

A stylized, light-colored illustration of a plant with several leaves and a cluster of small, round buds or flowers, positioned on the left side of the slide against a dark brown background.

FINANCIAL COUNSELING

Jordan Karwedsky

St. Vincent Regional Cancer Center
with the Experts of Green Bay Oncology

Green Bay, WI

Then...

- Financial Counselor position was created 10 years ago
- One person team
- Worked with:
 - 7 medical oncologists
- Covered 6 clinic sites in Northeast Wisconsin and Michigan's Upper Peninsula
- IV Chemotherapy authorizations were not required
- Met with uninsured patients to apply for pharmaceutical company patient assistance programs
- Assistance for oral chemotherapy was added as demand increased

Now...

- Six person team
- Work with:
 - 9 medical oncologists
 - 3 radiation oncologists
 - 3 pediatric oncologists
 - 9 mid-level providers
- 6 clinic sites in Northeast Wisconsin and Michigan's Upper Peninsula
- Expanded coverage to the St. Vincent Regional Cancer Center in 2015
- Travel to other clinic sites
- Appeal treatment denials
- Establish oral chemotherapy foundation
- Support to other affiliated cancer centers

Now...

- Insurance authorizations:
 - IV and oral chemotherapy
 - Retail pharmacy medications
 - Radiation therapy
 - Diagnostic imaging
 - Molecular lab
- Co-pay assistance
- Uninsured patient assistance
- Underinsured assistance
- Work closely with social workers
- Pathway development
- Involved in multiple committees

Starting treatment

- All IV / oral chemotherapy and radiation therapy treatments flow through the financial counselors before the start date.
- Allowed 5 days to obtain authorization for new starts, 3 days for change in treatment
- Review appropriateness of treatment
 - NCCN Compendium
 - Medicare Compendium
 - Insurance medical policies
- Contact insurance for authorization
 - Online
 - Fax
 - Phone
 - Case Manager

Oral Chemotherapy Coordination

- Financial counselors manage the first fill of an oral chemotherapy from time it is prescribed until the time it is delivered to the patient's home.
- Meet with patients starting a new oral chemotherapy at their initial appointment to discuss:
 - Insurance coverage
 - Co-pay assistance
 - Specialty pharmacy
- Inform the provider of the estimated timeframe to get medication to the patient.

Oral Chemotherapy Coordination

- Fax prescription to the specialty pharmacy and include:
 - Diagnosis (ICD-10 code)
 - Demographics
 - Insurance cards
 - Medication list
- Work closely with the single point of contact at the specialty pharmacy to ensure prompt processing.
 - Obtain prior authorization if directed by the pharmacy
 - Notify us of co-pay, so we can inform patient
 - Apply for co-pay assistance, if needed
 - Notice of scheduled delivery date

Molecular Lab and Diagnostic Imaging Authorizations

- Molecular labs:
 - Notified through EMR when a molecular lab is ordered
 - Determine if insurance requires authorization and obtain prior to draw
 - Contact patient when authorized to schedule lab only appointment
- Diagnostic imaging:
 - Notified through EMR when diagnostic imaging is scheduled
 - Determine if insurance requires authorization and obtain prior to scheduled date
 - Notifying servicing facility once authorization is obtained

Co-pay Assistance

- Always have co-pay assistance in mind when reviewing coverage for treatment
- Review patient's benefits, and how much is left in their out-of-pocket maximum
- Meet with patient to discuss possible assistance
- Take care of application and reimbursement for the patient

Co-pay Assistance

- Co-pay Cards
 - Drug specific assistance through the pharmaceutical company
 - Must have commercial insurance coverage
 - Medicare and federally funded insurance plans are ineligible
 - Must be used for FDA approved indications

Co-pay Assistance

- Foundations
 - Disease-specific assistance for chemotherapy
 - Must have commercial insurance or Medicare coverage
 - Eligibility based on household size and annual income
 - Cancer Care
 - Chronic Disease Fund
 - Healthwell Foundation
 - Leukemia & Lymphoma Society
 - NORD
 - Patient Advocate Foundation
 - Patient Access Network
 - PSI
 - The Assistance Fund

Uninsured Assistance

- www.needymeds.org
- Pharmaceutical Company Patient Assistance Programs
 - Eligibility based on household size and annual income
 - Must be for an FDA approved indication
- Medicaid eligibility screening
- Marketplace insurance enrollment
- Community/Charity Care program
- Medicare prescription drug coverage

Pathway Development and Committee Involvement

- Pathway Development
 - Physicians broken into tumor specific groups
 - One financial counselor assigned to each tumor group
 - Work with physicians to develop chemotherapy pathways that are in line with NCCN compendia listings
 - Efficacy - health related quality of life - value
- Committee Involvement
 - Clinical Practice Committee
 - Moments Matter
 - Joint Vision
 - Wellness Committee

Beyond Our Walls

- Work with insurance companies, foundations, specialty pharmacies, and pharmaceutical companies to help them improve their programs
- Conference presentations
 - Multiple Myeloma conference
 - Leukemia and Lymphoma Society conference
 - Northeast Wisconsin Oncology Nursing Society (NEWONS)
 - ACCC National Oncology conference
- Consulting with other regional cancer centers to develop financial counselor programs

Because of Foundations and Co-pay Cards:

Our patients saved over

\$1,000,000.00

on IV and oral chemo in 2015

Contact Information

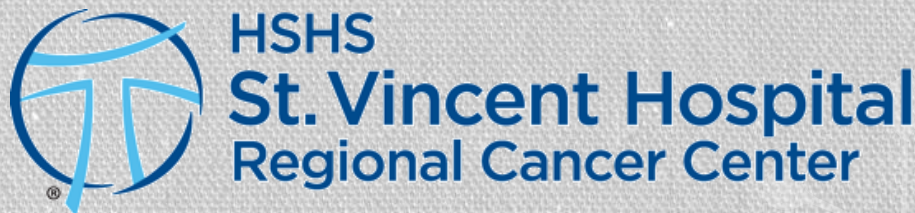
Jordan Karwedsky

Financial Counselor

St. Vincent Regional Cancer Center

920-593-3754

jordan.karwedsky@gboncology.com



with the experts of GREEN BAY ONCOLOGY

