion**
- 9 Stories From Those We Serve**
 - Matt and Bethany
 - Bill
 - Daniel
- 12 Our Care Navigators Truly Connect**
- 13 Advocacy in Action**
 - Chronic Disease Day 2020
 - Strengthening the Patient Assistance Safety Net with United for Charitable Assistance
- 14 Best in Class Awards**
- 15 Financials**
- 16 Our Board of Directors**
- 16 Our Staff**
- 17 Donate**
- 17 Connect With Us**

INTRODUCTION

Good Days is a national, independent 501(c)(3) non-profit patient assistance and advocacy organization that provides resources for life-saving and life-extending treatments to people in need of access to care. Since 2003, Good Days has provided more than 800,000 grants for healthcare resources.

This pandemic has been especially challenging for individuals with chronic and rare conditions who are at higher risk for severe health complications than individuals who are not immunocompromised. Among U.S. patients requiring admission to an intensive-care unit due to COVID-19, 78 percent had at least one underlying condition, according to the Centers for Disease Control and Prevention.

During these challenging times, our programs ensured that people who have chronic and rare conditions could continue to access the treatments and services they need to lead healthy and productive lives. Thanks to the generosity and support of our donors, we were able to enhance our program offerings and expand our advocacy leadership to provide critical support to rare and chronic disease communities during this unprecedented public health crisis.



LETTER FROM OUR LEADERSHIP



A MESSAGE FROM OUR BOARD CHAIR HON. GLEN ASHWORTH

The year 2020 will be remembered for the unprecedented challenges and hardships people faced. COVID-19 has exacerbated health care costs that were already financially burdensome for most Americans.

Worse than the economic difficulties is the loss of life and the life-threatening experiences that people across the country have faced. It is now clear that the worst effects of contracting COVID are associated with having one or more pre-existing illnesses. Making matters worse, the pandemic has led to the highest unemployment rates since the Great Depression, which disproportionately impacts the most disadvantaged among us.

We're grateful that Good Days was well-prepared to respond to this ongoing crisis. We were among the first patient assistance organizations to launch COVID emergency relief funds to help ease the mounting financial burdens that families faced throughout the year. This year Good Days provided more access to care grants than ever before in our history as a non-profit organization.

Despite the challenges brought on by the pandemic, Good Days continued to seamlessly deliver healthcare support, financial assistance, and educational resources when it was needed most. Thanks to the generosity of our donors, the safety net that Good Days provides continues to save lives.

*Sincerely,
Hon. Glen M. Ashworth
Board Chair*

LETTER FROM OUR LEADERSHIP



A MESSAGE FROM OUR PRESIDENT CLORINDA WALLEY

If you live with a chronic condition, you know what it means to persevere through adversity. Still, nobody could have been fully prepared for the unique challenges brought on by the pandemic.

This year was a harsh reminder of the importance of maintaining access to care for all Americans. Millions of people were also forced to delay care at the behest of overwhelmed hospitals and healthcare teams. This has greatly increased risks for people who are immunocompromised and has caused a dramatic increase in the need for access to care support and resources.

During these challenging times, our copay, premium and travel assistance programs ensure that people can continue to access the treatments and services they need to lead healthy and productive lives. In 2020, Good Days raised a total of \$318,719,463. With these funds, we were able to provide direct financial assistance to more than 200,000 individuals across the country, including 24,369 more individuals than last year. We launched new emergency grant programs that helped with essential living costs for individuals and families significantly impacted by the pandemic. We sought and found ways to engage more deeply with the rare and chronic disease communities during this historic public health crisis.

In July, Good Days again led the charge for national Chronic Disease Day, bringing together a majority of state governors, state and city public health agencies, diverse patient advocacy groups, and leaders from the National Institutes of Health and Centers for Disease Control and Prevention, to build healthier communities and better support those with chronic and rare conditions.

With more and more people accessing our free educational resources each year, our hope is that beyond the financial assistance that we offer, we are able to exchange ideas on the issues that matter most, advance access to care solutions, and amplify the authentic and diverse voices of the chronic and rare disease community.

*Sincerely,
Clorinda Walley
President, Good Days*

WE SUPPORT AT-RISK POPULATIONS IN CRISIS

HOW WE HELP

Non-profit charitable assistance is a critical safety net for many patients and their families, particularly those living with rare, chronic, complex, or life-threatening conditions.

Once an individual is diagnosed with a condition and is prescribed a treatment, they, their caregivers, family members, specialty pharmacy personnel, or a patient's doctor can contact Good Days to apply for assistance for our available grant programs. Our Care Navigators provide live, personalized support beginning with program enrollment and lasting throughout an individual's relationship with Good Days.

In the face of the coronavirus pandemic, Good Days introduced new programs and support services to enhance our ability to reach and support individuals in need.

TYPES OF ASSISTANCE

Copay Assistance

Many Americans struggle to pay costly copays for treatments that can extend their lives and alleviate suffering. When insurance doesn't cover the cost of treatments, we do. Our ability to pay for the otherwise unaffordable co-insurance ensures access to some of the most sophisticated treatments in healthcare to help individuals get back to leading happier and more productive lives.

Travel Assistance

Accessibility to safe transportation and its associated expenses can be a significant barrier to treatment access. The Good Days Travel Assistance program pays for travel costs to ensure patients have access to the care they need, especially during a global pandemic.

Our dedicated, specially-trained team of Care Navigators make all travel arrangements and stay in constant contact with the patient, physician, and case manager throughout the course of the patient's treatment. The Travel Assistance program ensures that patients can safely and easily adhere to important medical appointments by coordinating travel from start to finish.

Premium Assistance

Patients fighting chronic or life-altering diseases are often forced into financially demanding situations. Our Premium Assistance Program is for individuals who need help paying their monthly medical insurance premiums. In cases where the member already has insurance coverage and only needs help with their monthly premium costs, Good Days will make payments to continue that coverage. Premium Assistance may also cover plans for the patient's family where applicable, providing significant financial relief.

Diagnostic Testing Assistance

Many insurance plans do not cover diagnostic testing, which could be key in obtaining a proper diagnosis and an appropriate treatment plan. Good Days offers financial assistance to cover the cost of diagnostics so that the cost of testing does not prevent patients from having the most accurate understanding of their condition as possible.

WHO WE SERVE

Good Days supports individuals in all 50 U.S. states. To receive support from Good Days, an individual must:

1. Have a valid Social Security number and receive treatment in the United States.
2. Earn an annual income at or below 500% of the Federal Poverty Level.
3. Have an insurance plan which covers at least 50% of the cost of treatment.
4. Be diagnosed with a disease covered by an available grant program at Good Days that is accepting enrollments.
5. Have a prescription to treatment that is FDA approved for their medical diagnosis.

2020 HIGHLIGHTS



NEW FUNDS

COVID Relief Funds

Good Days launched two COVID Emergency Patient Assistance Funds to make sure people with chronic or life-altering diseases can afford critical supplies and medical expenses throughout the pandemic. These funds cover the costs of medical and essential non-medical expenses for those who have chronic or life-altering diseases and have contracted COVID-19 or are experiencing economic hardship due to the pandemic. The emergency medical assistance fund includes up to \$250 for eligible individuals to use towards treatments that are approved or have been issued emergency use authorization by the U.S. Food and Drug Administration for the treatment of COVID-19. A second assistance fund will provide eligible individuals a grant of up to \$250 for essential non-medical expenses such as groceries, utilities, and rent.

NEW PATIENT EXPERIENCE AND ENGAGEMENT TOOLS

Reimbursement App

With the pandemic continuing to create economic hardship for millions across the country, Good Days launched a first-of-its-kind mobile phone application to help ease the financial burden for at-risk beneficiaries of the patient assistance programs offered by Good Days. The app, which is available for download on the Apple or Google app store, helps eligible Americans request patient assistance reimbursements and upload receipts for faster payment of medical and essential non-medical costs covered by Good Days charitable assistance programs.

EFFECTIVE COMPASSION WHEN IT'S NEEDED MOST

In 2020:

A CDC survey of **540,667** adult hospitalized patients with COVID-19 found that **94.9%** had at least **1** underlying medical condition.¹

Two-thirds of consumers report concerns about their ability to pay for their medical expenses given the financial pressures of the pandemic.²

The average household income of families we assisted was below **~\$39,000.**

We delivered **\$265,483,021** in assistance grants to patients in need.

Our programs supported **236,838** individual patients with access to care resources.

33 state governors joined Good Days to raise awareness for Chronic Disease Day.



1 www.cdc.gov/pccd/issues/2021/21_0123.htm

2 www.accessionemedcard.com/2020/12/16/medical-expenses-patient-finance-report/



STORIES FROM THOSE WE SERVE

MEET MATT & BETHANY

As Matt and Bethany prepared to become parents, the unique challenges that lie ahead for them became clearer. Matt, who has Spinal Muscular Atrophy (SMA) and uses an electric wheelchair for safety and accessibility, would need help to get to and from regular medical treatment appointments that were essential to his quality of life while his wife Bethany would need to tend to their newborn child. They both realized it would be unrealistic to always rely on Bethany to drive him to appointments. Finding reliable transportation on a regular basis that could accommodate Matt's chair proved difficult and costly.

"We were looking for ways to circumvent this transportation challenge," says Matt, who works remotely as a Graphic and Web Design Specialist for Odessa College in Texas.

After some research, Matt found that Good Days offered programs for individuals with SMA that included transportation assistance. Shortly after, Matt was on the phone with our Care Navigators who helped him find a local company with chair-accessible vehicles that could provide regular rides to and from his treatment appointments.

"These are services that people don't necessarily think of," says Matt. "Good Days has been incredibly helpful financially and personally. Honestly, it was one of the smoothest processes I have ever been through. They helped me to review the eligibility requirements and I was quickly filling out the forms online. Within a few weeks we were set up and ready to go with a local transportation service."

“ Good Days has been incredibly helpful financially and personally. ”



STORIES FROM THOSE WE SERVE

MEET BILL

Bill was finally able to focus on his hobbies of drawing and graphic design once he retired from a career in computer science. Despite having lost his right eye as a young child, he was still wonderfully talented at drawing the cartoon figures that brought him joy. But a degenerative eye disease threatened his remaining vision last year.

“All of a sudden, everything was out of focus,” said Bill. “I went in to see a doctor who gave me an injection and just as suddenly, my vision was restored. But the treatments I needed were very expensive. I could never afford it living on Social Security.”

Although Bill worked hard his entire life and had saved up for retirement, the monthly costs for his injections were far too expensive to afford. When his doctors applied for assistance from Good Days on Bill’s behalf, he was relieved to find out that the non-profit would help cover the out-of-pocket cost for his treatments.

“I wish I could see better, but I am grateful to see halfway,” says Bill. “Every day I thank the Lord for being able to see.”

“ Every day I thank the Lord
for being able to see. ”



STORIES FROM THOSE WE SERVE

MEET DANIEL

"When my brother was sick, the only organization there to help us was Good Days," says Daniel, whose older brother Frankie passed away in 2018. "Thanks to Good Days we could afford to provide him a temporary home near the hospital. My family is so appreciative that we had that support."

Frankie had a complex diagnosis that required him to be in and out of a hospital that was far from home every few days. Good Days helped alleviate the financial burden by covering the cost of temporary housing and transportation costs for him and his family. Recently, Daniel was surprised to find out

that Good Days also helps with the cost of treatments that help prevent his grandmother from losing her eyesight. "I did not realize that my family is helped in so many ways," said Daniel.

Earlier this year, Daniel held a community fundraiser to support Good Days in honor of his brother's legacy.

"I wanted to do something for him, to keep his memory alive," says Daniel. "I knew I wanted to give back to Good Days. We did not hear back from a lot of organizations when he was sick, but Good Days was there for us when we needed it most."

“ Good Days was there for us
when we needed it most. ”

OUR CARE NAVIGATORS TRULY CONNECT

MEET A CARE NAVIGATOR

Finding out that you or a loved one has a life-altering condition and then realizing that the cost of care is out of reach is an experience that no one should go through.

“Knowing that we take that stress and worry away for people and their families is so much of a reward,” says Kim Ryle, a Care Navigator who has worked on the Special Programs team at Good Days for more than seven years. “When a parent asks, ‘We need to see the top specialist in the country for our child but how are we going to get there?’, they can turn to us,” says Kim. “We cover the cost of flights and make sure a guardian can go along too. Good Days is there every step of the way.”

Like many other organizations around the country, Our Care Navigators have had to adapt as Good Days staff transitioned to work from home to ensure the safety of team members during the pandemic. But that has not stopped them from providing the added support that is asked of them this year.

“As a Care Navigator, we help facilitate calls for patients with their health providers or insurers if they are nervous and want to make sure all their questions are answered. It doesn’t matter who picks up the phone at Good Days, we are all ready to help. It can be a challenging position at times, but I enjoy all aspects of it. My job is extremely rewarding.”



“ It doesn’t matter who picks up the phone at Good Days, we are all ready to help. ”

ADVOCACY IN ACTION

Chronic Disease Day 2020

State and city governments, national patient advocacy groups, and local communities across America came together on July 10 to recognize Chronic Disease Day with Good Days in support of chronic and rare disease communities during a time of unprecedented challenges for individuals who are immunocompromised.

With more than 133 million Americans suffering from at least one chronic illness, Chronic Disease Day helps raise awareness about the impact of chronic disease in America and equips people with the knowledge and resources to take action to reduce the risk of chronic disease.

- More than 30 governors and numerous leading patient advocacy groups join us in recognizing this important national awareness day.
- Good Days hosted a live streamed virtual educational webinar featuring special guest speakers including the Director of the National Institute on Minority Health and Health Disparities Dr. Eliseo J. Perez-Stable and Congressman Joe Kennedy.
- Grassroots supporters across the country joined our “I Stay Strong For...” social media campaign to share who gives them strength as they cope with chronic illness.
- At ChronicDiseaseDay.org, we made available a suite of public health resources that are free to access and watch.



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ADVOCACY IN ACTION

Strengthening the Safety Net with United for Charitable Assistance

Good Days' helps to lead the United for Charitable Assistance coalition to protect patient assistance programs that are under threat of being eliminated across the United States. UCA is a patient-focused coalition committed to protecting non-profit charitable assistance, the only financial safety net available for thousands of people living with rare, chronic, and life-threatening conditions. In addition to Good Days, UCA is led by patient-focused advocacy groups including but not limited to the US Hereditary Angioedema Association, the Pulmonary Hypertension Association, the American Liver Foundation and Hope for Hemophilia.

Our mission is to ensure that these programs remain available to those who need them most.

As policymakers, public and private payers, manufacturers and other stakeholders consider solutions to lower health costs, they should not take any action that undermines the availability of charitable assistance to the patients who currently rely on it to access their health care. Through education, advocacy, and awareness, UCA helps ensure that policymakers understand the importance of charitable assistance.



2020 Best in Class Awards



2020 GuideStar Platinum rating, the highest recognition from the world's largest source of information on non-profit organizations. The GuideStar levels, acknowledged as symbols of transparency in the nonprofit sector, are displayed on all updated participants' profiles in the GuideStar database. Find more information on our impact [here: https://www.guidestar.org/profile/61-1462062](https://www.guidestar.org/profile/61-1462062).



2020 LiveHelpNow Challenge Best Customer Service award. Each month the Challenge ranks the top 100 organizations providing excellent customer service out of a field of more than 10,000.

Our industry-leading recognitions highlight our commitment to transparency and accountability, as well as our dedication to having a positive impact on people in need of access to care.

FINANCIAL STATEMENT

We raised a total of **\$318,719,463** in contributions and grants in 2020.

Our assistance programs directly supported **236,838** individuals with **\$265,483,021** in grants for access to care.

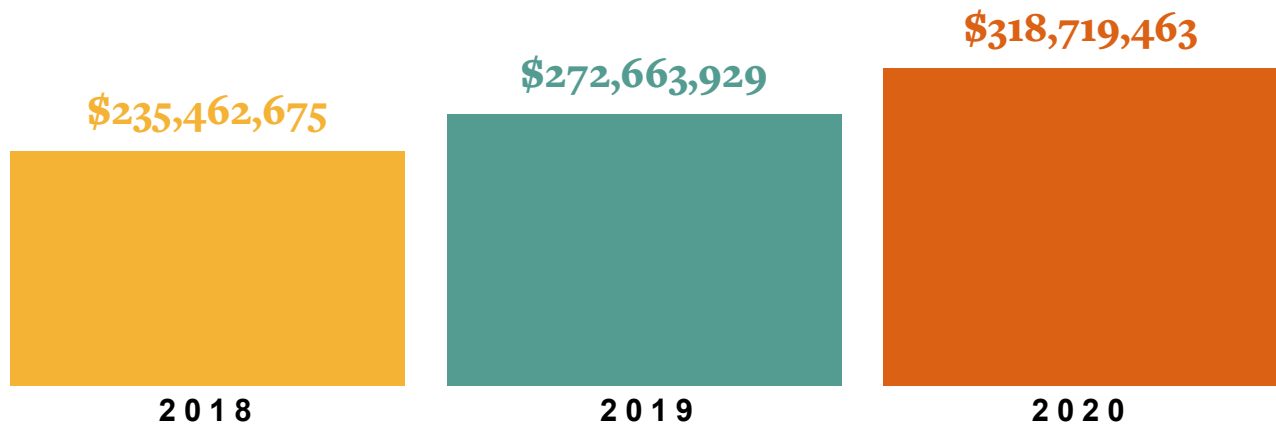
INCOME AND ASSETS

Total income: **\$323,239,436**

Net investment income: **\$815,932**

Total end-of-year net assets: **\$121,993,039**

GROWTH IN CONTRIBUTIONS YEAR-OVER-YEAR



Good Days strives to maintain complete transparency for both our donors and partners. For more detailed information and to view our 990 tax return and financial statements in their entirety, visit:

<https://www.mygooddays.org/about/annual-report-and-financials>

OUR BOARD OF DIRECTORS

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