



ZERO Drive **Frequently Asked Questions**

What does the ZERO Drive program help with?

ZERO Drive provides transportation-related financial assistance to prostate cancer patients who are currently undergoing treatment, receiving follow-up care, or attending ongoing provider appointments with financial need. Eligible applicants may qualify for a \$300 gift card that can be used for transportation-related expenses such as gas, public transportation, taxis, Uber, Lyft, passenger railways, and flights.

What are the eligibility guidelines for the program?

- *Patient must have a confirmed diagnosis of prostate cancer by their treating physician and must be in active treatment or in follow-up care for prostate cancer*
 - *A prostate cancer diagnosis is confirmed by the physician via a faxed form*
- *Patient must be a U.S. resident or legal resident, have a prostate cancer diagnosis, and be actively receiving treatment or care within the U.S.*
- *Financial assistance is provided on a first-come, first served basis and is distributed until funds are depleted*
- *There are not insurance status eligibility requirements - patient may be insured or uninsured*
- *There are no income eligibility requirements*

What are your business hours?

ZERO Drive offers personalized assistance Monday-Thursday 8:30-5:00 p.m. and Friday, 8:30-4:00 p.m. Eastern Standard Time. The online application is available 24/7.

How do I apply for assistance?

Contact a specialist at 1-844-244-1309, option 3 or register and apply online at <https://zerocancer.org/drive>.

What is required to complete an application for assistance?

Having the following information with you as you begin your application will help expedite the process:

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*
- *Full Address*
- *Phone Number*
- *Fax Number*

Medical Diagnosis

- *Primary Diagnosis - **PLEASE NOTE:** patient must be medically diagnosed with prostate cancer*



How do I apply online?

- From the ZERO website , click Get Support and select ZERO Drive Transportation Program or link directly [here](#). Scroll to “How do I apply?”
- Click the “Visit the online portal” and select “Patient Registration”
- Complete all required fields for registration
- Check your email (click on confirm registration link in your email to activate your account within 2 hours and create a password)
- Log in to complete application

What if I have not received my confirmation registration link in my email?

Check your spam/junk email folder, if the link is not there please contact ZERO Drive at 1-844-244-1309 and specialist will assist you.

What if I experience a technical issue?

Please contact ZERO Drive at 1-844-244-1309 and a specialist will assist you.

Can anyone other than the patient apply for me?

Yes, anyone can apply on your behalf either by phone or through the online portal, available 24 hours a day. If the person completing the application is not the patient, they must sign the application attesting to the fact that the patient has given them the authority to complete the application on behalf of the patient.

Is there a waiting list to get into the program?

Our program operates on a first-come, first-served basis as long as funding is available; therefore, we do not have a waiting list.

Are translation services available?

Yes, translation services are available by phone. When calling, please state your language preference.

What is the spending limit on my card?

Your award allows you to purchase up to \$300 in travel expenses related to your treatment or follow-up care. Your purchases will not be approved if the transaction total exceeds your available balance.

Does the instant verification system impact my credit score?

No. We are only verifying your identity and residency.

Why do I need to provide my Social Security Number or Alien Number?

Your Social Security Number or Alien Number is used to verify your identity and residency through our instant verification system. This eliminates the need for the applicant to submit verification documentation. It is never shared. It is required to apply for the program.

Will I receive a phone call if more information is needed?

No. The patient will receive a letter informing him that additional documentation is required.



I received a letter requesting additional documentation. Why am I being asked for this information?

ZERO Drive uses an instant verification system. In the rare case where our system cannot verify your identity, you will be asked for additional documentation.

What forms of supporting documentation are accepted?

In order to process your application, you will need to submit one of the following:

- *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*

Do I need to submit all requested documentation before my application can be approved?

*Yes. Applications are not reviewed for approval until all supporting documentation is received. **All documents must be returned and approved within 90 days of the patient's application date or the application will be closed.***

What if my doctor's office has yet to submit the physician's form to confirm my diagnosis?

This information is required for application approval. A ZERO Drive program specialist will fax the physician's form to the doctor's office at the point of application. The specialist will follow up again around 15 days if still not received. It is good practice for the patient to follow up with their doctor to confirm the form has been received and submitted to avoid delay.

How do I check the status of my application?

The best way to get real time updates on the status of your application is to call an Intake Specialist directly at 1-844-244-1309 or review your account online after registering at <https://portal.zerocancer.org>.

My application is approved, now what?

If your application is approved, no separate actions are needed. You will receive a letter of approval in the mail, followed by a separate mailing with the ZERO Drive Debit Card within 5 to 10 business days. Card activation instructions will be included.