



**NORD**<sup>®</sup>  
National Organization  
for Rare Disorders

# MedicAlert<sup>®</sup> Assistance Program

## What is the purpose of this program?

NORD's MedicAlert Assistance Program provides MedicAlert products and services to eligible individuals in the rare disease community.

If someone with a rare disease can't speak for themselves in an emergency, MedicAlert can be their voice in providing important and potentially life-saving information.

The program provides eligible individuals with a MedicAlert product and 3-years of membership.

**PATIENT  
ASSISTANCE  
PROGRAM**



## Who is eligible to apply?

This program is designed for those with a rare diagnosis who:

- Are a United States citizen or US resident of six (6) months or greater with evidence of residency such as a utility bill showing the patient's name and address
- Fall within the program's financial guidelines and adhere to application requirements that are set in advance by NORD



## 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 program, determine financial eligibility using our Electronic Income Verification System (EIV) and award assistance.

## NORD is Here for You

*NORD, a 501(c)(3) organization, is a patient advocacy organization dedicated to individuals with rare diseases and the organizations that serve them. NORD, along with its more than 300 patient organization members, is committed to the identification, treatment, and cure of rare disorders through programs of education, advocacy, research, and patient services.*

*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.*

**Alone we are rare. Together we are strong.**<sup>®</sup>

## How do I get more information and apply?

Contact NORD's MedicAlert Assistance Program


Monday-Thursday 8:30am – 7:00pm ET

Friday 8:30 am – 6:00 pm ET

 203.616.4325

 203.441.3939

 [medicalert@rarediseases.org](mailto:medicalert@rarediseases.org)

 US MAIL to: NORD  
Attention: MedicAlert Program  
55 Kenosia Avenue  
Danbury, CT 06810

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

The RareCare® 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. Once approved for assistance in this program, it will be necessary for the applicant to provide detailed information for product engraving and to create a MedicAlert emergency information file.

## Why is it important for those with a rare disease to have MedicAlert?

- Rare diagnoses as the name suggests are not well known, or understood. In an emergency, it is critical for first responders to know of your diagnosis and unique needs.
- This information enables those caring for you, to provide appropriate care more quickly.
- In an emergency, MedicAlert can notify your emergency contacts
- Your MedicAlert information expresses your wishes in terms of care and care settings.
- MedicAlert can result in improved outcomes when an emergency occurs.

### Program Partner:



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