

ASSOCIATION OF  
COMMUNITY  
CANCER CENTERS

FINANCIAL  
ADVOCACY  
NETWORK

# Shared Decision Making for Financial Advocates

## Graphical Recordings



Association of Community Cancer Centers

Welcome to the

## SHARED DECISION MAKING

AUGUST 16, 2018

WASHINGTON, DC

## for FINANCIAL ADVOCATES SUMMIT

WE have 2500 MEMBERS!

24,000+ CANCER CARE TEAM MEMBERS

ACCC is FOCUSED on BEST PRACTICES

ADVOCACY



FINANCIAL ADVOCACY NETWORK (FAN)

EDUCATION & DEVELOPMENT for those having FINANCIAL CONVERSATIONS with PATIENTS

TODAY... BRINGING the TOPICS of FINANCIAL HEALTH & SHARED DECISION MAKING to the forefront!

### BEN'S LIST of BARRIERS to DISCUSSING COSTS with PATIENTS:

#### PHYSICIAN-PERCEIVED:

- Impact on time with PATIENT
- Lack of Knowledge
- Ethics of making a recommendation based on cost
- Don't want patient to feel care is being compromised

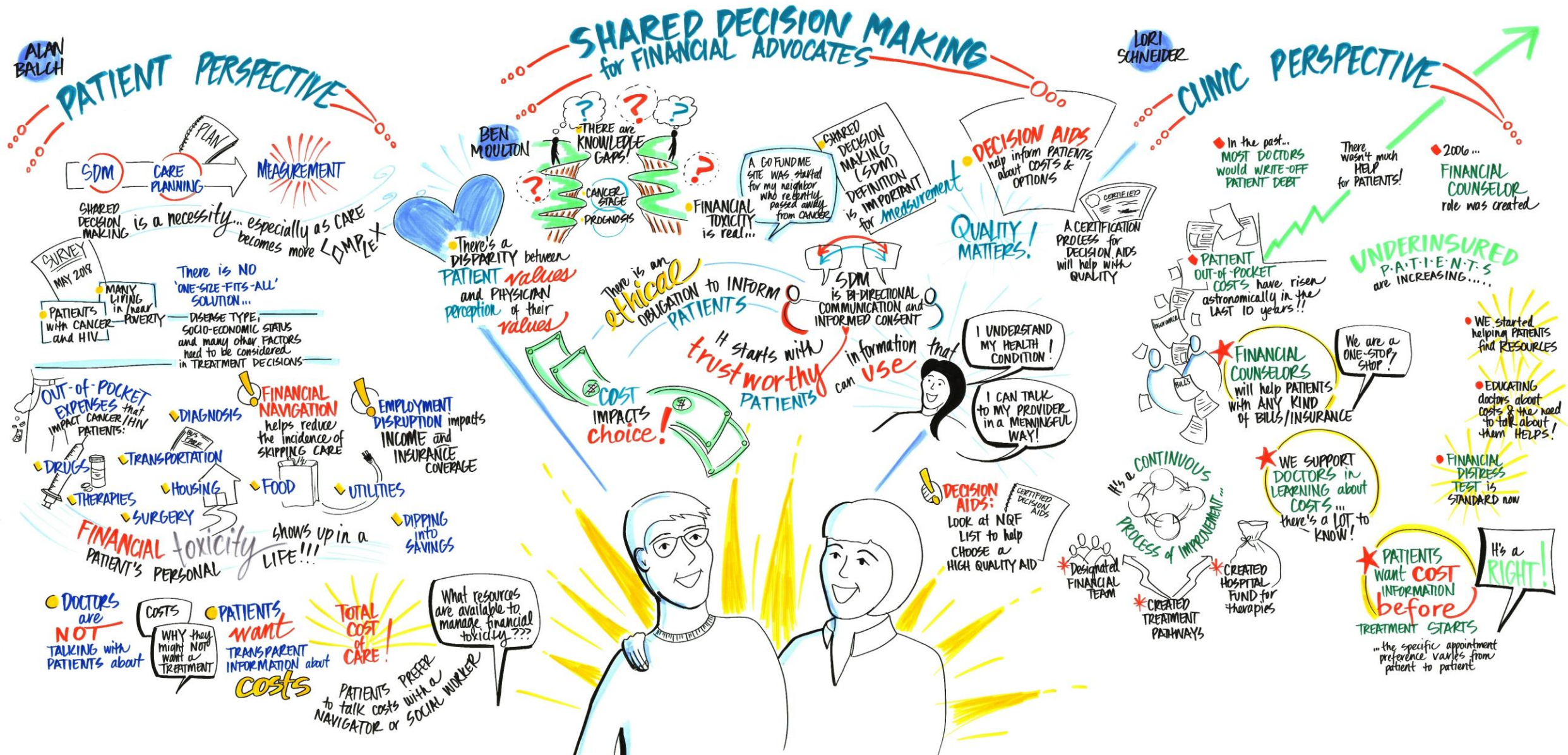
#### PATIENT-PERCEIVED:

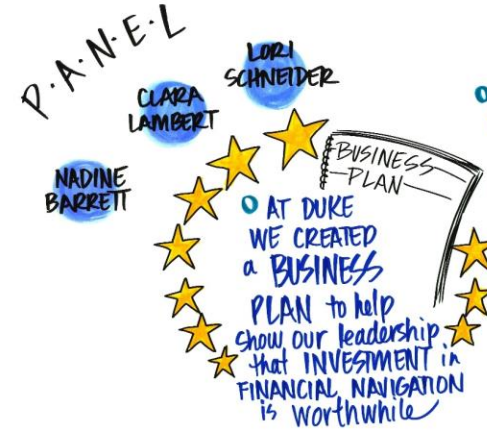
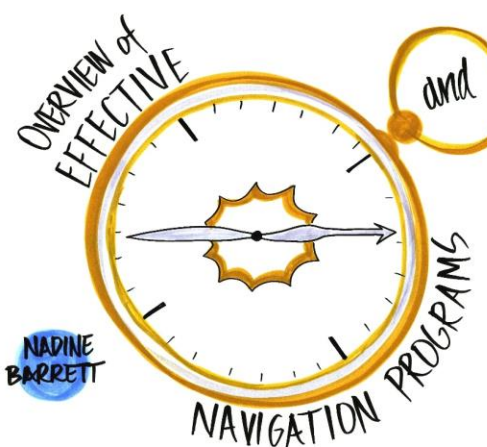
- Concern about appropriateness
- Embarrassment
- Respect for clinicians time
- Lack of knowledge

#### SOLUTIONS:

- TRAINING on COSTS
- Use of non-clinician support staff
- Data about frequency of visits, time away from home, etc. HELPS
- Distribute list of services (financial/psychological support)
- Utilize tools such as COST

# Thank You!!!

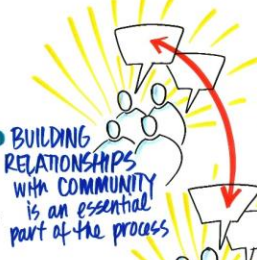




and KEY ELEMENTS of success!

There are challenges in OUR SYSTEM...

- MEDICATED PATIENTS formulate when they aren't sick enough
- Insurance PREMIUMS are increasing!



WE CREATE OPPORTUNITIES for OUR STAFF to LEARN from PATIENTS



financial navigation is ESSENTIAL

- CANCER PATIENTS are at HIGHER RISK of bankruptcy

SOME PATIENTS have to choose between TREATMENT and GROCERIES

SKIPPING TREATMENTS/ MEDICATION is common to save costs



GETTING STARTED with a FINANCIAL NAVIGATION PROGRAM...

- LEARN about the RESOURCES in your community... create a directory
- EDUCATE everyone in your ORGANIZATION
- Have SOMETHING for your PATIENTS

It's important for your PROGRAM to 'BREAK EVEN'... and having the numbers to prove that!



TUMOR BOARDS are an OPPORTUNITY to SHARE INFO with PHYSICIANS about FINANCIAL CONSTRAINTS facing the PATIENT

FINANCIAL DISTRESS SCREENING helps identify INSURANCE status and individual needs

cost related health literacy IMPACTS CARE... PATIENTS NEED to UNDERSTAND costs and resources AVAILABLE



HEALTH JUSTICE is OUR GOAL... so everyone can RECEIVE the TREATMENT they need, when they need it

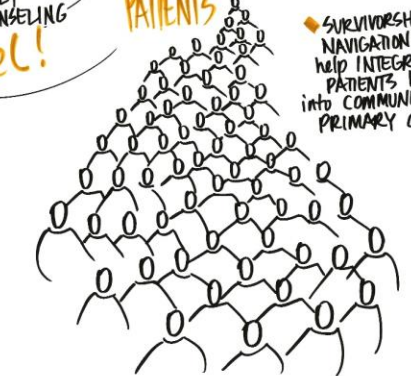


DUKE... OFFICE of HEALTH EQUITY

DUKE'S COMMUNITY FACING NAVIGATION PROGRAM to PROVIDE:

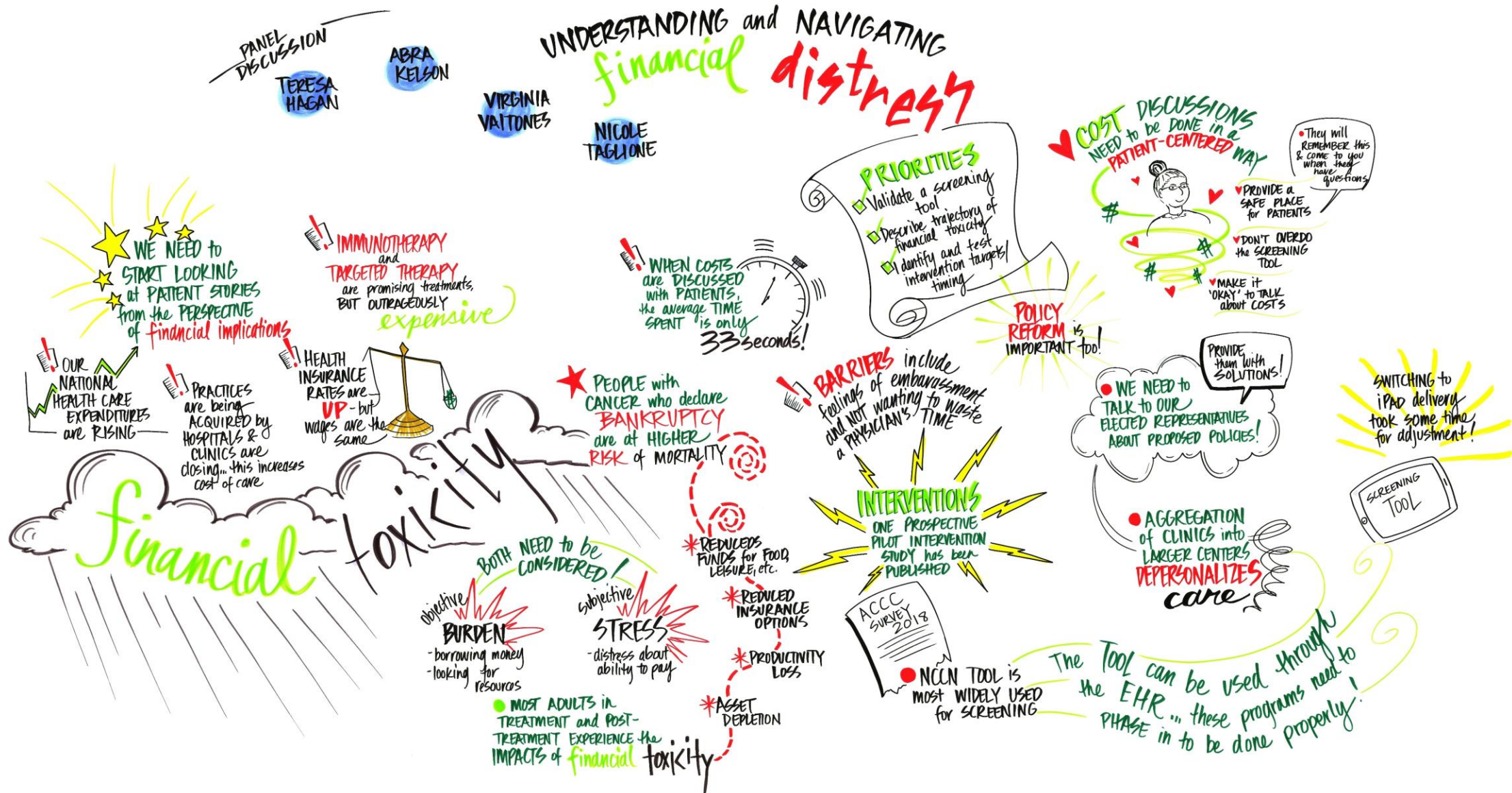
- Transportation
- Child care
- Financial Assessment
- FINANCIAL/ LEGAL COUNSELING
- Screening and Follow-up
- Education
- We help PRIMARY CARE PROVIDERS understand COSTS
- We have PARTNERSHIPS to help PATIENTS ACCESS RESOURCES

75,000 PATIENTS



SURVIVORSHIP NAVIGATION to help INTEGRATE PATIENTS back into COMMUNITY and PRIMARY CARE

scalable model!



## DAN SHERMAN NAVIGATING MEDICARE and MEDICAID

80% are NOT!  
 ABOUT 20% of OUR POPULATION is COVERED by MEDICAID

ON AVERAGE, 50% of PATIENTS are on MEDICARE... OUT-OF-POCKET EXPENSES are an issue!

The MEDICARE SYSTEM is confusing  
 MEDIGAP  
 PART C  
 PART A  
 PART B  
 SOME PROGRAMS are being UNDERUTILIZED!

There is a shared responsibility to find SOLUTIONS  
 WITH SOME PATIENTS, SCREENING isn't REQUIRED... WE KNOW that FINANCIAL TOXICITY is an ISSUE!  
 BLAH, BLAH, BLAH...  
 Trying to UNDERSTAND it is OVERWHELMING for PATIENTS!

SHARED DECISION MAKING REQUIRES TRAINING in MEDICARE/MEDICAID, so they can give patients better solutions

TRANSITIONING from MEDICAID EXPANSION to MEDICARE B... some patients miss the window & they are only covered under MEDICARE A  
 PROACTIVE navigation Helps prevent these issues!

PEOPLE are NOT ALLOWED to be on COBRA and MEDICARE at the SAME TIME  
 WHEN PEOPLE TURN 65 the RULES change, and it is easier to ENROLL them in benefits

CERTIFICATION for FINANCIAL COUNSELORS SHOULD BE REQUIRED  
 WE WOULD BE ABLE TO HELP PATIENTS MAKE better decisions  
 There is SO MUCH to KNOW  
 ONGOING EDUCATION is KEY to KEEP UP with changes  
 CERTIFICATION WOULD GIVE COMFORT to ORGANIZATIONS for COUNSELORS to TALK about OPEN ENROLLMENT

empathy  
 financial counselors have to establish trust with patients... quickly!

passion is ESSENTIAL for this role...

INCLUDE SPECIALTY PHARMACIES in the CONVERSATION!

WE NEED to take a PROACTIVE APPROACH to financial toxicity!  
 SPENDING DOWN ASSETS is required  
 MEDICAID is the first option if POSSIBLE  
 This creates EVEN MORE FINANCIAL STRESS for PATIENT  
 LIS enables enrollment in a MEDICARE advantage PLAN  
 CREATES SAVINGS for PATIENT and PROVIDER!



