2020 was a year we will never forget. The pandemic has continued to shape our lives well into 2021 and while we all long to get back to normal, we aren’t really sure what normal will even look like. For PSI, 2020 was a year of change. We said goodbye to tenured leaders who, for decades, poured their hearts into serving our patients then welcomed a new leadership team that is ready to take our mission into the future.

This report highlights the impact we’ve had across the nation for patients with rare and chronic diseases who count on us as their safety net for survival. But more importantly than looking back, we are looking forward with a new, streamlined strategic plan that focuses on creating an exceptional patient experience, while diversifying and growing our disease funds to serve more patients than ever before.

Our leadership team brings over 100 years of collective healthcare leadership in the for-profit and non-profit sector. We’ve added a clinical program director to the team and expanded our board to include medical professionals, corporate executives and policy gurus. The P.S.I Foundation kicked off 2021 with a new executive director, skilled in harnessing an untapped individual and corporate unrestricted giving campaign to meet our mission.

Speaking of our mission, check out page 4 to see our new vision and mission statement along with a snapshot of our new strategic plan and you’ll quickly join us in embracing our unwavering commitment to expand our service delivery model in order to serve more patients in more ways.

Our team has put a stake in the ground to Be Better for Those We Serve. We hope you’ll join us in Paving the Way to a new PSI.

For Those We Serve,

Gwen Cooper & Mitch Mula
CEO                Board Chair
LEADERSHIP

Gwen Cooper, MPA, CFRE
Chief Executive Officer

Michael Brown, CFRE
Executive Director, P.S.I. Foundation

Deanna Callahan, JD
Chief Compliance Officer

Chuck Dushman, MBA
VP, Business Development & Strategy

Tiara Green, MSED
VP, Patient Services

Lamont Brown
Controller

Ashlea Christiansen, JD
Director, Government Affairs

Ashley Lee
Executive Project Manager

Jennifer Noonan, MSN, RN
Clinical Program Director

Stacey Pugh
Director of Business Services

HIPAA Security Officer

Daniel Wise, MBA
Director of Finance
2020 PATIENT PROGRAMS DATA

DENSITY OF PATIENTS SERVED BY LOCATION

U.S. Virgin Islands

LEAST

MOST

TOP STATES SERVED

FLORIDA  TEXAS  CALIFORNIA  OHIO  PENNSYLVANIA  NORTH CAROLINA

NEW YORK  GEORGIA  MICHIGAN  ILLINOIS  VIRGINIA  ALABAMA

MISSOURI  INDIANA  TENNESSEE  ARIZONA  NEW JERSEY  SOUTH CAROLINA

KENTUCKY  WASHINGTON
PATIENT DEMOGRAPHICS
AVERAGE INCOME: $36,756
AVERAGE HOUSEHOLD SIZE: 2
AVERAGE AGE: 65

11,332 UNIQUE PATIENTS

52,131 CALLS TO PATIENT SERVICES SERVICE CENTER

135,465 CLAIMS PAID

74,951 DOCUMENTS PROCESSED

ACCESS PROGRAM
47 PATIENTS REPRESENTED WITH 71% SUCCESS IN SECURING SSDI FOR ACCESS PATIENTS

“PSI’s ACCESS program helped me receive Social Security Disability, which let me adopt my son, Jacob.”
- Randy Russell
Established in 1989, Patient Services Inc., (PSI) is a national nonprofit organization founded by a patient for patients. Providing financial assistance that ensures access to care and treatments is the heartbeat of healthcare for our patients living with a rare or chronic disease or disability. Without medications and treatments these patients will suffer and many will not survive.

PSI’s driving force is simple: break down barriers to healthcare access and payment options so patients with rare or chronic disease or disability can focus on living their best lives.

In the last 10 years, PSI has provided over $800 million in financial assistance to help people get the healthcare they need, when they need it most.

In 2020 alone, nearly 15,000 patients from every state in the US shared $56 million in financial assistance from PSI.
PSI lives its mission through four pillars which also drive our strategic goal setting. Represented by the 4 crescents in our logo, each pillar includes strategic development goals to drive us towards our success imperatives.

**FINANCIAL:** CREATE SUSTAINABLE AND DIVERSE REVENUE STREAMS

**PATIENT EXPERIENCE:** PROVIDE THE BEST PATIENT EXPERIENCE THROUGH EASE OF ACCESS, CUSTOMER SERVICE AND PATIENT ENGAGEMENT

**COMPLIANCE:** BUILD A FOUNDATION OF EXCELLENCE

**PEOPLE:** SERVE AS THE PATIENT ASSISTANCE PROGRAM OF CHOICE IN A FIERCELY COMPETITIVE MARKET BY ENGAGING IN LIFELONG LEARNING & COLLABORATION.

Healthcare is highly regulated, and PSI operates under an OIG opinion allowing us to conduct our mission. We take this regulatory environment seriously and require ongoing compliance training to meet and exceed all auditing and reporting requirements. We embrace compliance as a demonstration that our operational structure, programs, services and leadership are above reproach.

**VISION FOR THE FUTURE**

PSI is recognized locally and nationally for its charitable accomplishments and expertise in navigating the shortfalls in health services that threaten the unserved and undeserved.

Our relationships and networks are known nationwide and others seek to partner with us and financially support our mission.

We are recognized for patient-focused grassroots and grass-top advocacy.

Our innovations help those we serve lead their best life.

Through mission-focused positioning, PSI provides comfort, education, and support for those in need of our programs.

PSI staff serve a noble purpose while empowered to grow, lead, and innovate.

Our relevance is unquestioned, our influence impactful and our patients can embrace life because PSI is there to serve.
## PATIENT SERVICES, INC
### SUBSIDIARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION 2020 & 2019

<table>
<thead>
<tr>
<th>REVENUES AND OTHER SUPPORT</th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$6,617,687</td>
<td>$42,447,573</td>
<td>$49,065,260</td>
<td>$68,175,958</td>
</tr>
<tr>
<td>Fees for contracted services</td>
<td>82,253</td>
<td>440,070</td>
<td>522,323</td>
<td>683,909</td>
</tr>
<tr>
<td>Interest income</td>
<td>181,960</td>
<td>-</td>
<td>181,960</td>
<td>695,074</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>6,114</td>
<td>-</td>
<td>6,114</td>
<td>4,326</td>
</tr>
<tr>
<td>Gain on investments and life insurance annuity</td>
<td>422,437</td>
<td>-</td>
<td>422,437</td>
<td>869,274</td>
</tr>
<tr>
<td></td>
<td>7,310,451</td>
<td>42,887,643</td>
<td>50,198,094</td>
<td>70,428,541</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>54,215,677</td>
<td>(54,215,677)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>61,526,128</td>
<td>(11,328,034)</td>
<td>50,198,094</td>
<td>70,428,541</td>
</tr>
</tbody>
</table>

## EXPENSES AND LOSSES

<table>
<thead>
<tr>
<th>EXPENSES AND LOSSES</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>56,688,576</td>
<td>56,688,576</td>
</tr>
<tr>
<td>Fund-raising</td>
<td>851,742</td>
<td>851,742</td>
</tr>
<tr>
<td>Management and general</td>
<td>3,771,927</td>
<td>3,771,927</td>
</tr>
<tr>
<td></td>
<td>61,312,245</td>
<td>61,312,245</td>
</tr>
<tr>
<td>Uncollectible pledge expense</td>
<td>4,136</td>
<td>41,821</td>
</tr>
<tr>
<td>Loss from legal settlement (see Note 8)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Loss on disposal of equipment</td>
<td>5,258</td>
<td>5,258</td>
</tr>
<tr>
<td></td>
<td>61,321,639</td>
<td>61,363,460</td>
</tr>
<tr>
<td>Change in net assets</td>
<td>204,489</td>
<td>(11,165,366)</td>
</tr>
</tbody>
</table>

## NET ASSETS

<table>
<thead>
<tr>
<th>NET ASSETS</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of year</td>
<td>$11,226,467</td>
<td>$95,223,228</td>
</tr>
<tr>
<td>Ending</td>
<td>$11,430,956</td>
<td>$83,853,373</td>
</tr>
</tbody>
</table>

*This is not a complete consolidated financial statement, to view the 2020 audited financial report, visit www.patientservicesinc.org*

"THANK YOU FOR ALLOWING ME TO HAVE A MOSTLY NORMAL LIFE THESE PAST FIVE YEARS AND FEELING WELL ENOUGH TO ENJOY MY TIME WITH MY HUSBAND, FAMILY AND FRIENDS." - PSI PATIENT
### ASSETS AND LIABILITIES

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$63,758,869</td>
<td>$62,122,954</td>
</tr>
<tr>
<td>Contributions &amp; contract fees receivable, net</td>
<td>$22,955,429</td>
<td>$38,594,118</td>
</tr>
<tr>
<td>Other prepaid expenses</td>
<td>$100,110</td>
<td>$92,143</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>86,814,408</td>
<td>100,809,215</td>
</tr>
<tr>
<td>Total Property &amp; Equipment</td>
<td>$1,894,412</td>
<td>$2,019,528</td>
</tr>
<tr>
<td>Total Other Assets</td>
<td>$7,995,016</td>
<td>$7,521,933</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$96,703,836</td>
<td>$110,350,676</td>
</tr>
<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>$1,090,798</td>
<td>$759,387</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>$328,709</td>
<td>$3,141,594</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>1,419,507</td>
<td>3,900,981</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td>$11,430,956</td>
<td>$11,226,467</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>$83,853,373</td>
<td>$95,223,228</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td>$95,284,329</td>
<td>$106,449,695</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td>$96,703,836</td>
<td>$110,350,676</td>
</tr>
</tbody>
</table>

### FUNCTIONAL ALLOCATION

- **92.5%** Program Services
- **6.1%** Management & General
- **1.4%** Fundraising
On behalf of the PSI Board of Directors and Staff, thank you to all our donors for your generous donations made in 2020. Because of your contributions, we have continued to provide critical support to families in the rare disease community.

Abbvie Employee Engagement Fund
Amazon Smile
Amicus Therapeutics, Inc.
Amy Nelson
Anne Foster
Anonymous
Avanir Pharmaceuticals, Inc.
Bausch Foundation
Benevity Community Foundation
Billy T Hackworth
Boehringer Ingelheim Pharmaceuticals Inc
Carol Lawrence
Carole Sanders
Cecilia Smith
Charles Zlock
Charlotte Worstall
Christopher D Bering
Chuck Dushman
Cleo Myers
Clifford Pearcy
CVS Health
Daniel and Carol Wise
Dannyl Moreland
Doris G Adamek
Edmond P Herbert
Eileen Bostwick
Elaine C Brown
Elric and Sheila Parker
Fahrenheit Group LLC
Fidelity Charitable
FrontStream Workplace Philanthropy
Gary Bohn
Genzyme Corporation
Georgiann Westrick
Grifols USA, LLC
Gwen Cooper
Jane Zeller
Jean M Luft
Jeengle
Jill Knapp
Jinai Holmes
John Antalovich
Judd Prozeller
Karen Williams
Kathleen Whittier
Kittamaqundi Community Church
Kraig M Stevens
Leah Watts
Lisa Purvis
Lynn Whelan
Maria Lopez
Marita Mathews
Mary Lou Balog
Michael Andress
Milo Weingart
Mr. & Mrs. William Northcott
Network For Good
New Venture Fund
Nicholas Solomon
Novartis Pharmaceuticals Corporation
Patricia Peck
Paula Epstein
Peter J Ledwedge
Pharming Group NV
PhRMA
PSI Foundation
Retrophin (now Travere Therapeutics)
Richard Jones
Richard River
Roger Tanski
Ronald Castina
Russ Phillips Jr
Sandy and Ralph Polehonki
Shire Human Genetic Therapies, Inc.
Spark Therapeutics, Inc.
The Fahrenheit Group, LLC
The James W. Downie Estate
Thomas Brewster
Thomas Yakubowski
TIAA Serves
Tony Koch
United Way Donations
Vanda Pharmaceuticals, Inc.
Victor E Meston
Vincent Giordano
Volker Uhrig
William C. Bulloch
William Fulmer
William Nunns
Wortham Bell
TIME, TALENT, & TREASURES MATTER

Every donation counts! By removing the financial burden associated with chronic illness, we allow patients to focus on what’s most important - time connecting with family and friends. Time creating memories.

DONATE ONLINE:
PSI welcomes donations of all sizes. Your generous gift will help patients pay for expensive health insurance premiums, copayments, travel services, as well as infusion and nursing services. These are all costs that patients would not be able to afford on their own.

To make a secure online donation, visit www.patientservicesinc.org/donate.

DONATE BY MAIL:
To donate by mail, simply mail your check to
Patient Services, Inc. at P.O. Box 5930, Midlothian, VA 23112

MAKE A DONATION IN SOMEONE’S NAME:
An Honorary or Memorial Donation offers a thoughtful way to honor the memory of a loved one or commemorate important occasions while supporting PSI. Your generous donation will directly support PSI’s patient assistance, educational and advocacy programs, restoring hope and health to someone in need.

Visit www.patientservicesinc.org/donate to designate your gift to the area of greatest need or program of your choice.

Questions about donating? Contact Michael Brown, P.S.I Foundation Executive Director, at mbrown@uneedpsi.org.

BECOME A VOLUNTEER:
PSI is always looking for volunteers. Visit www.patientservicesinc.org/get-involved/help-us-expand/ and complete the contact form to learn more about volunteer opportunities.
Current Disease Funds Accepting Patients

PSI provides assistance in the following disease funds as long as funding is available.

Alpha 1
Chronic Myleod Leukemia (CML)
Circadian Rhythm Disease
Fabry Disease
Gastrointestinal Stromal Tumors
Gaucher’s Disease
Hereditary Angioedema
Hypoparathyroidism
Idiopathic Pulmonary Fibrosis
Inherited and Acquired Factor Deficiency
Inherited Retinal Disease
Kidney Stones
Lambert-Eaton Myasthenic Syndrome (LEMS)
Lysosomal Acid Lipase
MPS 1
Pompe Disease
Primary Immune Deficiency
Pseudobulbar Affect and Underlying Neurological Disease Fund
Sickle Cell Disease

Disease Funds Seeking Donation

Support our disease funds today, by visiting www.patientservicesinc.org/donate and making a donation.

Acromegaly
Acute Lymphoblastic Leukemia
Alzheimer’s
Amyotrophic Lateral Sclerosis
B Cell Lymphoma
Behavioral Health Fund
Beta Thalassemia
Breast Cancer
Chronic Obstructive Pulmonary Disease
Diabetes
Duchene Muscular Dystrophy
Epilepsy
Fibrodysplasia Ossificans Progressiva
Gastrointestinal Cancers Fund
Guillain Barr Syndrome
Hepatitis C
Huntington’s Disease
Immune Thrombocytopenia Purpura
Inflammatory Bowel Disease
Lung Cancer
Metachromatic Leukodystrophy
MPS 7
Multifocal Motor Neuropathy
Multiple Myeloma
Multiple Sclerosis
Myasthenia Gravis
Neuromyelitis Optica Disorder
Pancreatic Cancer
Parkinson’s
Progressive Familial Intrahepatic
Prostate Cancer
Severe Combined Immunodeficiency
Spinal Muscular Atrophy
Thrombotic Thrombocytopenic Purpura

“PSI is a lifesaver. I was diagnosed with a rare genetic disease, Fabry disease five years ago right after I purchased a new home. My treatments are over $40,000 every 2 weeks. I wasn’t sure how I was going to pay my mortgage, it’s only with the help of PSI that I’m able to stay in my home and afford my treatments, medical bills and nursing services.”

- Lisa Wright