

Monitoring Your Revenue Cycle with a Fiscal Watchdog



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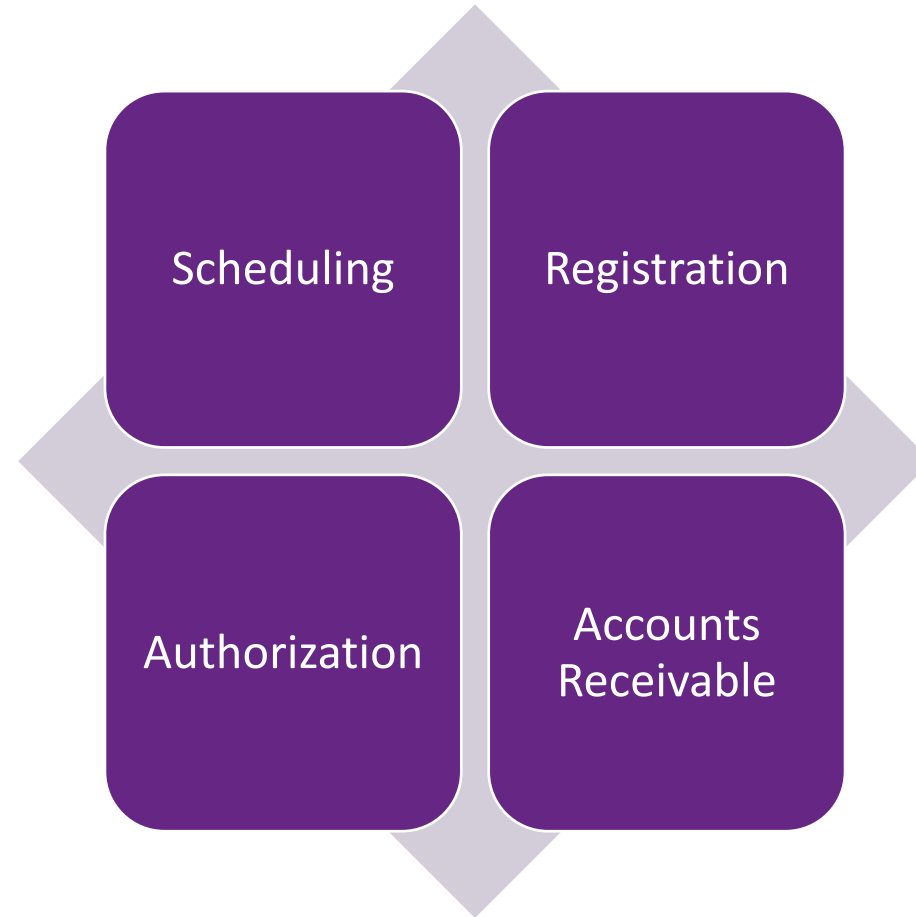
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Agenda

- Benefits of having a “fiscal watchdog”
- Best practices learned to ensure a positive impact to the revenue lifecycle

What is a Fiscal Watchdog Watching? (My Definition)



Revenue Lifecycle



Before Payments Rendered

- Communication
 - Phone room
 - Front desk
 - Authorization team

Phone Room

- Insurance participating guide
- Scripts for non-participating coverage options
- Email/notification of new appointments

Phone Room Communication Includes

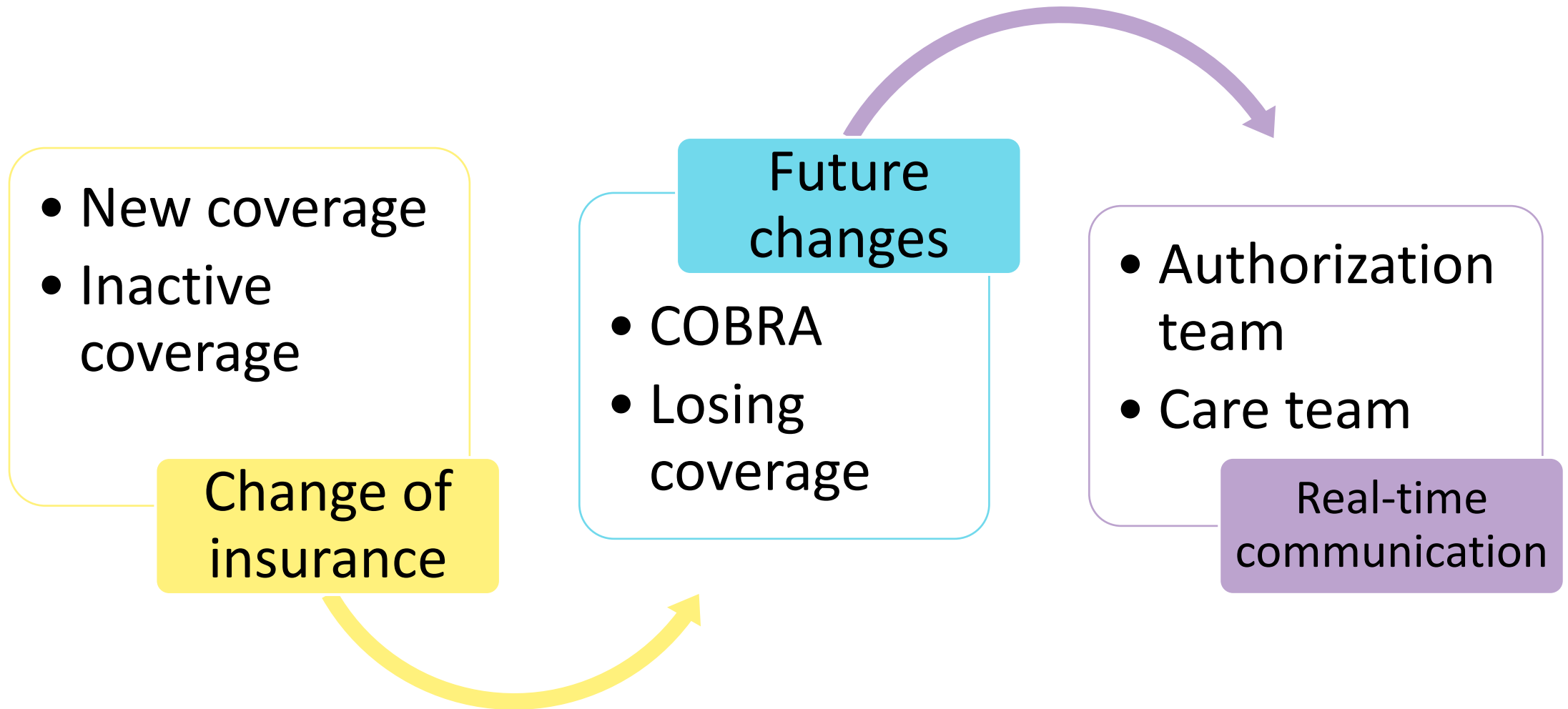
Phone Room

- Referrals to financial advocacy team

Financial Advocacy Team

- Reviews options:
 - Identify participating facilities
 - Identify change of coverage options

Front Desk



Front Desk Communication

Front Desk

- Coverage verification prior
 - If inactive, proactively reach out
- Patient check-in
 - Ensure copy of insurance card
- Update registration for new coverage or term coverage
- Notify changes in real time

Authorization Team Communication

Authorization Team: New Coverage

- Subject matter experts
 - Review new coverage
 - Preferred drug
- Immediate authorization request

Financial Advocate Communication

Financial Advocacy Team: Inactive Coverage

- Promptly assess coverage options
 - COBRA
 - Medical assistance
 - Affordable Care Act (ACA) plan

Care Team

- Notified of potential treatment hold

Authorization Team Capable of Identifying

**Medicaid
Changes**

Fee-for-
service to
managed
care

Treatment

- Preferred drug
- Specialty
- Site of service

Coding

Documentation

Treatment

Preferred drug

Specialty drug

Site-of-service drug

Preferred Drug > Chemotherapy Authorization Manual

Aetna Commercial & Medicare	Step One- Payer/Benefits Check	Step Two- Review Drug	Step Three- Documentation NPR	Step Four- Authorization Required	Step Five- Approval	
	Check Thru Availability	Document All Drugs/HCPCS	For NPR Chemo Drugs, review payer policy when applicable	Enter Authorization Information in Service Level Auth Field	Send in basket to advise approved	
	Quote Coins/Copay/Ded/OOP	Add Diagnosis if applicable	Must attach Aetna print out that showed NPR	Attach copy of approval to EPIC Referral		
	For POS/HMO Plans check if referral is needed Obtain Referral from PCP for treatment rendering location	Check for Auth Requirements thru Aetna's website for prior auths (Link Below)	Must attach either Payer Policy or NCCN guidelines when ON Pathway is not available			
	Enter Referral in Service Level Auth Field	If Auth required start request thru Novologix via Availability				
Preferred Drug	PreMeds/Iron/ Etc	Pegfilgrastim	Filgrastim	Trastuzumab	Rituximab	Bevacizumab
		Neulasta	Neupogen	Herceptin	Rituxan	Avastin
		Nyvepria	Releuko	Kanjinti	Truxima	Zirabev
		Ziextenzo	Nivestym	Trazimera	Ruxience	Mvasi
		Udenyca	Zarxio	Herzuma	Riabni	
	Fulphila	Granix				
LINKS	https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html					

Specialty Drug, also Known as Mandated Process

Authorization

- Identifies unable to buy/bill
- Blast email

Infusion
Pharmacist

- Enters orders to hospital specialty pharmacy
- Checks off patient supplied

Hospital
Specialty
Pharmacy

- Able to fill script
- Unable to fill script

Financial
Advocacy

- Works with specialty pharmacy
- Ensures no charge

Site of Service



Documentation Summary

Notes - General

Insurance benefits

(Coinsurance, co-pay, deductible, out of pocket for chemotherapy)

Referral required or not

All drugs being approved with Current Procedural Terminology (CPT®) codes and if precertification is required

Attachments required

If no precertification required, provide documentation whether fax, payer website, reference number

If no precertification required, then either payer policy and/or on pathway or National Comprehensive Cancer Network (NCCN) Guidelines®

If authorization is obtained, copy of authorization required

What Does Accounts Receivable See?

Acct Summary Guar Summary Hosp Tx Inquiry **Doc Review** Prof Tx Inquiry Liability Buckets Coverages History

Doc Review - 1 of 1 Account

Account Activities Collect Payment Patient Refund Go To Finish OnBase Viewer

Patient Visit

- Anesthesia Info
- Discharge - Case Manage...
- Admission Orders
- Imaging Orders and Results
- Lab Orders and Results
- Results Review
- Pathology Orders and Re...
- Other Orders and Results
- MAR Info
- Medication Orders
- Flowsheets
- Linked Referrals
- Scans
- Account Notes
- Problem List
- Linked MDS Assessment
- Suraerv

Referred To
Location: Department:

Visits
Requested: 12 Authorized: 12 Completed: 4 Scheduled: 1

Diagnoses

Referral Notes
General by Angie M Santiago at 10/2/2022 1729
Keystone 65 Select HMO
COINS-20%, COPAY/DED-NA, OOP-\$4900
OP NSCLC CARBOplatin/ PACLitaxel w/RT (WEEKLY)
PREMEDS NPR/ATTACHED
DECADRON-J1100, ALOXI-J2469, BENADRYL-J1200, PEPCID-J3490
CHEMO-NPR/ATTACHED
TAXOL-J9267, CARBO-J9045
NCCN ATTACHED

Attachment
> Referral Attachment - Scan on 10/2/2022 5:29 PM

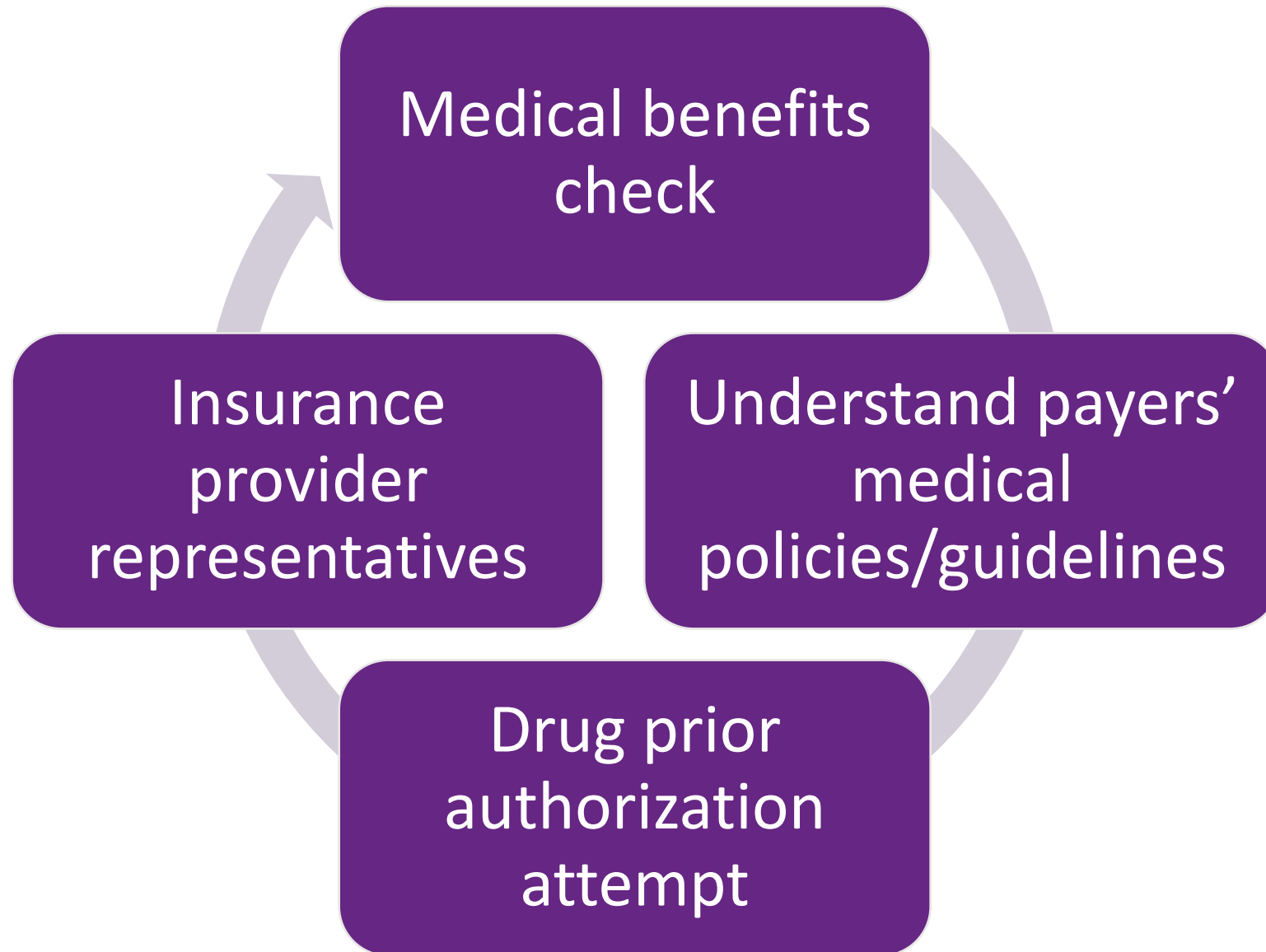
Status History

Change	User	Date/Time
From Pending Review to Authorized	Angie M Santiago	10/02/2022 2129

Questionnaire

Question	Answer
Is documentation complete?	Yes

Tips for the Authorization Team



Accounts Receivable Team

System
adjustments

Bundled
payments

Denials

Review of
authorized
documentation

System Adjustments/Bundled Payments

Contractual write-offs are those wherein the excess of the billed amount over the carrier's allowed amount is written off.

- System adjustments:
 - Request accounts receivable team to provide adjustments
- Bundled payments:
 - Ensure revenue integrity has correct build

Denials/Review of Authorized Documentation

- Group effort
 - Work queue accounts reviewed within 7 days
 - Resolved within 30 days
- Monthly reviews:
 - Identify trends
- Timely communication

Questions?

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References

1. National Comprehensive Cancer Network. NCCN guidelines version 5.2022: non-small cell lung cancer. Accessed November 10, 2022. https://www.nccn.org/professionals/physician_gls/pdf/nscl.pdf
2. Independence Blue Cross. Services that require precertification. Accessed November 10, 2022. <https://www.ibx.com/documents/35221/56608/ibc-precert-7-2022.pdf>