ACCC Oncology Reimbursement Meeting Agenda

8:00 – 9:00 AM **Registration/Breakfast in the Resource Center**

9:00 – 9:45 AM **Implementing and Growing Financial Navigation Services**
Anette Ehry, Supervisor Charity Specialties Program, *Intermountain Healthcare Cancer Centers*

Having a hard time justifying an FTE financial navigator(s)? Learn how you can leverage ACCC resources like the Financial Advocacy Boot Camp and Playbook to implement a pilot financial navigation program. Understand what is involved in developing a financial navigation program, what metrics and data to collect to show ROI, and how to make and deliver a business case for financial advocacy services to leadership.

9:45 – 10:30 AM **Cross-Functional Communication to Improve Revenue Cycle Management**
Angie Santiago, CRCS, Manager, Oncology Financial Advocacy, *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 **Coffee Break in Resource Center**

11:00 – 11:45 AM **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 **Improving Your Formulary and Denials Management**
Zinkeng Asonganyi, PharmD, Director of Pharmacy Services-Ambulatory Operations, *University of Texas Medical Branch*

Learn the basics of formulary and denials management, including how to develop effective practices to encourage safe use of affordable oncology medications and how to investigate and solve denials. Hear management strategies about when and how to add or remove medications to your formulary and what's involved in these decisions; how to establish a process to receive timely alerts of denials; and how to discuss these and other workflow issues during monthly management meetings with key staff.

12:30 – 1:30 PM **Lunch in the Resource Center**

1:30 – 2:15 PM **Documenting Medical Necessity**
Panel with All Speakers

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 **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 **Meeting Concludes**

Agenda and session times subject to change.