

ACCC **2023**

Oncology
Reimbursement
MEETINGS

Open Enrollment: Best Practices for End-of-Year Prep



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What is open enrollment?



The time of year when you can enroll in health insurance or make changes to your current coverage.

Important Dates



Medicare

- October 15 – December 7
 - Add a Medicare Supplement
 - Switch Medicare Advantage plans
 - Add or switch Medicare Part D plans
 - Coverage changes effective January 1, 2024

Marketplace

- November 1 – January 15, 2024
 - Enroll by the December 15 for coverage effective January 1, 2024
 - After December 15, coverage is effective February 1, 2024

Tips For Open Enrollment



- Know what plans your facility are in network with.
- Run reports.
 - Self-pay patients
 - Medicare A&B only patients
- Create in clinic signage.
- Reach out to patients to discuss open enrollment.
 - Phone, email, mail, in person
 - Follow-up after initial contact
- Know your resources.
 - Healthcare.gov
 - Aging and Disability Resource Centers
 - Reputable insurance agents

New Year, New Insurance



- Any patient can have insurance changes.
- Remind patients to let you know as soon as possible if they have any changes for the new year.
 - Get a copy of new insurance cards as soon as they are available.
 - Input new insurance in your EMR in advance to e-verify January 1, 2024.
 - Confirm network status for any changes.
- Communicate across cancer center departments.
 - Reception staff is your front line.
- Know, and be prepared for, new prior authorization requirements.

Managing Authorization Requirement Changes



- Create a process to review insurance policy changes.
 - Weekly rotation between authorization staff?
- Sign up for insurance company e-newsletters.
- Utilize a program to review major insurance company policy changes in one place.
 - Experian Alerts
- How will you make sure affected treatment plans are caught?
- How you submit authorizations can change too!

Prior Authorizations



- If insurance isn't changing, submit re-authorization requests before end of the year, to save time in January.
- Submit authorizations as urgent/expedited, citing “continuation of care” for any insurance changes.
- Do as much as you can online.
 - Most of the time you can get an automatic approval.
 - Register for authorization portals.
 - Utilize free online services to manage authorizations all in one place.
 - Covermy meds.com
 - Samacare
- Make sure you have correct phone, fax, and authorization forms.
- Is there a single point of contact?
 - Utilize case managers for authorization submission.

Make Your EMR Work For You



- Work with your EMR team to determine how you can automate authorization tracking.
 - Utilize work queues in Epic to keep track of authorizations.
 - Treatment plans and orders can create referrals to document status of authorization.
 - Set rules regarding changes made to the treatment plan, authorization expiration date, and insurance changes.
 - This will also help with any reporting needs.

Patient Assistance



- Be proactive
 - Enroll patients continuing treatment into the new year in December if a foundation re-opens funding.
 - Renew co-pay cards in advance.
 - Submit drug company re-enrollment paperwork as soon as possible.
- Utilize foundation wait lists if funding isn't currently available.
- Discuss treatment start date with provider - can patient begin in January, instead of late December?



Questions?

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THANK YOU FOR YOUR
PARTICIPATION!