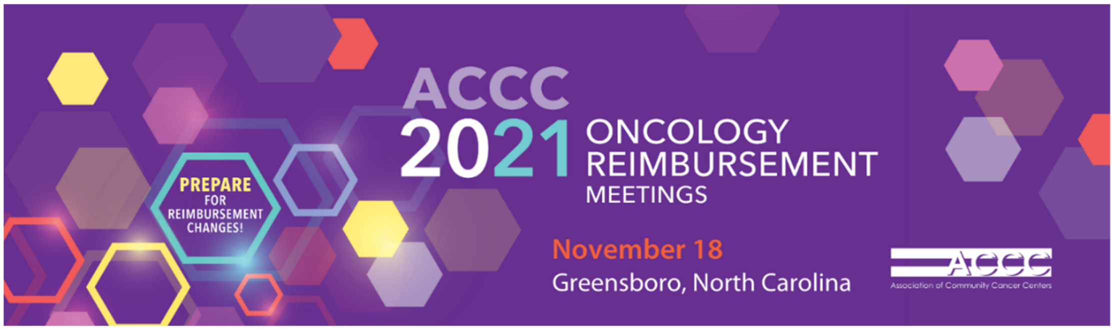

ACCC Oncology Reimbursement Meeting Agenda

8:00 – 9:00 AM EST **Breakfast**

9:00 – 9:45 AM EST **Welcome and Implementing and Growing Financial Navigation Services**
Amanda Borges-McCay**,** Financial Navigator Oncology Services, *Sutter Health Memorial Medical Center*

Having a hard time justifying a full-time financial navigator? Learn how this cancer program leveraged the ACCC Financial Advocacy Boot Camp to implement a pilot financial navigation program. Based on the success of this pilot, the cancer program was able to convert it to a full-time position in less than a year. Understand what is involved in developing this type of pilot program, what metrics and data to collect to show ROI, and how to make and deliver a business case for financial navigation services to leadership.

9:45 – 10:30 AM EST **Cross-Functional Communication to Improve Revenue Cycle Management**
Angie Santiago, CRCS, Lead Financial Advocate-Oncology, *Sidney Kimmel Cancer Center at the Thomas Jefferson University Health System*

Review the revenue lifecycle beginning at scheduling and ending with payment from payers. Build understanding of each step of the revenue cycle process, including the various staff members or roles involved, the tasks that must be completed, and how every task impacts the entire revenue cycle. This understanding will help ensure your cancer program or practice receives appropriate reimbursement and that no money is left on the table.

10:30 – 11:00 AM EST **Coffee Break**

11:00 – 11:45 AM EST **Hiring and Onboarding an Intake Specialist or New Patient Coordinator**
Lori Schneider, Oncology Operations Manager, *Green Bay Oncology*
Effective revenue cycle management begins at the first point of contact with the patient. Learn how a best practice staffing model

	includes an intake specialist or new patient coordinator who acts as an important resource to both patients and providers by gathering critical information about where the patient has been prior to arriving at your cancer program or practice. Understand what information is critical to collect up-front from patients and how this initial point of contact can positively impact the rest of the revenue cycle.
11:45 AM – 12:30 PM	**ESTImproving Your Denials Management** Christina Fuller, BSW, Oncology Financial Navigator, *Cancer Care at Mosaic Life Care* Learn the basics of denials management, how to investigate and solve denials, and effective practices for reducing denials. Hear management strategies, like establishing a process to receive timely alerts of denials and implementing monthly management meetings with key staff, to help streamline your denials workflow.
12:30 – 1:30 PM EST	**Lunch Break**
1:30 – 2:15 PM EST	**Documenting Medical Necessity** *Speaker TBD* This step is often an overlooked component of revenue cycle management. Yet cancer programs and practices who get this right improve their prior authorization and claims processes and reduce denials. Learn tips to improve medical necessity documentation, including establishing a process for when this should be done and the staff member who is responsible for doing so.
2:15 – 3:00 PM EST	**Calculating and Communicating Treatment Costs to Patients** Wendi Waugh, RT(R)(T), CMD, CTR, Administrative Director of Cancer Services & Community Health and Wellness, *Southern Ohio Medical Center, SOMC Cancer Center* Understand how to work with providers to calculate a total cost of treatment, including what the insurance company will pay toward treatment and the patient's responsibility (i.e., deductibles, co-pays, and other out-of-pocket costs). Then learn how to communicate this information to patients and caregivers in a clear and supportive manner that improves shared decision making. Know what to do when a payment plan needs to be developed and when other team members, like social workers, may need to be pulled into cost discussions to identify community resources.
3:00 PM EST	**Meeting Concludes**

Agenda and session times subject to change.