



## **Income Verification Required information & Helpful Tips**

### **Income Verification Process: What does this mean?**

- The Co-Pay Relief Program will confirm the patient's reported income to ensure that it is within the income eligibility guidelines for the program through an income verification screening process.
- If through this process, we are unable to verify the patient's reported income is in compliance with our program guidelines, we will send a letter requesting proof of income documents be submitted to our program within 30 days for continued eligibility.
- Approved patients who do not comply with the request for income documentation within 30 days will forfeit their award.
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- Approved patients who have a household income in excess of program guidelines upon review of submitted income documentation will no longer qualify for continued support, will forfeit their award and will not be eligible to reapply for the program until 12 months from the original date of approval.
- Approved patients understand and agree that if they do not comply with the request for income documentation will no longer qualify for continued support, will forfeit their award and will not be eligible to reapply for the program until 12 months from the original date of approval.
- Patients can continue to submit claims for payment during this income verification period.

### **Submitting Documents: What are the options?**

- CPR accepts documents via electronic upload, fax or by mail
- For applications submitted through our website, supporting documents may be uploaded electronically
  - Please allow some time as any files uploaded may not reflect instantly
- Applications and supporting documents may be faxed
  - Please use the unique bar-coded fax coversheet when faxing information to CPR.
  - Please note that each application submission has a unique bar code and the applications are not interchangeable
- Mail application and supporting documents

## Program Contact Information:

Web Portals: [www.copays.org](http://www.copays.org)

Fax Number: 757-952-0119

Address: Co-Pay Relief Program; 421 Butler Farm Road, Hampton, VA 23666

## Acceptable Income Documentation

**If your application for assistance has been selected for income verification, please submit the following documentation:**

- Copy of signed federal tax return from most recent tax year (pages 1 & 2 only)

## Acceptable Alternate Income Verification Documents

In the rare cases that you are unable to provide a federal tax return from the most recent tax year, we can consider alternate documents to verify your income.

Please review the list below and indicate **ONLY** those documents that can provide verification of the current income for your household. Please submit to the program the most recent copies of the supporting documents you selected.

- 3 months of bank statements **-OR-** 3 months of pay stubs **-OR-** Salary history and/or salary
- Verification letter from employer
- Statement of Social Security benefits (**INCLUDING**: copy of award letter, check, or recent bank
- Statement indicating monthly benefit amount)
- Statement of pension or retirement benefits
- Statement of short term disability benefits, (STD) Began: \_\_\_\_\_ End: \_\_\_\_\_
- Statement of long term disability benefits, (LTD) Began: \_\_\_\_\_ End: \_\_\_\_\_
- Statement of Unemployment benefits Began: \_\_\_\_\_ End: \_\_\_\_\_
- Statement of Alimony Support received
- Statement of child support received
- Workers Compensation Benefit Began: \_\_\_\_\_ End: \_\_\_\_\_
- Dividends, Interest *income*