

Association of Community Cancer Centers (ACCC)
Financial Advocacy Network
Town Hall

Financial Advocacy Services Guidelines

April 25, 2018

Webinar



Association of Community Cancer Centers

Welcome

Hira Chowdhary, MPH MS
Association of Community Cancer Centers

Town Hall Overview

3:00 – 3:05 PM **Welcome & Introduction**

3:05 – 3:35 PM **Guidelines Overview**

3:35 – 3:55 PM **FAQ's and Panel Discussion**

3:55 – 4:00 PM **Closing Remarks**

Meet the Panelists



Eric Dallara, RPh

*New England
Cancer Specialists*



**Clara Lambert,
BBA, OPN-CG**

*Cowell Family
Cancer Center*



Lori Schneider

Green Bay Oncology

ACCC Financial Advocacy Network

Background

Hira Chowdhary, MPH MS
Association of Community Cancer Centers

The Association of Community Cancer Centers (ACCC)

The Association of Community Cancer Centers (ACCC) promotes the entire continuum of quality cancer care for our patients and our communities. Since 1974, ACCC has been helping oncology professionals adapt to the complex changes of delivering quality cancer care.

ACCC members rely on the Association to bring them information on cancer program management, reimbursement issues, legislative and regulatory changes at the state and national levels, community cancer program standards, NCI-funded community clinical research, hospital alliances and physician relationships, and more.

More than 24,000 cancer care professionals from over 2,100 hospitals and practices nationwide are affiliated with ACCC.

ACCC Financial Advocacy Network Mission

To become the leader in offering relevant 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.

ACCC Financial Advocacy Services Guidelines

Overview

Clara Lambert, BBA, OPN-CG

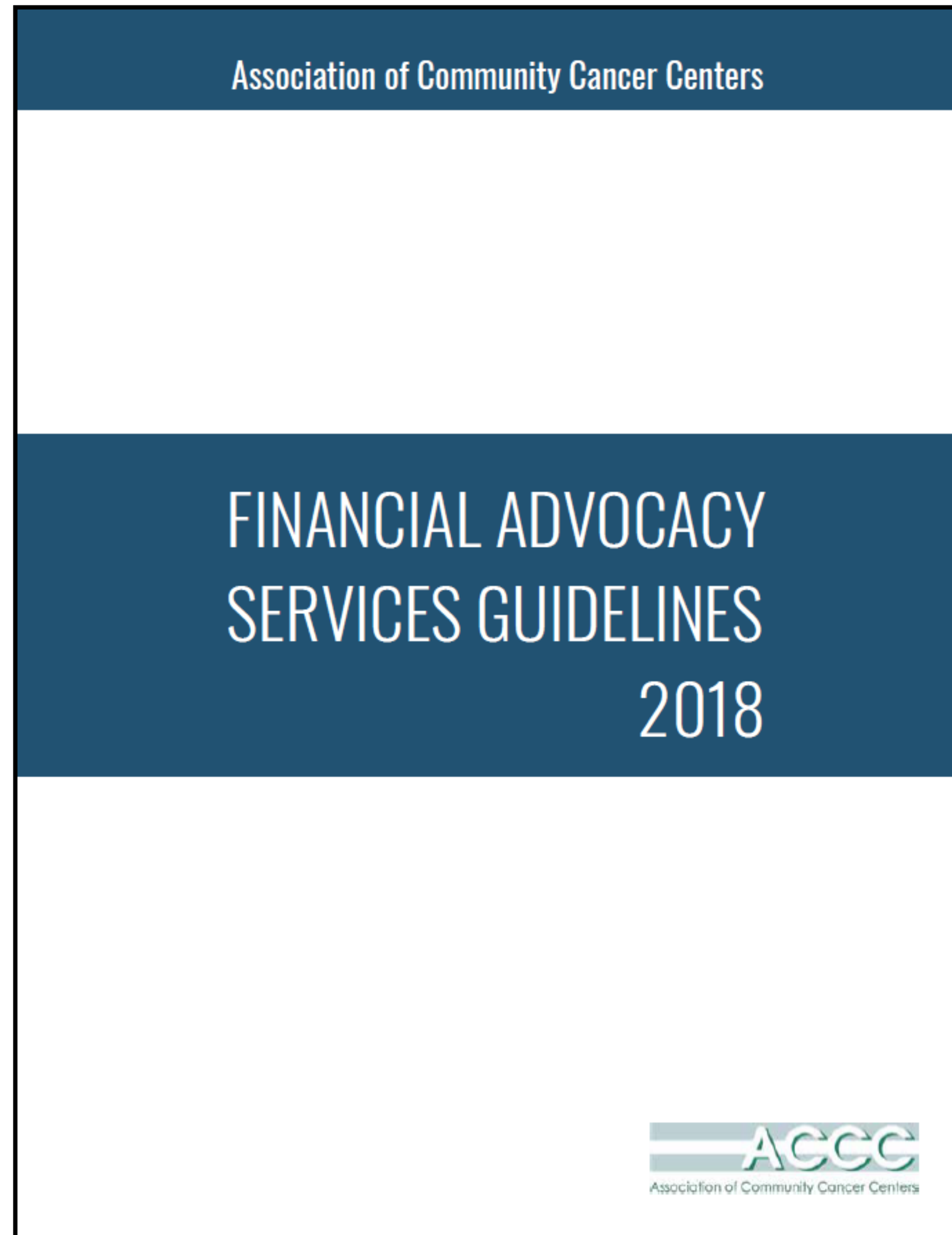
Association of Community Cancer Centers
Financial Advocacy Network Committee

Town Hall Participants Snapshot

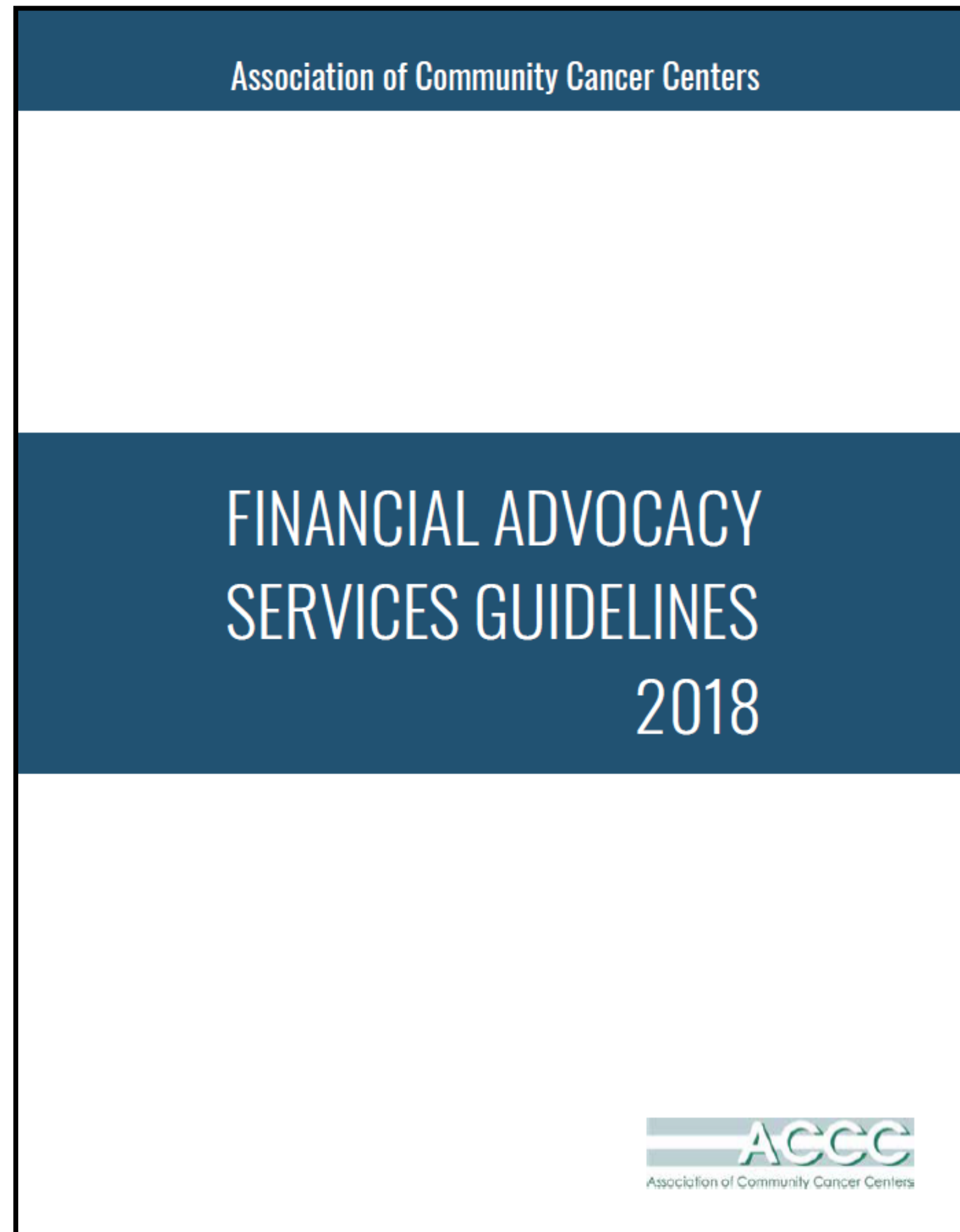
- 250+ registrants representing a variety of cancer programs across the United States.
- Credentials range from administrative to clinically trained health professionals.
- Over 40 questions on the topic of Financial Advocacy Services were submitted.



ACCC Financial Advocacy Services Guidelines

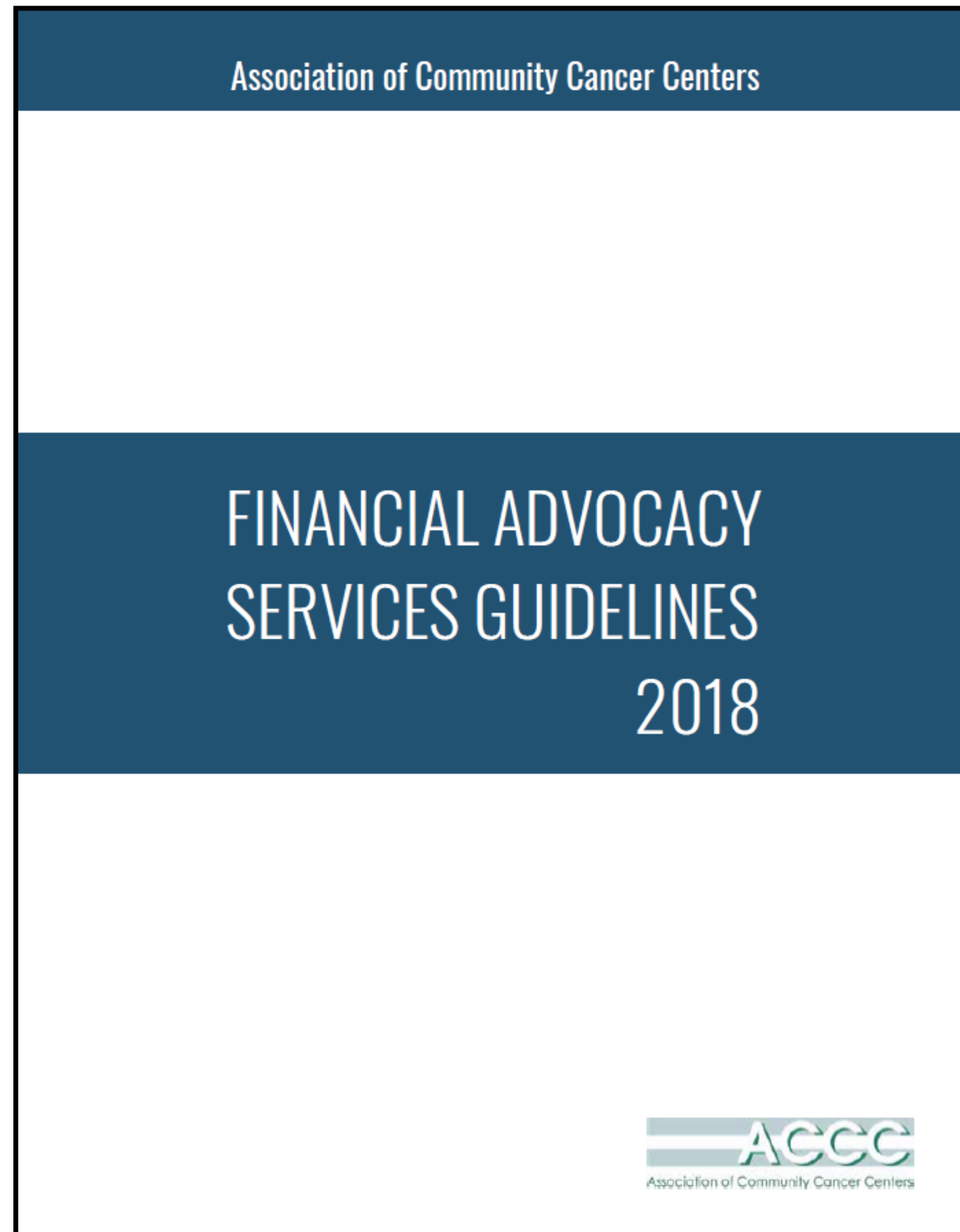


ACCC Financial Advocacy Services Guidelines



ACCC recommends that every cancer program or practice offer financial advocacy services and identify a central system and/or dedicated staff member to coordinate and liaise with the oncology treatment team to ensure streamlined communication and access to needed care for the patient.

ACCC Financial Advocacy Services Guidelines



Overview of Guidelines:

- I. **The Goal of Financial Advocacy Services**
- II. **Team Characteristics, Roles, and Responsibilities**
- III. **Health Insurance and Patient Assistance Services**

Financial Advocacy Services: Goals

Association of Community Cancer Centers

FINANCIAL ADVOCACY SERVICES GUIDELINES 2018



- I. Proactively identify and evaluate how to maximize insurance benefits
- II. Proactively reduce economic barriers to care
- III. Accurately explain insurance coverage and assistance options
- IV. Manage, track, and report service provided
- V. Ensure cancer program teams are aware of ongoing policy requirements
- VI. Help mitigate institutional financial toxicity

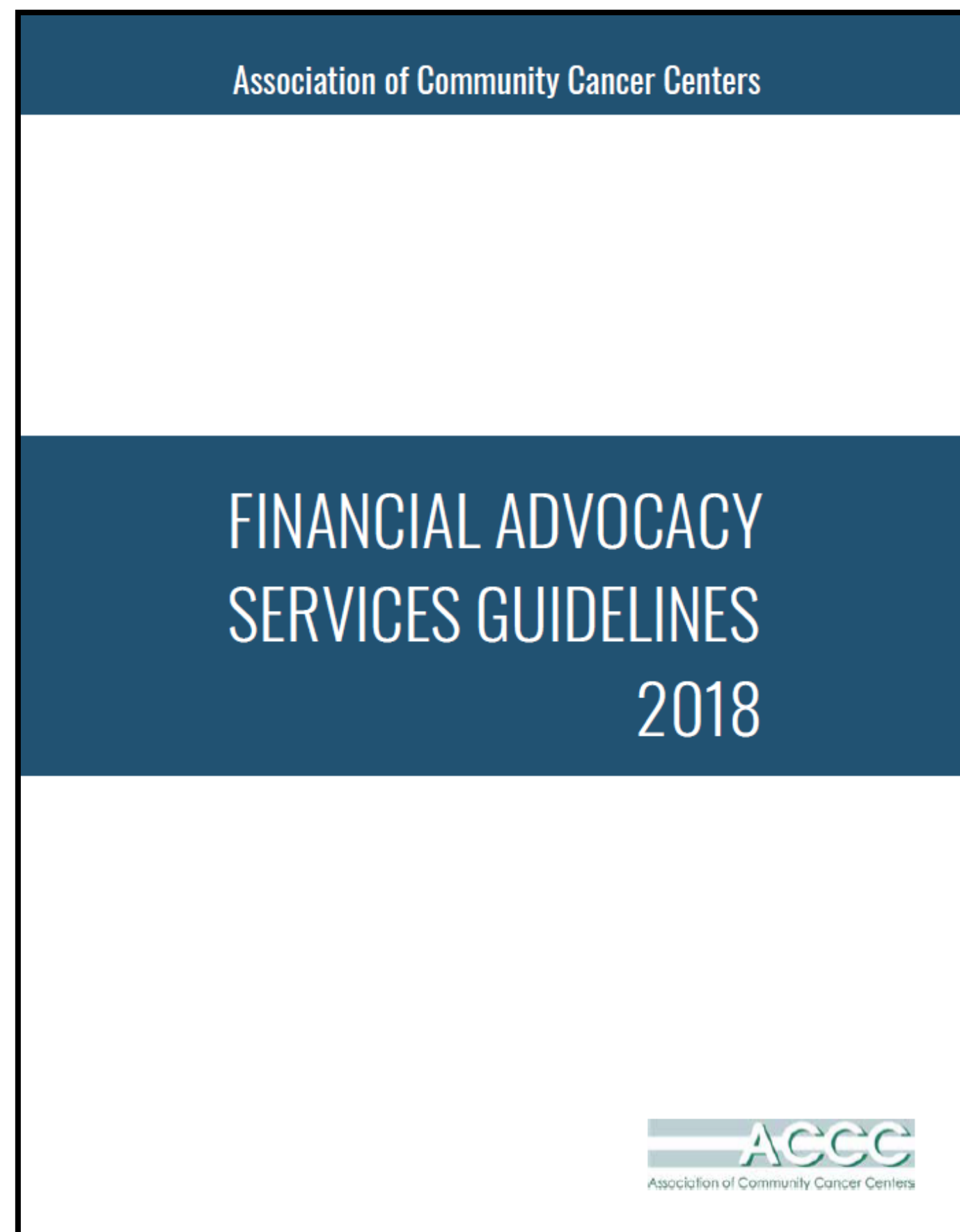
Financial Advocacy Services: Team Characteristics, Roles and Responsibilities

Financial advocacy services may be performed by one or more associates including but not limited to:

Financial advocates/counselors/navigators, nurses, nurse navigators, pharmacists, pharmacy technicians, physician assistants, oncologists, social workers, case managers, and/or lay patient navigators.

Ongoing training for every member of the financial advocacy team is important to maintain an update-to-date knowledge and skill base.

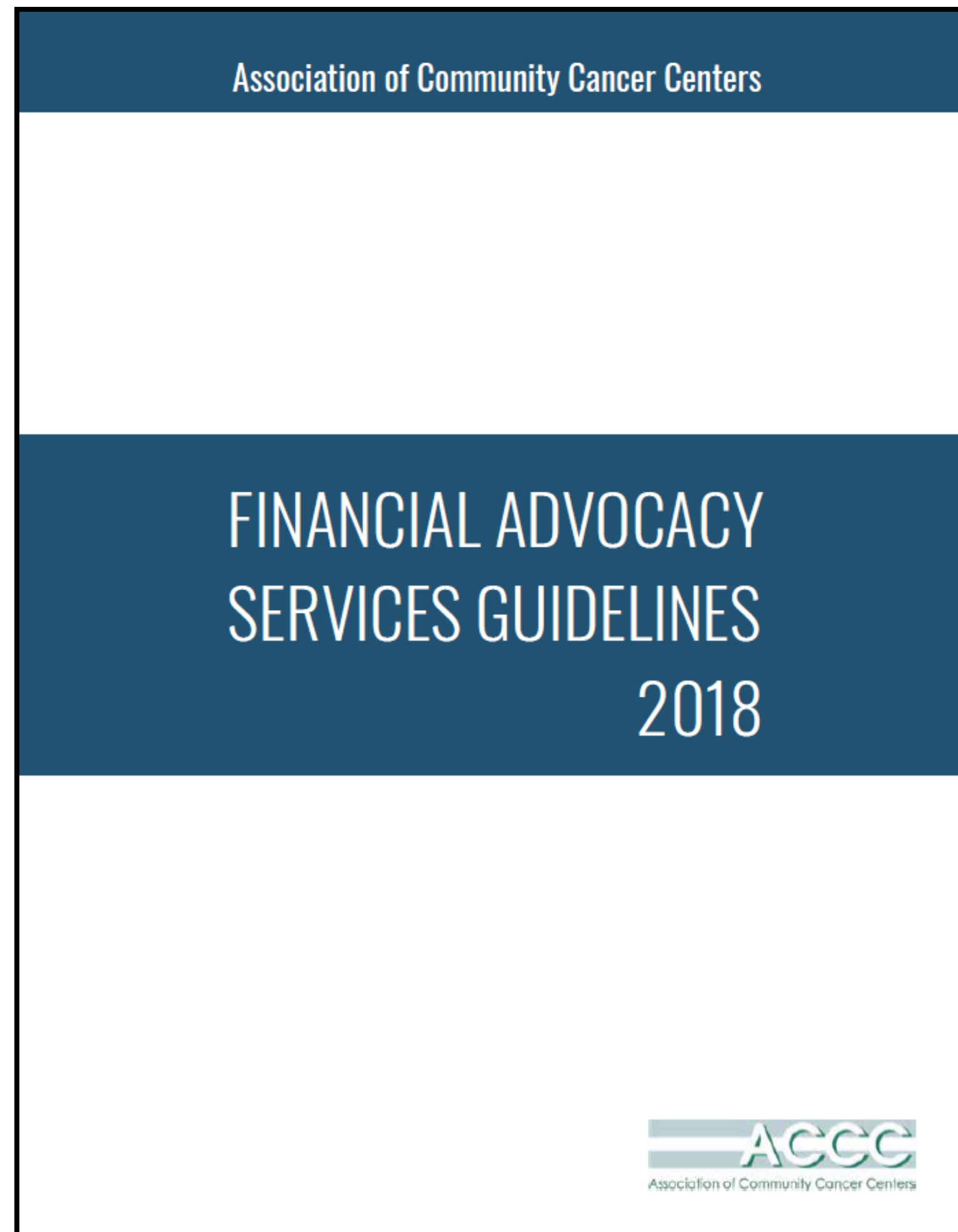
Financial Advocacy Services: Team Characteristics, Roles and Responsibilities



It is suggested that financial advocacy team members have a minimum:

- ✓ Bachelor's degree or equivalent in business, life sciences, finance or related area
- ✓ Knowledge of health insurance rules/regulations
- ✓ *Preferred* at least 1 – 3 years of experience in a financial advocacy role
 - Recommend training in basic oncology practice or an orientation to oncology

Financial Advocacy Services: Team Characteristics, Roles and Responsibilities



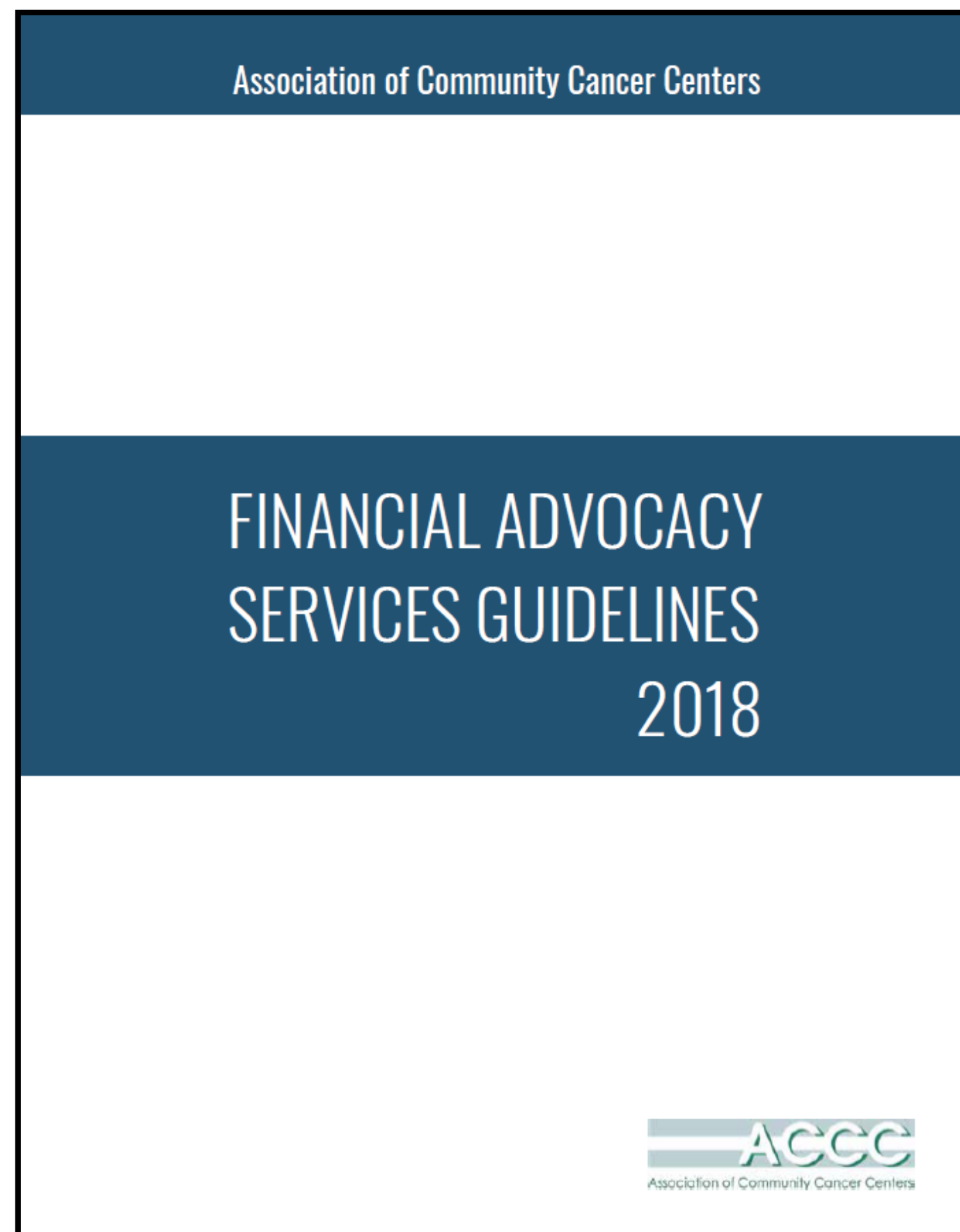
At least one member the financial advocacy team should meet with the patient and their family/caregiver, both:

1. Upon diagnosis, and
2. Prior to the start of treatment

Advocates should be ready to discuss:

Patient's health insurance benefits, estimated costs of the prescribed treatment regimen, and available patient assistance programs.

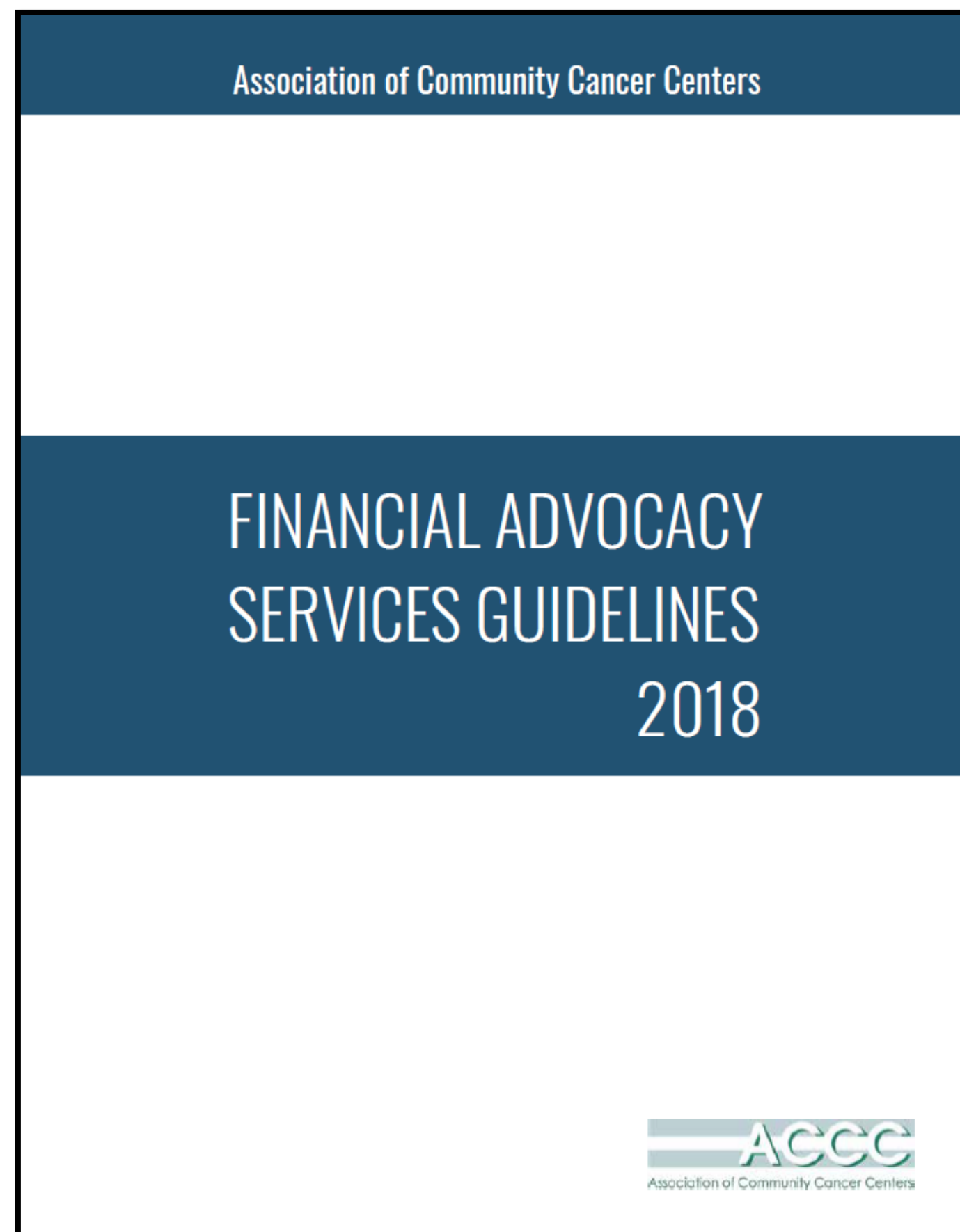
Financial Advocacy Services: Team Characteristics, Roles and Responsibilities



Financial advocacy team members should maintain contact with patients along the continuum of care and, as part of the plan of care.

Regularly scheduled meetings or touchpoints with patients and their family/caregivers are recommended.

Financial Advocacy Services: Team Characteristics, Roles and Responsibilities

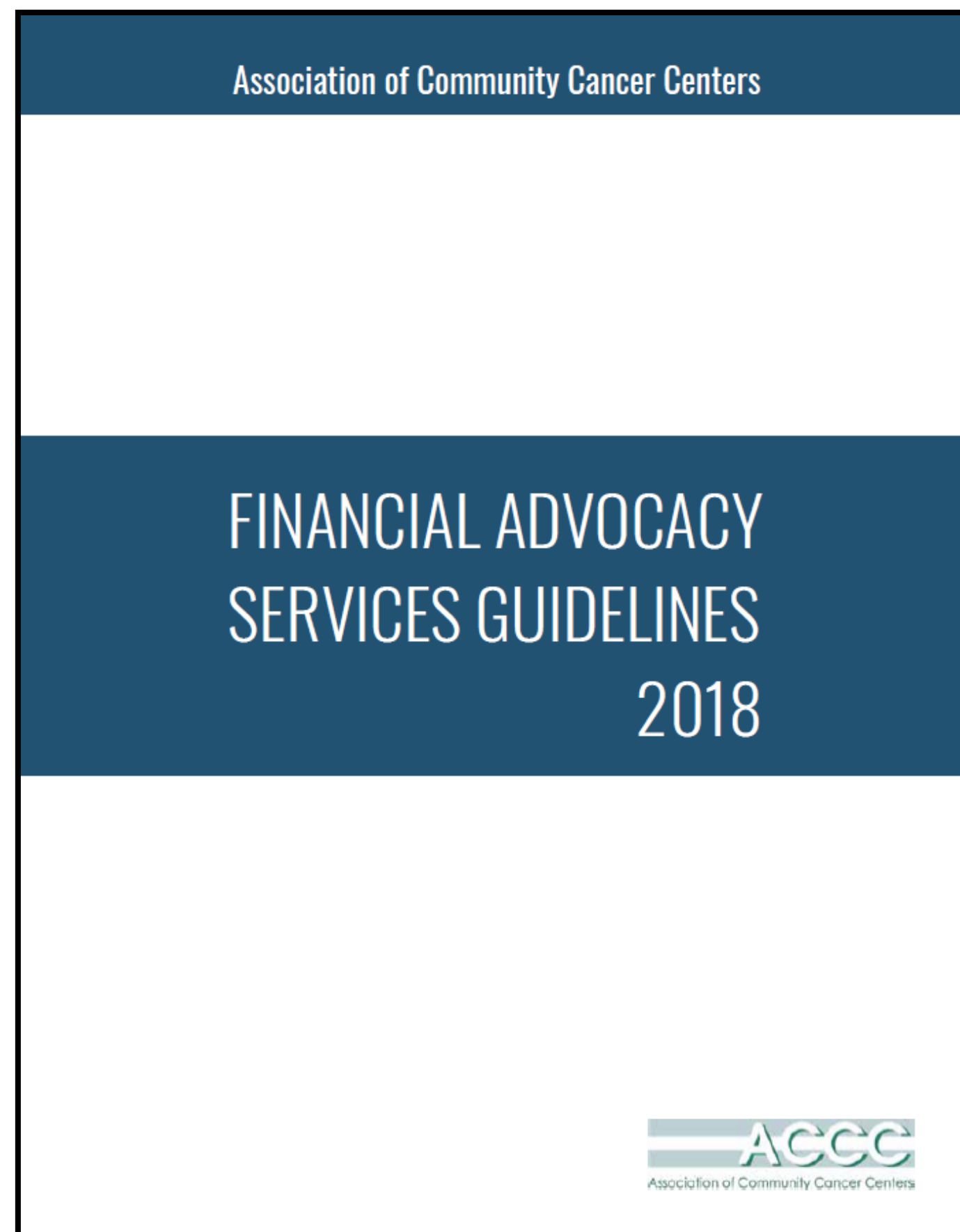


During meetings with patients and family/caregivers, the financial advocacy team member(s), be prepared to:

- a) identify and explain the patient's out-of-pocket costs, which may include: co-insurance, deductibles, and co-pay amounts.

The financial advocate will work with patients and their family/caregivers to identify other costs, such as expenses related to transportation, childcare, and lodging, if patient must travel to receive treatment.

Financial Advocacy Services: Team Characteristics, Roles and Responsibilities

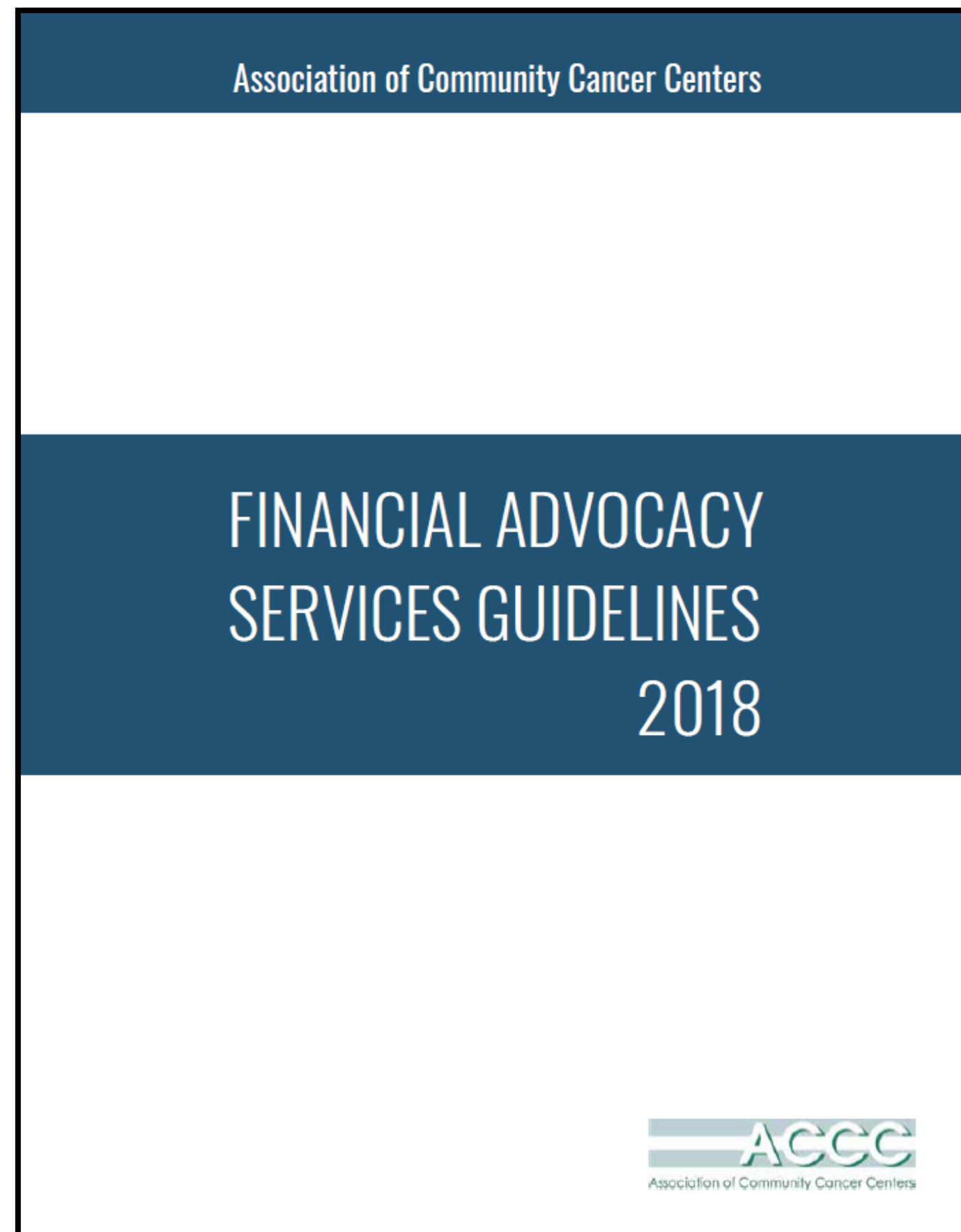


Advocates should work with patients and their family/caregivers to identify patient assistance programs and resources that can help with **non-treatment-related costs**.

If needed, the financial advocate assists patients and family/caregivers in applying to these program(s).

Once application has been made, the financial advocate should track application status until a determination is made.

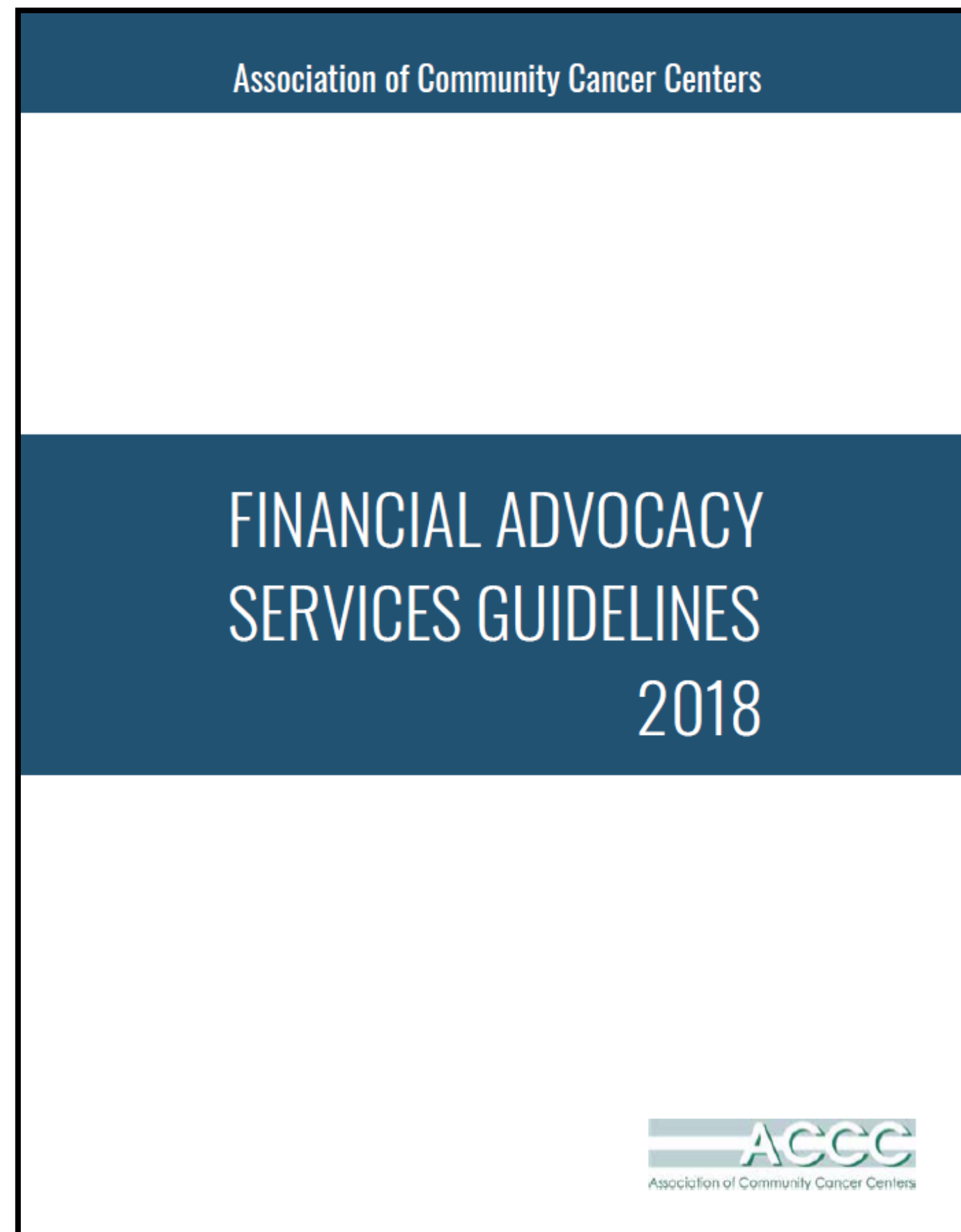
Financial Advocacy Services: Team Characteristics, Roles and Responsibilities



Advocates should work with patients and family/caregivers to outline a payment plan for the costs of treatment.

This plan should be a written agreement that is signed by the patient.

Financial Advocacy Services: Team Characteristics, Roles and Responsibilities



The advocacy team should utilize or develop a system or tools to manage and track:

- ✓ all financial advocacy and patient access service interactions with their patients,
- ✓ governmental and non-governmental payer(s),
- ✓ patient assistance, drug replacement, and grant or foundation programs.

Financial Advocacy Boot Camp Overview

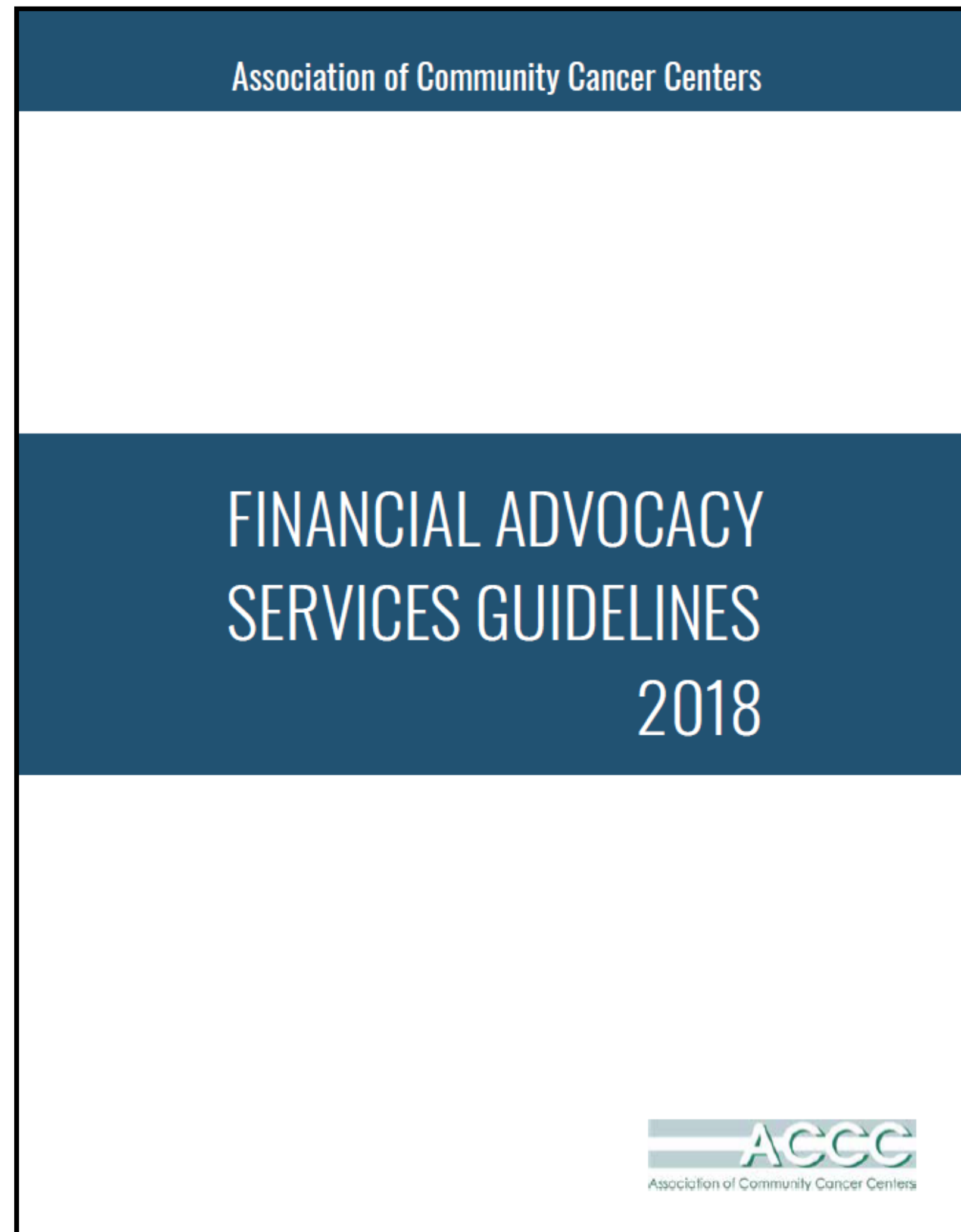
Metrics Snapshot

- **1,500** – the number of healthcare professionals who enrolled in the ACCC Financial Advocacy Boot Camp since its launch in 2017.
- **329** – the number of cancer programs represented by individuals who have graduated from the Boot Camp
- **50** – the number of states from which healthcare professionals have enrolled in Boot Camp, in addition to Washington, D.C.

About the Boot Camp

- On-demand professional training tool and resource for ACCC members
- Recommended for multidisciplinary cancer care team
- Learn to:
 - I. Facilitate better coordination across the oncology care team
 - II. Advance health literacy for patients
 - III. Identify and proactively assist patients at risk for financial toxicity

Health Insurance and Patient Assistance Services



The advocacy team should be responsible for:

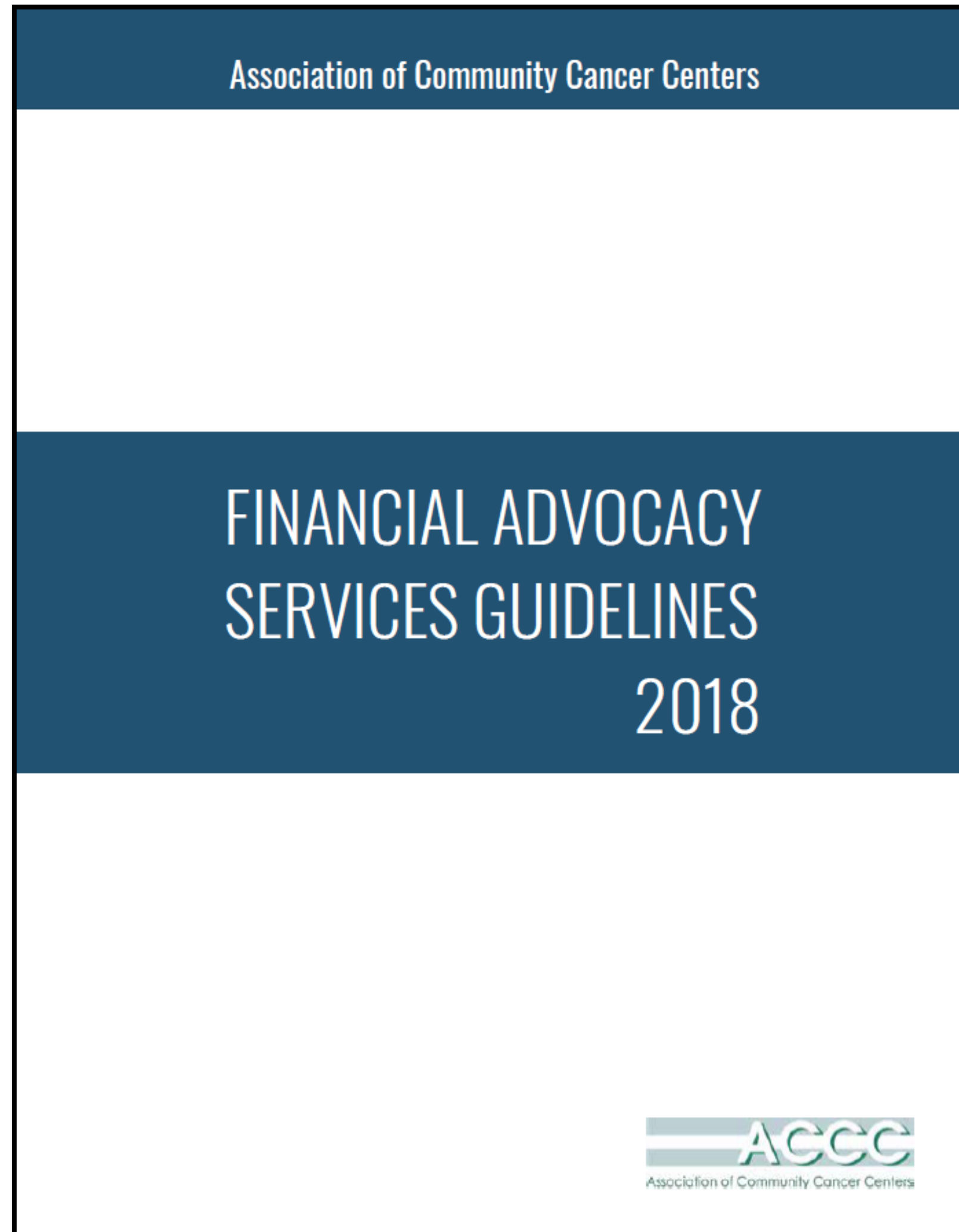
- A. Performing insurance verification and initial and subsequent pre-authorizations.
- B. Ensuring all demographic, insurance, and eligibility information is obtained and up to date.
- C. Developing a method to document precertification of therapies.
- D. Regularly screening and monitoring patients for risk of developing financial toxicity.

Health Insurance and Patient Assistance Services

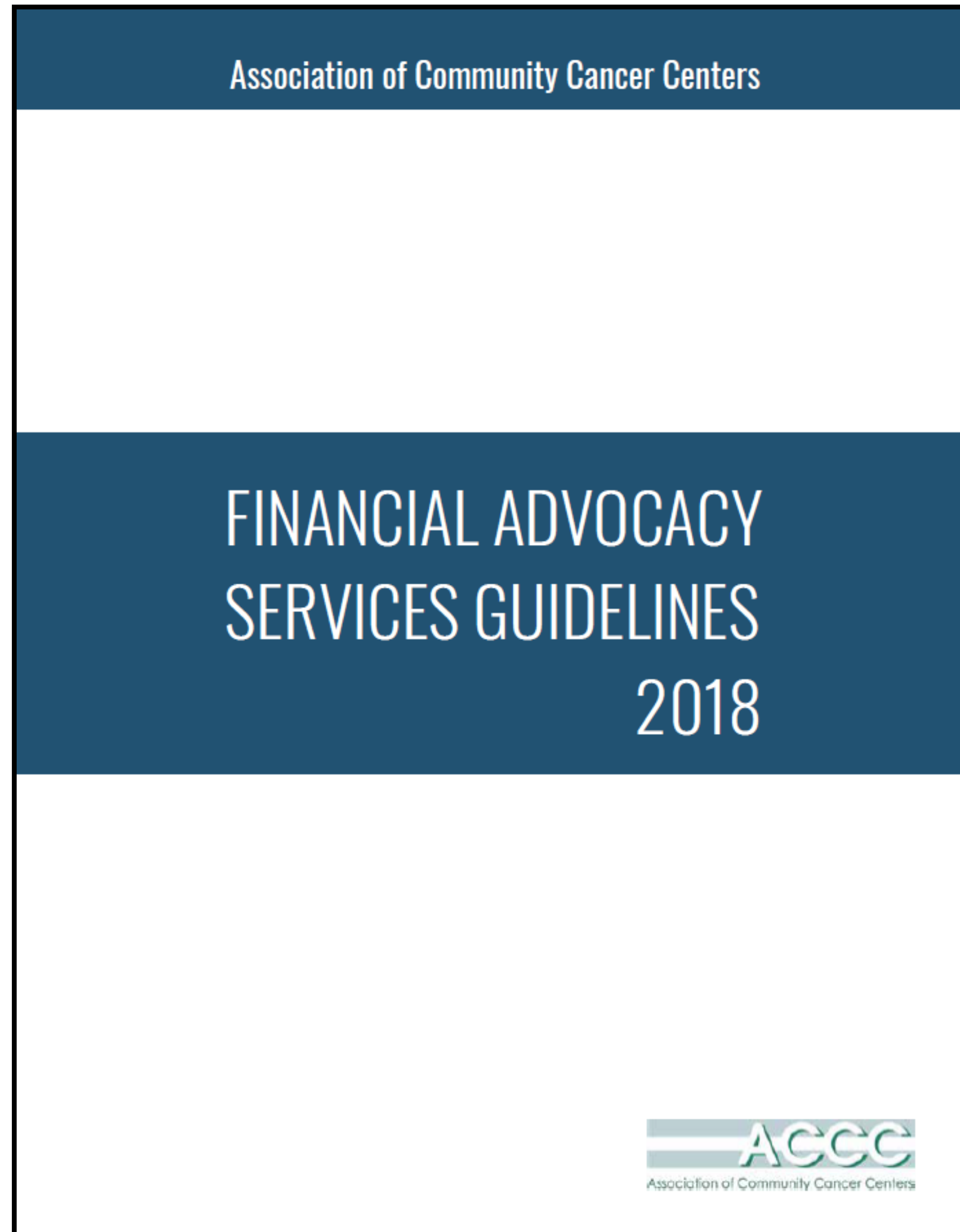
The advocacy team should be responsible for:

E. Maintaining up-to-date knowledge of requirements for enrolling patients in:

- ✓ Manufacturer, state, and local medication assistance programs;
- ✓ Disease-specific assistance grants from non-profit organizations;
- ✓ Medicare prescription benefits;
- ✓ Social Security Low-Income Subsidy (LIS); and
- ✓ Any State and federal assistance subsidy



Health Insurance and Patient Assistance Services



The advocacy team should be responsible for:

F. Evaluating patients for available assistance including, but not limited to:

- a) federal and state subsidies or programs,
- b) disease-specific assistance programs,
- c) patient assistance programs, and
- d) local community resources.

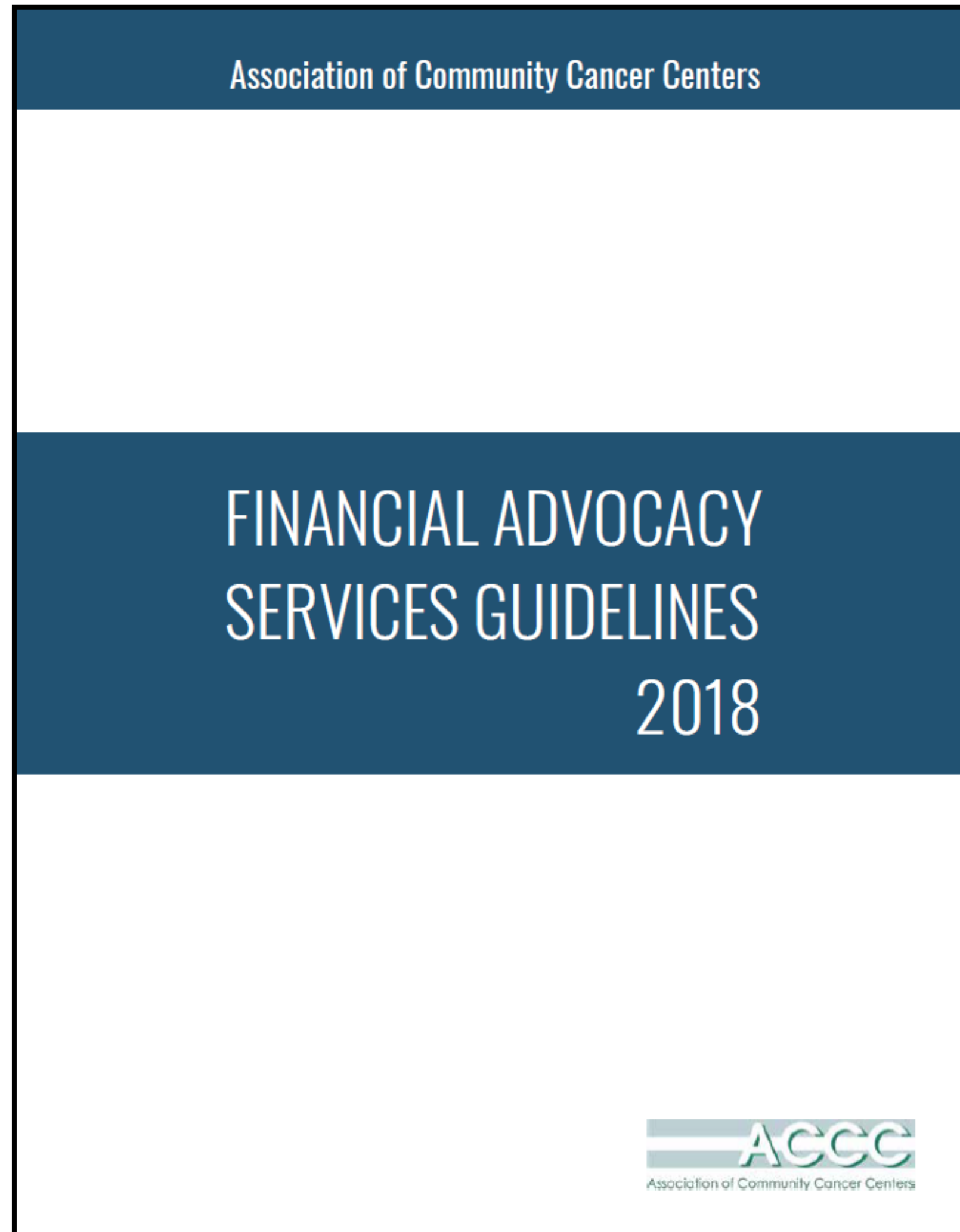
G. Working collaboratively with healthcare teams to obtain clinical and financial information for assistance program enrollment.

Health Insurance and Patient Assistance Services

The advocacy team should be responsible for:

H. Working with patients and their family/caregivers to apply to the programs for which they qualify.

- I. Identify and assist with applications for patient assistance and co-pay programs to ensure all demographic, insurance, and eligibility information is obtained and current.
- II. Liaise between the patient, the cancer program, and the patient assistance program(s).



ACCC Financial Advocacy Services Guidelines

Q&A

Panelists: Eric Dallara, Clara Lambert, and Lori Schneider

Association of Community Cancer Centers
Financial Advocacy Network Advisory Committee Members

Town Hall

Question and Answer



Use the question/chat box to ask additional questions and provide comments.



Q: What steps can you take to show very basic impact of this kind of role?

Use the question/chat box to ask additional questions and provide comments.



Q: What is the most effective way to work collaboratively with Specialty Pharmacies who in a sense also work as financial advocates to get patients in need onto any Patient Assistance, Co-Pay Assistance or Foundation Financial Assistance Programs?

Use the question/chat box to ask additional questions and provide comments.



**Q: What are tips to get approval
for this position?**

**Use the question/chat box to ask additional
questions and provide comments.**



Q: What is the most effective way to stay current on all the changes constantly going on in the world of healthcare laws and coverage?

Use the question/chat box to ask additional questions and provide comments.



Q: What is the best way to ensure the financial navigator is received as part of the team (inside and outside of oncology)?

Use the question/chat box to ask additional questions and provide comments.



Q: What is the average number of patient referrals/ case load for a financial advocate/counselor?

Use the question/chat box to ask additional questions and provide comments.



Q: What various models of financial advocacy are being used across the nation at cancer centers?

Use the question/chat box to ask additional questions and provide comments.

Town Hall

Question and Answer



Use the question/chat box to ask additional questions and provide comments.

Closing Remarks

Clara Lambert, BBA, OPN-CG

Hira Chowdhary, MPH MS

Association of Community Cancer Centers

Stay Involved with ACCC Members and Financial Advocates



- ✓ **ACCC MyNetwork Financial Advocacy Network Forum**
 - Community of 450+ members
- ✓ **ACCC Financial Advocacy Boot Camp – Start learning today.**

ACCC Members: Enroll in the Boot Camp for Free *(Requires Login)*

- ✓ **Webinars On-Demand at acc-cancer.org**

Archived Webinar



- ✓ Check back for the webinar archive – the link to the recording will be emailed by the end of the week with an evaluation survey.

ACCC webinars available on-demand:

www.accc-cancer.org/home/attend/webinars

Acknowledgements

In addition to the Financial Advocacy Network Committee, ACCC thanks the following individuals for serving as reviewers for the ACCC Financial Advocacy Services Guidelines:

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Acknowledgements

ACCC Financial Advocacy Network Advisory Committee

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Cancer Center*

Lori Schneider

Business Office Manager

Green Bay Oncology

Yousuf S. Zafar, MD, MHS

Associate Professor of Medicine and Public Policy

Duke Cancer Institute

Q&A Summary

**Check the ACCC website for a downloadable copy
of the Q&A Summary.**

Thank You

Please be in touch.