The COVID-19 Emergency Food Assistance Fund

Frequently Asked Questions

How can we help?

The COVID-19 Emergency Food Assistance Fund, a program of Patient Advocate Foundation (“PAF”), in collaboration with Team Rubicon (“TR”) provides financial assistance to patients who have been diagnosed with cancer, Rheumatoid Arthritis or Multiple Sclerosis and have been impacted directly or indirectly by COVID-19. The COVID-19 Emergency Food Assistance Fund grant is intended to help with out of pocket expenses for food/nutritional needs, including assistance with groceries, food delivery, take-out, and medically designed meals.

Required Information to Complete an Application for Assistance:

Patient Demographic Information

First & Last Name
Address & Phone Number
Gender, Ethnicity & Marital Status
Veteran Status, Employment Status, Date of Birth
Social Security Number or Alien Number

Treating Physician Information

Physician Name
Facility Name
Physical Address
Phone Number

Medical Diagnosis

Primary Diagnosis- PLEASE NOTE: patient must be medically diagnosed with cancer, Rheumatoid Arthritis or Multiple Sclerosis
Date of Diagnosis
Online Registration & Application Related Questions

Q. Where do I go to apply?
A. Visit Team Rubicon’s website and complete the intake form to request food delivery assistance and, if needed, financial assistance. This is the link to access the program:  https://teamrubiconusa.org/applynow

Q. What are the eligibility criteria for the COVID-19 Emergency Food Assistance Fund?
A. To be eligible for assistance, the patient must meet the following criteria:
   - Be a US citizen or permanent resident
   - Have a confirmed diagnosis of cancer, Rheumatoid Arthritis or Multiple Sclerosis
   - Be in active treatment, scheduled to begin treatment in 60 days, or have been in treatment in the last six months, or in follow-up care
   - Be directly or indirectly impacted by COVID-19 and is unable to pay for necessary food and nutritional needs

Q. If I, or someone I am assisting, need financial assistance, how will I apply for it?
A. When the intake is completed on the Team Rubicon site https://teamrubiconusa.org/applynow, if you, or someone you are assisting, needs financial help, you will be redirected to the Emergency Food Assistance Fund portal offered by PAF.

You will have to register first following the steps below:

   - Click the “Register” button
   - Complete all required fields for registration
   - Check your email for an email from Emergencyassistancefund@patientadvcoate.org
   - Within the email, click on confirm registration link in your email to activate your account and create a password
Once the online registration process is complete, you can log in and complete the application for assistance through the online portal which is available 24 hours a day.

Q. What if I have not received my confirm registration link in my email?
A. Check your spam/junk mail, if the link is not there, email: Emergencyassistancefund@patientadvocate.org

Q. What if I experience an issue during registration?
A. If you experience an issue that is technical in nature email: Emergencyassistancefund@patientadvocate.org for further assistance. You will receive a response within 24 hours.

Q. Can anyone other than the patient apply to the program?
A. Yes, anyone can apply to the program on the patient’s behalf; however, if the person completing the application is not the patient, he/she must sign the application attesting to the fact that the patient has given him/her the authority to complete the application on behalf of the patient. PAF reserves the right to confirm authorization to determine eligibility and provide grant support.

Q. If I am approved to receive assistance from the COVID-19 Emergency Food Assistance Fund how much will I receive and how long does it take to receive my check?
A. Approved patients will receive a one-time check payment of $300 that will be mailed separately from the award letter to the address provided during the application. Please allow 3-5 business days for the check to arrive.

Q. How will I know if I am approved for a grant?
A. When the application is completed and all required information is provided, a notification screen will immediately appear at the end of the online application and will confirm the status of your application. One of the following status’ will appear on the screen:

Pending Application Approved – The application has been approved for grant support and no further action is required at this time.
Pending All Documents – The application has NOT been approved for
support yet as we were unable to verify information provided in the
application. Documents verifying the applicant’s identification, or
diagnosis, will need to be submitted for review. All documents must
be returned and approved within 30 days of the patient’s application
date to avoid the application going into a Lack of Response (LOR)
status. Documents may submit any of the following documents as
proof of identification or diagnosis:

- Driver’s License or State Issued Identification Card
- Utility Bill
- Paystub
- Copy of federal tax return from the most recent tax year (page
1 only)
- Statement of Pension or Retirement Benefits
- Statement of Short Term and/or Long-Term Disability Benefits
- Unemployment Benefit Statement
- Diagnosis Verification signed by Physician

Lack of Response (LOR) – The application has NOT been approved for
support and is now closed because PAF not receive documents
verifying identification within the designated time frame for review

Q. I have to submit documentation to complete my application, what are the
options?

A. The COVID-19 Emergency Food Assistance Fund accepts documents via fax or
by mail:

- Fax your documents to 757-952-2448
- Mail your documents to: Patient Advocate Foundation
c/o COVID-19 Emergency Food Assistance Fund
Butler Farm Rd, Hampton, VA 23666
- Please use the unique bar-coded fax coversheet when faxing
information to PAF.
- Please note that each application submission has a unique bar code
and the applications are not interchangeable.

Q. What does the COVID-19 Emergency Food Assistance Fund assist with?
A. The COVID-19 Emergency Food Assistance Fund provides grant assistance with food and nutritional expenses to include groceries, food delivery/pick up and medically tailored meals.

Q. Are your services free?
A. Yes, our services are free of charge. If approved for assistance, enrollment in the COVID-19 Emergency Food Assistance Fund and receipt of the one-time grant is a gift to the enrollee based on the availability of funding and conditioned on the use of the financial assistance for eligible expenses.

Q. Who do I contact if I have questions regarding the program or the application status?
A. For inquiries regarding the program or technical issues email please us, we are here to help!

Emergencyassistancefund@patientadvocate.org