


ACCC **2023**

Oncology
Reimbursement
MEETINGS



Implementing the ACCC
Financial Advocacy
Guidelines at Your Cancer
Program or Practice



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Learning Objectives



- Discuss the **current landscape** of financial advocacy
- Describe the **impact** the new ACCC Financial Advocacy Services Guidelines can have for people with cancer and the broader healthcare system
- Recognize why **collaborations** between *clinical* and *operational* staff are critical to address financial hardship for patients with cancer
- Identify **tools and resources** that can be used to support implementation of financial advocacy services
- Identify strategies for **implementation** of the guidelines

Current Landscape



- **No single job title** is associated with the roles that provide financial advocacy services
- Members of a financial advocacy team often have **diverse education and knowledge levels**, as well as other responsibilities
- **Great variability exists** in the types of financial advocacy services that are provided by cancer programs and practices
- **National, local, and institutional policy** issues directly impact financial hardship
- **Standardization of services is needed** to better understand financial advocacy services' outcomes and impacts
- **Clear and common metrics are needed** to evaluate the success of financial advocacy programs

History of the Guidelines



Initial set created: 2018

Guidelines revamp: 2022

- Delphi process
 - Dedicated oncology financial advocacy staff
 - Multidisciplinary cancer care team members
 - Community-based financial advocates
 - Financial advocacy subject matter experts
 - Patients and patient advocates

How We Created the Guidelines



Guiding Principles

- Patient-centeredness
- Equity
- Rigor
- Engagement
- Feasibility

Methods

- Literature scan
- Diverse, multidisciplinary experts
- Evidence-based, inclusive approach

Financial Advocacy Services Guidelines Support:



Health Equity

- Recognizing patients' right to access affordable care

Policy Efforts

- Advocating to address systemic barriers to care

Standardization

- Establishing consistent services and better evaluating outcomes

Sustainability

- Demonstrating impact and return on investment

Career Development

- Professionalizing the field and creating a path to certification

Research

- Providing a common framework for multi-center studies

Guidelines Overview¹



Domain 1: Financial Advocacy Services & Functions

Sub-domain 1.1: Patient education and communication

Sub-domain 1.2: Benefits verification, prior-authorization, and insurance optimization

Sub-domain 1.3: Financial distress screening

Sub-domain 1.4: Financial assistance

Domain 2: Program Management Functions

Sub-domain 2.1: Staffing roles and responsibilities

Sub-domain 2.2: Staff training

Sub-domain 2.3: Infrastructure and information exchange

Sub-domain 2.4: Monitoring and evaluation

Domain 3: Partner Engagement Functions

Guideline Indicators¹



Trending toward a minimum guideline

A majority of the expert panel (60 percent to 74 percent) agreed that the guideline is a minimum service, but the consensus threshold was not met.



Minimum guideline

The expert panel reached consensus (75 percent agreement) that the guideline is a minimum service, meaning it is fundamental to reduce the risk of financial distress for people with cancer. Minimum guidelines should be feasible for most cancer programs or practices, clinics, hospitals, or health systems of any size or resource level to implement.



Split between a minimum and enhanced guideline

The expert panel reached consensus that the service is a guideline but were split between rating it as minimum or enhanced.



Trending toward an enhanced guideline

A majority of the expert panel (60 percent to 74 percent) agreed that the guideline is an enhanced service, but the consensus threshold was not met.



Enhanced guideline

The expert panel reached consensus (75 percent agreement) that the guideline is an enhanced service, meaning it goes a step beyond the identified basic services that are necessary to reduce the risk of financial distress. Enhanced guidelines may only be feasible for larger and/or well-resourced cancer programs or practices, clinics, hospitals, or health systems and/or more established financial advocacy programs to implement.

Who Can Use the Guidelines¹



Financial Advocacy Managers

- Develop financial advocacy program objectives, metrics, processes, and staff
- Advocate for resources to support critical services

Financial Advocates

- Identify opportunities for career development
- Identify and lead efforts to improve service delivery

Administrators

- Assess patient needs and strengths/gaps in current financial advocacy services
- Build the business case for an integrated financial advocacy program

Multidisciplinary Clinicians

- Build awareness of evidence-based strategies to address financial hardship
- Provide input into financial advocacy program development and identify opportunities to integrate into care planning and delivery

Who Can Use the Guidelines¹



Patient Advocacy Organizations & Coalitions

- Inform patient-facing, person-centered communications to build awareness and promote use of financial advocacy services
- Disseminate the Guidelines to partners (e.g., health systems, independent foundations) and policy makers to raise awareness and buy-in

Payers/Manufacturers/Tech

- Develop policies, programs, and technologies that support the equitable delivery of financial advocacy services

Policy Makers

- Build awareness of financial advocacy as a critical strategy to advance health equity
- Use this knowledge to inform policy development to increase availability and access to financial advocacy services

Assessing & Implementing



Evaluate current services

- Create a list to gain a clear understanding of your current services
- Ask for input from all roles in your multidisciplinary team
 - Social work, dietitian, financial advocates, patients, nurses
- Determine how often the current process is done
 - Never, occasionally, or frequently

Setting future goals

- What is the "pie in the sky" goal for your organization?
- Current process that can be optimized to get to the next step?
- What training/resources are available that can help achieve your next step?
- Set a realistic timeframe to obtain your goal

Example - How to Implement



Domain 1 – Financial Advocacy Services and Functions

Category 1.1 - Patient Education & Communication

- **Minimum Guideline subdomain 1.1.1**
 - Established practice of meeting with patient *upon* request to answer questions about financing the cost of their cancer care.
- **First Goal – implement subdomain 1.1.4**
 - Established practice of working with patients and their families/caregivers *upon referral or request* to identify anticipated “other” costs, such as expenses related to transportation, childcare, partner care, eldercare, and/or lodging.
- **Second Goal – implement subdomain 1.1.3**
 - A process of maintaining contact with patients regarding the available financial advocacy services along the continuum of care and as part of the patients plan of care, schedule regular meetings or touchpoints to discuss at a minimum
 - Current and future insurance needs
 - Continued or new financial barriers
 - Patient adherence to treatment due to financial concerns

Implementation Tools & Resources



Training

- [ACCC Financial Advocacy Boot Camp](#)
- [ACCC Prior Authorization Clinic](#)
- [Triage Cancer Insurance & Finance Intensive](#) and [In-Service Training](#)
- [George Washington University Financial Navigation Lesson](#)
- [The Medicare Learning Network](#)

Resources

- [ACCC Making the Business Case for Hiring a Financial Navigator](#)
- [ACCC Financial Advocacy Playbook](#)
- [ACCC Financial Advocacy Toolkit](#)
- [Triage Cancer: cancer resources](#)
- [National Patient Advocate Foundation: cost of care conversations](#) and [health needs navigation](#)

Value of the Guidelines



Equity
(improve affordability and access)

Sustainability

Standardization

Research

Policy

Career development

References



1. Association of Community Cancer Centers. ACCC financial advocacy services guidelines. Accessed May 8, 2023. <https://www.accc-cancer.org/home/learn/financial-advocacy/guidelines>

Thank you

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Thank you



Association of Community Cancer Centers