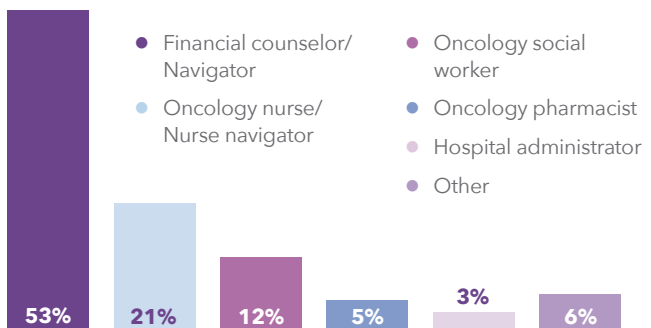


FINANCIAL ADVOCACY NETWORK

2019-2020 ACCC Financial Advocacy Network Census Survey

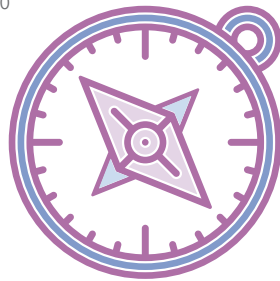
292 survey respondents from 153 unique cancer programs and practices

Who Took Our Survey n=292

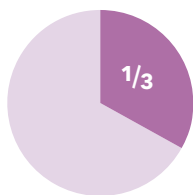


Years of Experience Providing Financial Navigation Services n=270

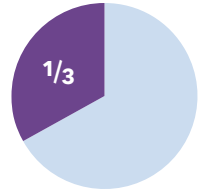
- 48%** Less than 5 years
- 23%** 5-10 years
- 22%** 11-20 years
- 7%** 20+ years



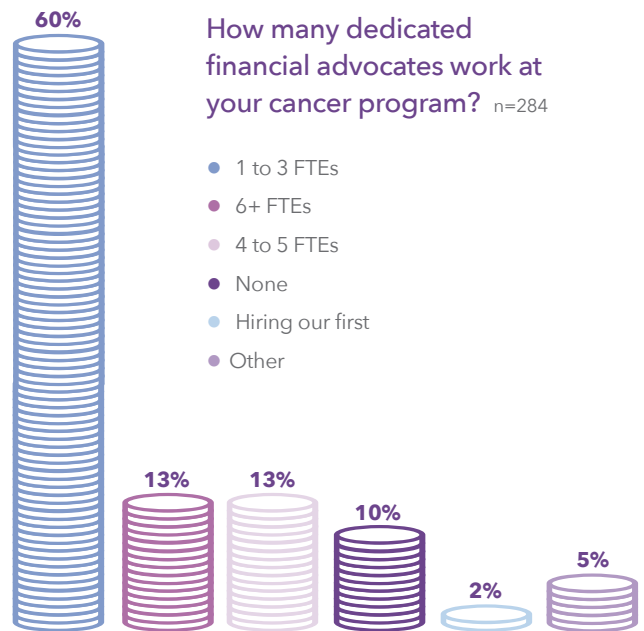
One-third of respondents say they provide financial advocacy services to more than 20 patients per week. n=183



One-third of respondents (**36%**) said they "do not have enough full-time employees (FTEs) to meet their demand for financial advocacy services" and another third (**34%**) said they "do not ALWAYS have enough FTEs to meet their demand for financial advocacy services." n=183

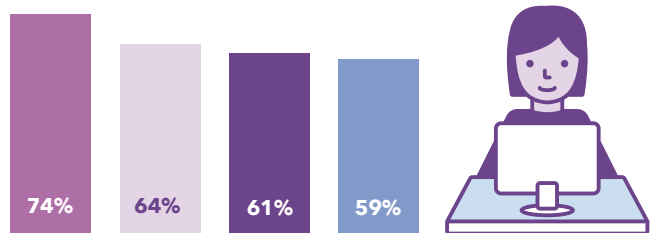


How many dedicated financial advocates work at your cancer program? n=284



Roles and Responsibilities n=192

- Work directly with patients to address financial concerns
- Screen patients for their risk of financial toxicity and/or distress
- Identify and enroll patients in manufacturer financial assistance
- Identify and enroll patients in free-drug programs



Return on Investment (ROI) n=186

While nearly **1 in 4** cancer programs (**23%**) **DO NOT** track the impact of financial navigation services, the situation is changing. **One-third** of survey respondents (**32%**) say that they “are in the process of developing metrics and/or a tracking system for financial navigation services.”

The two most common metrics collected are “reduction in overall institutional debt” (**15%**) and “number of patients who have gained access to treatments by mitigating financial barriers” (**12%**).

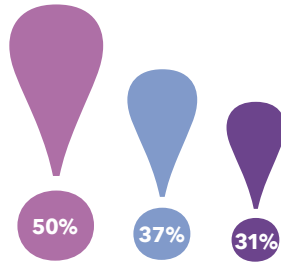


Biggest Organizational Challenges n=197

- 32%** Difficulty finding funding and/or resources for patients
- 24%** Ineffective organizational structure and/or processes
- 16%** Limited staff and increasing demand
- 11%** Patient education needs and/or low financial health literacy

Top Concerns of Financial Advocates n=174

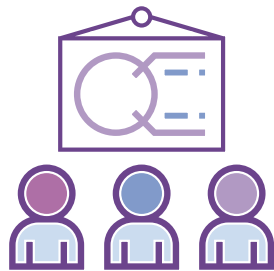
- 1.** Lack of resources
- 2.** Navigating a highly complex, changing landscape
- 3.** Patient education needs and/or low financial health literacy



Training and Resources

70% have not received any formal professional training on financial navigation. n=286

For those who received training (n=56), **60%** received it through the ACCC Financial Advocacy Network Boot Camp and say it is a valuable resource.



What's a Co-Pay Accumulator?

A co-pay accumulator—or accumulator adjustment program—is a strategy used by payers and pharmacy benefit managers (PBMs) that stop manufacturer co-pay assistance coupons from counting towards the deductible and the maximum out-of-pocket spending. When the co-pay card or coupon is exhausted, beneficiaries must pay the entire amount of their deductible before their plan benefits kick in.

A majority (**71%**) of respondents are unaware of co-pay accumulators. n=197

89% indicated they need better understanding and resources to feel adequately prepared to explain and assist patients in navigating these new rules. n=84

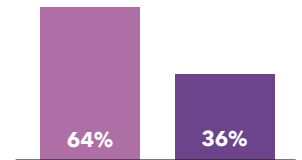


What's Non-Medical Switching?

Non-medical switching is when a payer changes a patient's treatment regimen for reasons other than efficacy, side effects, or adherence. It is a drug formulary tactic used by payers to reduce drug costs.

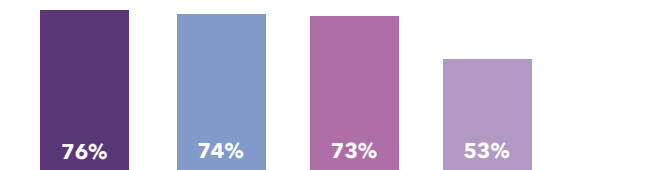
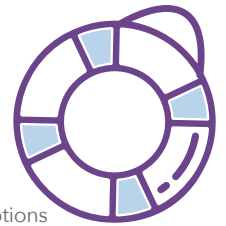
64% of respondents are unaware of non-medical switching.

Of the **36%** that are aware of this trend, **81%** say “it always or sometimes impacts patient care.” n=190



Help Needed Stat! n=197

- Need help optimizing Medicare and/or Medicaid options
- Need training and materials on cost-related health literacy education
- Need help optimizing private insurance options
- Need help navigating manufacturer and/or advocacy patient assistance programs



The ACCC Financial Advocacy Network is supported by Pfizer, Janssen, Johnson & Johnson, and PharmacyClics

Cornerstone Partner: Silver Partners:

The **Association of Community Cancer Centers (ACCC)** is the leading education and advocacy organization for the cancer care community. Founded in 1974, ACCC is a powerful network of 25,000 multidisciplinary practitioners from 2,100 hospitals and practices nationwide. As advances in cancer screening and diagnosis, treatment options, and care delivery models continue to evolve—so has ACCC—adapting its resources to meet the changing needs of the entire oncology care team. For more information, visit acc-cancer.org.

The **ACCC Financial Advocacy Network** is the leader in providing professional development training, tools, and resources that will empower providers to proactively integrate financial health into the cancer care continuum and help patients gain access to high-quality care for a better quality of life.

© 2020. Association of Community Cancer Centers. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means without written permission.

