

➤ **more online @**  
[www.accc-cancer.org](http://www.accc-cancer.org)



TOOL

### Oncology Care Model: 101

Everything you need to know about this new payment model. Learn who can participate, where to sign up, how services will be reimbursed, and more. [www.accc-cancer.org/OCM](http://www.accc-cancer.org/OCM).



INFO

### The End of SGR!

Hear how MACRA (the Medicare Access and CHIP Reauthorization Act) will provide physicians with predictable reimbursement that is necessary for quality cancer care, while transitioning over a 10-year period to a new dual Medicare reimbursement system. The archived call is available to members only at: [Mynetwork.accc-cancer.org](http://Mynetwork.accc-cancer.org).



PROFILE

### Put a Spotlight on Your Cancer Program

Each *Oncology Issues* features a two-page article “spotlighting” the services, achievements, and accomplishments of an ACCC member program or practice. These profiles offer great exposure for your program, including the opportunity to let your referring providers and patients know about your services and staff. Has *your* cancer program been profiled? If not, contact [jkornak@accc-cancer.org](mailto:jkornak@accc-cancer.org) to schedule an interview today.



TOOL

### Oral Therapies— A Patient-Centered Approach

ACCC's web-based tool aims to help providers identify patients needing additional education and support resources before starting oral chemotherapy. Available at [www.accc-oralchemo.org](http://www.accc-oralchemo.org).

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# fast

## Got Sleep?

**1/3 to 1/2** of all cancer patients experience sleep disorders. Insomnia, the most common sleep disturbance, is often linked to anxiety and depression—common responses to a cancer diagnosis.

Source. NCI. Sleep Disorders PDQ®. [www.cancer.gov/cancertopics/pdq/supportivecare/sleepdisorders/HealthProfessional](http://www.cancer.gov/cancertopics/pdq/supportivecare/sleepdisorders/HealthProfessional).

## 90% of hospitals use GPOs to keep healthcare costs down



Source. Hospital Supply Chain Executives' Perspectives on Group Purchasing: Results from a 2014 National Survey. Report prepared for the AHA and the AHRMM under an AHA/AHRMM Research Grant to the University of Pennsylvania.

## More than half of health plans with oncology pathways expect to complete their pathway rollouts by 2016



Source. Health Strategies Group. Health Plan Oncology Pathways Insight and Evolution. [www.HealthStrategies.com](http://www.HealthStrategies.com).

# facts

## Essential Patient Payment Questions

- Does your financial policy state that payments are due prior to seeing providers? Do appointment-reminder phone calls state that payment is required prior to seeing providers?
- Does the front desk get accurate information on the co-pay, deductible, and past-due balances for all patients? Are there inaccuracies, preventing staff from asking for or collecting the amount due?
- Is there adequate training for front-desk staff in how to ask for payment at the time of visit? Do you have guidelines for staff concerning patients who don't pay prior to seeing providers?
- How do you handle new patients with high-deductible plans? Do you see them after the visit to ensure that the level of services and all services provided are documented and can be collected at check out? Do you provide cost estimates to new patients at intake—on the initial call, as well as at check in?

Source. Dahl O. Managing your practice's revenue cycle in 2015. Physicians Practice. [www.physicianspractice.com/medical-billing-collections/managing-your-practices-revenue-cycle-2015?GUID=98EC2E34-74E0-44F8-9021-6474CB220676&rememberme=1&ts=15012015](http://www.physicianspractice.com/medical-billing-collections/managing-your-practices-revenue-cycle-2015?GUID=98EC2E34-74E0-44F8-9021-6474CB220676&rememberme=1&ts=15012015).



## Want to Increase Engagement with Your Patient Portal? Try These Tips:

- Reward patients for signing up for the patient portal during a specific time frame.
- Ask your patients to provide feedback through the patient portal for a chance to win a reward.
- Commit to donate a certain amount of money to a charity for each new patient portal sign up or secure message received during a specific time period.
- Consider charging patients a small fee if they choose to receive billing statements or lab results through the mail rather than through the portal.

Source. Newton M. Four strategies to get patients to use your portal. Physicians Practice. [www.physicianspractice.com/ehr/four-strategies-get-patients-use-your-portal#sthash.7FKbV6Lw.dpuf](http://www.physicianspractice.com/ehr/four-strategies-get-patients-use-your-portal#sthash.7FKbV6Lw.dpuf).

