



Average Time Spent on Financial Advocate Tasks

Procedure	Time Spent (minutes)	Financial Advocate A	Financial Advocate B	Financial Advocate C
Add-on appointment		20 minutes		
Append QCL		15 minutes		
Approval of treatment		15 minutes		
Authorization expiration		30 minutes		
Authorizations for procedure(s)		30 minutes		
Authorization for radiation oncology TX		30 minutes		
Authorization for drugs		15 minutes		
Authorization for test(s)		30 minutes		
Authorization for treatment		30 minutes		
Billing issue		30 minutes		
Call to patient		15 minutes		
Check insurance information		15 minutes		
Complete necessary application(s)		30 minutes		
Contact Patient Financial Services		30 minutes		
County Assistance applications		45 minutes		
Disability applications		30 minutes		
FMLA applications		30 minutes		
Financial advocate interview with patient		30 minutes		
Insurance inquiry		15 minutes		
Insurance investigation		30 minutes		
Miscellaneous activities		15 minutes		
New start(s)		30 minutes		
Non-covered services		30 minutes		
Other (Identify activity)		15 minutes		
Pre-authorization		30 minutes		
Psychiatric referral		5 minutes		
Referrals (all others)		30 minutes		
Social Work referral		5 minutes		
Regimen change		30 minutes		
Reminder to Patient		15 minutes		
Self-pay		45 minutes		
Triage request		30 minutes		
Verification of benefits		15 minutes		