

ASSOCIATION OF  
COMMUNITY  
CANCER CENTERS

FINANCIAL  
ADVOCACY  
NETWORK

# Measuring Value Tracking, Measuring, and Reporting Value

Angie Santiago, CRCS-I  
Certified Revenue Cycle Specialist – Institutional  
Lead Financial Advocate, Oncology  
*Sidney Kimmel Cancer Center at Jefferson Health System*

To stay committed to the work that matters most, we need to find ways to measure, track, and feel good about the progress we make every single day.

**Jory MacKay**

# Background of SKCC at Jefferson

- Designated Center by the National Cancer Institute since 1996
- Oncology Care Model Participant
- 340B Program
- 5 Infusion Centers
- Monthly New Patient Consult Visits - 150
- Monthly Infusion Appointments - 2700
- 45 Medical Oncologists
- 10 Social Workers
- 2.5 Financial Counselors
- 2 Dietitians

# Tracking, Tracking, Tracking



- Main Schedule Spreadsheet
  - Infusion Appts Exported to Excel through EPIC
- Patient Assistance Program (PAP) Approved
- Free Drug Approved
- Pending Medicaid
- Pending Financial Assistance (Charity Care)
- PAP Claims Submitted/Paid
- Patient Assistance Summary

# Sample of Main Spreadsheet

Date	Time	Sit	Provide	FC	Patient	Jeffchart	D.O.B.	Diagnosis	Chemo Drugs	Need to See	Comment	Program	Program Dates	Primary Ins	Coins	Copa	Ded	OOP
11/30/18	16:00	JUP						Multiple Myeloma	Neulasta	Billing FYI	Income over for LLS	AMGEN COPAY	02/28/20	UPMC	50%	\$0	\$1,500	\$13,000
11/30/18	14:00	OIC						Breast Cancer	Doxorubicin, Cytosan, Neulasta	Billing FYI	Income over for PAF	AMGEN COPAY	02/01/20	AETNA	10%	\$0	\$3,000	\$6,850
11/30/18	8:00	OIC						Multiple Myeloma	DARZALEX	Billing FYI	LLS	LLS	01/31/19	IBC KHPE MCR	20%	NA	NA	\$5,500
11/30/18	*	JUP						Anaplastic ALK-	Adcetris	Billing FYI	Denied CC for over resources	LLS	01/31/19	IBC PC MCR	20%	NA	NA	\$6,200
11/30/18	*							Oropharyngeal	Cisplatin	FC NPV	INDIVIDUAL DED MET & FAM OOP MET			BC HOR	10%	NA	\$300	\$1,400
11/30/18	13:30	JUP 4	Binder					MULTIPLE MYELOMA	NEULASTA	FC	Pt to bring in required docs for MAWD			COM MCR				
11/30/18	10:30	OIC	6 HR					BREAST	PERJETA/ HERCEPTIN/NEULASTA	FC NPV	OOP Remaining 3365/ DED MET			BC HIGHMARK	0%	\$0	\$2,500	\$7,100
11/30/18	*	OIC	3 HR					Endometrium	Doxil	FC Call	Remind pt to reapply for TJUH CC and brings docs for appt on 11/30			IBC KHPE MCR	20%	NA	NA	\$6,700
11/30/18	10:00	OIC	5 HR					Ampullary	Eloxatin, Adrucil, Leucovorin	FC NPV	DED MET			IBC BCBS OOA	0%	NA	\$200	\$6,350
11/30/18	9:00	OIC	6 HR					Non-Hodgkin lymphoma	Neulasta	FC	Pt bringing in PACE card			IBC KHPE	20%	NA	NA	\$6,700
11/30/18	*	OIC						Melanoma	NEULASTA	FC NPV	DED REMAINING 1869 AS 11/20			IBC BCBS OOA	0%	NA	\$2,000	\$6,350
11/30/18	*	OIC						BREAST	ZOMETA	FC NPV	DED/OOP MET			CIGNA	0%	na	\$4,000	\$6,650
11/30/18	*	MIC						Myelodysplastic syndrome	Aranesp	FC NPV	ENROLL INTO FOUNDATION/OOP REMAINING 457			IBC KHPE MCR	20%	NA	NA	\$4,000
11/30/18	*	OIC						MULTIPLE MYELOMA	ZOMETA	FC NPV	Check for 2ndary/then assess			MCR				

# Benefits of the Main Spreadsheet

- Ensures all infusion patients are accounted for
- Assigns financial advocates daily schedule
- Overall view of underinsured patients
- Easy to identify
  - Who requires assistance when foundations open
  - Patient population of Medicaid, Medicare, Commercial

# Sample of Financial Counselor Daily Tracker

## Financial Counselor Daily Tracker

Name: \_\_\_\_\_

Date: \_\_\_\_\_

	MRN	LAST NAME	CONTACT TYPE	REFERRED FROM	REFERRAL TYPE	EPIC DOCUMENTED
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Complete MRN

Patient's Last Name

### Options

- 1- Phone
- 2- In Person
- 3- Email
- 4- Other

- 1- Daily Schedule
- 2- Care Team
- 3- Social Worker
- 4- Billing Team
- 5- Patient
- 6- Front Desk
- 7- Voicemail
- 8- Other

- 1- NPV Benefits
- 2- Billing/Ins Question
- 3- Free Drug
- 4- PAP
- 5- Medicaid
- 6- Charity Care
- 7- Payment Taken
- 8- Other

1- Yes

2- No

# Benefits of the Financial Counselor Daily Tracker

- Allows for work to be distributed fairly amongst team.
- Shows need for additional support.
- Enables supervisor to complete quality check.



# Sample of Patient Assistance Program Tracking

Date	How	Name	HAR	DOS	Amount	Program	Expected Reimbursement	Paid Date	Paid Amount	Angie Comment	Addtl Comment
Jul-18	Fax		15499560	6/12-6/26	\$5,022.23	Amgen	\$3,825.84	Aug-18	\$3,825.84	Posted	
Aug-18	Portal		15838309	7/16/18	\$4,608.68	LLS	\$4,608.68	Sep-18	\$3,790.04	Posted	P-517376
Sep-18	Portal		16024276	8/1/18	\$2,404.48	LLS	\$2,404.48	Oct-18	\$2,404.48	Posted	P-527259
Sep-18	Portal		15690780	7/12/18	\$2,312.86	LLS	\$2,312.86	Sep-18	\$2,312.86	Posted	P-520289
Aug-18	FAX		15780052	7/6/18	\$2,150.01	Amgen	\$2,150.01	Aug-18	\$2,150.01	Posted	
Sep-18	Portal		15767287	7/9/18	\$2,414.43	Healthwell	\$1,926.10	Oct-18	\$1,926.10	Posted	*41
Sep-18	Fax		15067801	5/3/18	\$1,778.38	BMS	\$1,879.00	Nov-18	\$1,879.00		11/21-BMS sent check on 11/13 to
Aug-18	Portal		15684704	6/1/18	\$1,678.31	LLS	\$1,678.31	Aug-18	\$1,678.31	Posted	P-514200
Nov-18	Portal		16514058	9/18/18	\$2,404.61	Healthwell	\$1,449.50	Nov-18	\$1,449.50		Check 1216330
Jul-18	Portal		15708391	7/2/18	\$506.36	Healthwell	\$441.07	Aug-18	\$1,219.27	Posted	*73
Jul-18	Portal		15525551	6/19/18	\$1,158.79	LLS	\$1,158.79	Aug-18	\$1,158.79	Posted	p-501410
Oct-18	Portal		15994571	8/6/18	\$1,125.49	LLS	\$1,125.49	Oct-18	\$1,125.49	Posted	P-534235
Jul-18	Portal		15131318	5/22/18	\$1,039.51	LLS	\$999.51	Jul-18	\$999.51	Posted	
Sep-18	Portal		16219143	8/20/18	\$1,164.75	Healthwell	\$963.05	Oct-18	\$963.05	Posted	*41
Oct-18	Portal		16427375	9/10/18	\$1,854.78	Healthwell	\$963.05	Oct-18	\$963.05		1213955
Aug-18	Fax		15680657	7/9/18	\$889.20	Cancercare	\$889.20	Sep-18	\$889.20		66680
Jun-18	Fax		15229712	5/17/18	\$888.46	PAN	\$888.46	Jul-18	\$888.46	Patient	For Patient
Jun-18	Fax		14994081	4/26/18	\$888.46	PAN	\$888.46	Jul-18	\$888.46	Posted	071018-107-69
Jul-18	Portal		15515050	6/7/18	\$888.46	PAF Copay	\$888.46	Jul-18	\$888.46	Posted	P-1782614
Jul-18	Portal		14889444	5/16/18	\$532.74	PAF Copay	\$888.46	Jul-18	\$888.46	Posted	P-1798653

# Benefits of Patient Assistance Program Tracking

- Easy way to track and follow up on
  - Payments
  - Pending claims
- Identify issues
  - Delayed through Patient Assistance Program
  - Coding issues

# Sample of Free Drug Program

Manufacture	Drug	Phone #	Patient Name	Household Size	Yearly Income	Physician	MRN	DOB	Approved	Site	Reorder Date	Infusio Date	Expected Delivery	Reapp	Delivery Info	C
									Jun-19	OIC		8/13/19	Received-cancelled	12/31/19	925 Chestnut St, Ste 220A, Attn- Financial Counselors, Phila PA 19107	6
									N/A	OIC		8/15/19	Expected 8/13	N/A	925 Chestnut St, Ste 220A, Phila PA 19107	
									Jul-19	MIC	REPLACEMENT Program	8/19/19		Ongoing	925 Chestnut St, Ste 220A, Attn- Financial Counselors, Phila PA 19107	F
									Jul-19	OIC	REPLACEMENT Program	8/20/19		Ongoing	925 Chestnut St, Ste 220A, Attn- Financial Counselors, Phila PA 19107	F
									Mar-18	CH		8/20/19	Received	12/31/19	1300 Wolf, St, Fl 3, Attn- Pharmacy, Phila PA 19148	4
									N/A	OIC		8/21/19	Expected 8/16	N/A	925 Chestnut St, Ste 220A, Phila PA 19107	
									Mar-18	OIC		8/22/19	EXPECTED 8/20	02/19/20	925 Chestnut St, Ste 220A, Attn- Financial Counselors, Phila PA 19107	4
									Nov-18	OIC		8/22/19	Received	12/31/19	925 Chestnut St, Ste 220A, Attn- Financial Counselors, Phila PA 19107	E A
									N/A	BIC	08/19/19	8/23/19		N/A	925 Chestnut St, Ste 220A, Phila PA 19107	
									N/A	BIC	08/19/19	8/23/19		N/A	925 Chestnut St, Ste 220A, Phila PA 19107	
									N/A	OIC	08/19/19	8/24/19		N/A	925 Chestnut St, Ste 220A, Phila PA 19107	

# Benefits of Sample of Free Drug Program

- Ordering of medication based from next treatment.
- Ensure delivery of medication.
- Complete application renewals in a timely manner.

# Sample of Patient Assistance Program Tracking

<b><u>Fiscal Year 19</u></b>													
	<b>Jul-18</b>	<b>Aug-18</b>	<b>Sep-18</b>	<b>Oct-18</b>	<b>Nov-18</b>	<b>Dec-18</b>	<b>Jan-19</b>	<b>Feb-19</b>	<b>Mar-19</b>	<b>Apr-19</b>	<b>May-19</b>	<b>Jun-19</b>	<b>Total</b>
Total# of Pt- PAMA Submitted													0
Total# of Pt- PAMA Approved													0
Total# of Pt- New Infusion Outreach													0
Total# of Charity Care Apps Submitted													0
Total # of Pt- Programs Approved													0
Total PAP Amount Awarded													\$0.00
Total # of Claims Billed													0
Total Amount Billed													\$0.00
Total # of Claims Paid													0
Total Amount Paid													\$0.00
Total # of Pt- Free Drug Approved													0
Total# of Claims Credited													0
Total Amount Credited													\$0.00

# Tracking, Measuring, Reporting Value

Tracking	Measuring	Reporting Value
Total# of Pt - PAMA Submitted	Number of applications submitted	Turnaround compared to the hospital vendor
Total# of Pt - New Infusion Outreach	Number of new patients who met a financial advocate	Volume of new patients being seen
Total# of Charity Care Apps Submitted	Number of applications submitted	Assistance provided when no other patient assistance available
Total # of Claims Paid	The # of claims billed to the copay/foundation program after the insurance paid	Dollar amount that was applied to the patient's balance
Total # of Pt - Free Drug Approved	Number of patients enrolled into a free/replacement program	The dollar amount of the drug credit received that did not need to be written off against the infusion center

# Growth

- In comparison to FY18
  - Total Paid Amount toward patient balances increased by **\$160,051.47**.
  - Total Amount Credited for the free drug program also increased by **\$933,783.82** in regard to total charges.



# Final Thoughts

- Track everything that aligns with what your financial advocacy program's goals are.
- Use that data to empower the people behind the program, from employees to leadership.