

# FINANCIAL ADVOCACY NETWORK (FAN)

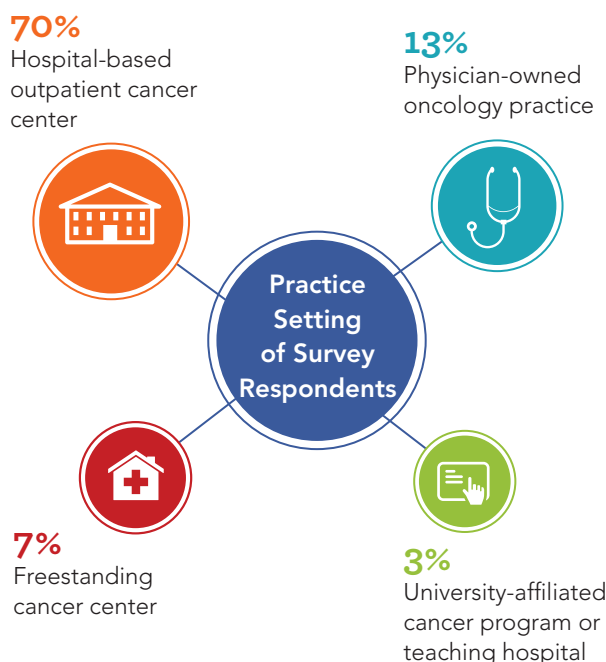
Resources & Tools for the Multidisciplinary Team



## Highlights from the ACCC 2015 FAN Survey

In recent years—as more and more patients struggle to pay for their cancer treatment—cancer programs have faced their own challenge: how to offer financial advocacy to patients in need. At present, payers do not reimburse for financial advocacy services, so cancer programs must absorb the cost of providing this critical support. This often means adding staff or creating a new FTE position, which cancer programs must then justify to its parent hospital or healthcare system. And that's where the Association of Community Cancer Centers (ACCC) can help.

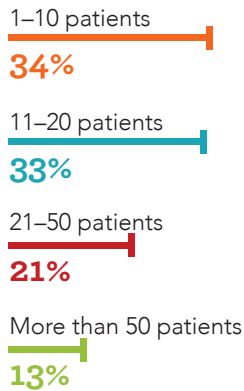
ACCC is a leader in the field of financial advocacy. The ACCC Financial Advocacy Network (FAN)—created in 2011—provides a robust portfolio of tools and resources that cancer programs can use to develop and/or support their financial advocacy services. In an effort to better meet the needs of its member programs in this growing field, ACCC conducted a 2015 financial advocacy services benchmarking survey. Here are highlights from that survey, with responses from 127 individuals.



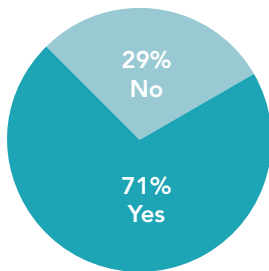
## Who Took Our Survey?



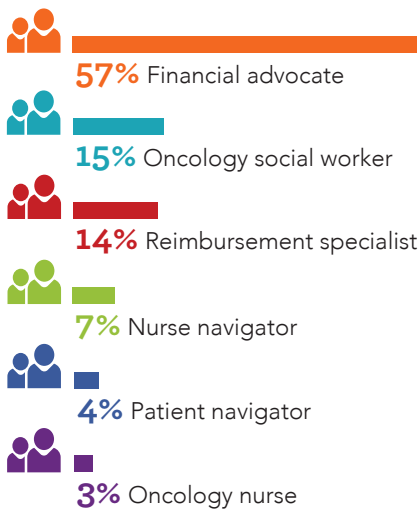
## How many patients receive financial counseling at your cancer program each week?



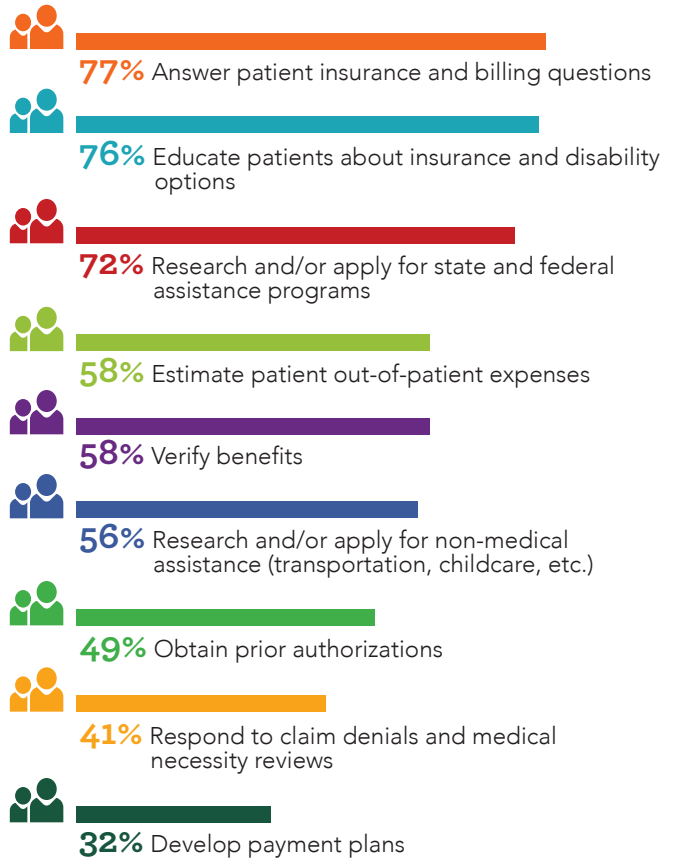
## Does your cancer program have at least 1 dedicated financial advocate?



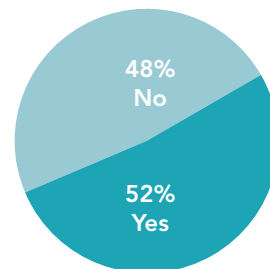
## Which staff member has primary responsibility for financial advocacy services?



## Percentage of respondents that said their financial advocates perform these functions:



## Does your program offer training for staff that performs financial advocacy services?



Of the cancer programs that do provide training, **75%** offer mentoring opportunities; **44%** offer in-house or classroom training sessions; **42%** encourage attendance at local and/or national conferences; and **42%** offer training through online webinars.

## How have patient needs changed over time?

**90%** of respondents saw an increased need to help patients with co-pays or co-insurance

**82%** of respondents saw an increased need to patients to understand insurance

**79%** of respondents report an increase in the number of under-insured patients; only 39 respondents reported an increase in the number of uninsured patients likely due to rollout of the ACA

**73%** of respondents report an increase in the number of patients needing help with their prescription drug expenses

**64%**

Having a dedicated financial advocate on staff

**53%**

Ability to locate and enroll patients in assistance programs



Identified Programmatic Strengths



**45%**

Prompt assessment of patient financial needs

**27%**

Ability to assist patients with insurance enrollment and/or optimization

## Needs improvement?

Nearly half of respondents share that these areas need improvement: an effective process for tracking results of financial advocacy, such as revenue brought in or cost-savings to program (**48%**); lack or insufficient number of dedicated financial advocates on staff (**44%**); and delayed or inconsistent assessment of patient financial needs (**44%**).

## Expanding your financial advocacy services? If so, how?

**58%** By increasing staff

**54%** By using metrics for tracking financial advocacy services

**49%** By investing in staff training

**28%** By improving or adding tracking capabilities



**5 most important metrics CURRENTLY COLLECTED to benchmark efforts and justify financial advocacy services to senior administration:**

1. Patient volume
2. Patient satisfaction scores
3. Referrals
4. Patient treatment responsibility costs, profit margins, and cost per unit
5. Collections

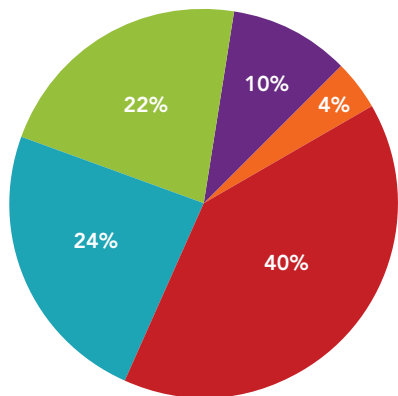
**5 most important metrics cancer programs WOULD LIKE TO USE benchmark efforts and justify financial advocacy services to senior administration:**

1. Patient treatment responsibility costs
2. Net revenue per patient visit
3. Downstream revenue
4. Tied for fourth: profit margins and cost per unit
5. Patient satisfaction scores

## Salary range of financial advocate



## Education level of financial advocate



- High school diploma
- Don't know
- Bachelor's degree
- Master's degree or higher
- Associates degree

In addition to this data, which cancer programs can use to help grow their financial advocacy service line, FAN offers case-based workshops, online courses, a financial advocacy toolkit, a patient assistance app (accf-FAN-App.org), and an online forum where financial advocates can ask and answer key questions. These comprehensive resources are designed to reduce the cost burden of cancer care—for your patients and your staff—and are easily accessible online, in print, or at free regional meetings. Learn more at [accf-cancer.org/FAN](http://accf-cancer.org/FAN).



Association of Community Cancer Centers

The Association of Community Cancer Centers (ACCC) is the leading advocacy and education organization for the multidisciplinary cancer care team. Approximately 20,000 cancer care professionals from 2,000 hospitals and practices nationwide are affiliated with ACCC. Providing a national forum for addressing issues that affect community cancer programs, ACCC is recognized as the premier provider of resources for the entire oncology care team. Our members include medical and radiation oncologists, surgeons, cancer program administrators and medical directors, senior hospital executives, practice managers, pharmacists, oncology nurses, radiation therapists, social workers, and cancer program data managers.

Not a member? Join today at [accf-cancer.org/membership](http://accf-cancer.org/membership) or email: [membership@accf-cancer.org](mailto:membership@accf-cancer.org).

For more information, visit the ACCC website at [accf-cancer.org](http://accf-cancer.org). Follow us on Facebook, Twitter, LinkedIn, and read our blog, ACCCBuzz.

This program is supported by:



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