# PAP Flow Chart

**Step 1**
Provider writes chemotherapy order for patient.
- **No insurance**
  - Identify if patient qualifies for any programs (SSDI, Medicaid, etc.). Identify if replacement drugs are available.
  - Fill out forms for all programs. Complete forms for companies that have a replacement program if patient qualifies.
- **Medicaid Program**
  - Verify benefits.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare Only**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare & Supplemental**
  - Verify benefits.
  - Verify drugs are indicated for dx.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare & Secondary**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize secondary insurance if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare Advantage**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Other Government Programs**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Managed Care**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Commercial & Insurance Exchanges**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.

**Step 2**
Chemotherapy order is sent to finance staff.
- **No insurance**
  - Identify if foundation funding is available for any drugs not replaced.
  - Fill out forms for foundation funding that is available.
- **Medicaid Program**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare Only**
  - Verify benefits.
  - Verify drugs are indicated for dx.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare & Supplemental**
  - Verify benefits.
  - Verify drugs are indicated for dx.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare & Secondary**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize secondary insurance if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Medicare Advantage**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Other Government Programs**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Managed Care**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.
- **Commercial & Insurance Exchanges**
  - Verify benefits.
  - Verify drugs are indicated for dx and authorize if necessary.
  - Identify if replacement drugs are available if necessary. Will need to appeal to receive drugs.
  - Identify patient’s responsibility.

**Step 3**
Staff identifies the patient’s financial status and follows the appropriate flow chart below.
The PAP Flow Chart was provided courtesy of Wendalyn Andrews, Practice Manager, Hematology and Oncology, The University of Arizona Cancer Center – North Campus.