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TOOL | ACCC Patient Assistance &
Reimbursement Guide Goes Digital

Find the most up-to-date information on oncology patient assistance and pharmaceutical reimbursement programs by searching for a prescribed product or company name, then streamline your search by applying coverage and assistance-type filters. Access the digital Guide at: acc-cancer.org/patient-assistance-2022.

PUBLICATION | “ACORI Call to Action Summit”
Outcomes

The ACCC Community Oncology Research Institute (ACORI) virtual summit convened oncology programs and practices, research team members, patient advocates, trial sponsors, industry representatives, and research networks to identify concrete strategies for engaging patients, caregivers, and their communities to strengthen oncology research across the U.S. Read the Action Items in the ACORI Executive Summary (acc-cancer.org/acori-summit-2021-executive-summary), and see how your clinical trial processes compare.

PODCAST | The Business Case for Hiring
Oncology Social Workers

Oncology social workers are integral members of the multidisciplinary cancer care team, but their services are largely unreimbursed by payers, making it challenging to hire additional oncology social work staff. Hear from ACCC 2021-2022 President, Krista Nelson, MSW, LCSW, OSW-C, FAOSW, as she talks about two new resources (a business case study for hiring and a benchmarking survey) coming from ACCC that demonstrate the value oncology social workers play in cancer care. acc-cancer.org/hiring-oncology-sw.

RESOURCE | Overcoming Prostate Cancer
Disparities in Care

Research shows that certain patient populations have worse prostate cancer outcomes than others. To address this challenge, ACCC conducted focus groups with four cancer programs. The conversations captured in this on-demand webinar (acc-cancer.org/prostate-cancer-disparities-webinar) feature community engagement strategies, while the publication (acc-cancer.org/prostate-cancer-disparities-publication) reveals practical approaches for providing equitable care that can help improve early detection and care for vulnerable patients.



fast

A Snapshot of Medicare Telemedicine Use

Pre-pandemic, **910,490** Medicare patients filed telemedicine claims—a combination of telehealth, e-visits, and virtual check-ins—between March 2019 and February 2020. During the pandemic, that number swelled to **28,255,180**, representing a majority (**53%**) of Medicare users. Of the total number of Medicare patients who live in a rural area, **44%** used telemedicine services compared to **55%** who live in an urban area. Of the total number of Medicare patients who are Hispanic, **64%** used telemedicine services, compared to **58%** of American Indian/Alaska Native Medicare patients; **57%** of Asian/Pacific Islander Medicare patients; and **57%** of Black/African American Medicare patients.

Source. Medicare Telemedicine Snapshot. Medicare Claims and Encounter Data: March 1, 2020 to February 28, 2021. Received by September 9, 2021. cms.gov/files/document/medicare-telemedicine-snapshot.pdf.

Survey Finds Unexpected Effects to Wearing Face Masks

- **95%** of people with hearing loss say face masks and/or coverings have created communication barriers since the pandemic began.
- **89%** report experiencing accessibility issues since the pandemic began, including but not limited to the ability to lipread due to face masks, physical distancing making conversations harder, and not having access to captioning across all technology platforms.
- **70%** are more aware of their hearing loss due to the pandemic; nearly half (**47%**) are more eager to explore hearing loss treatment options.
- **35%** say they have experienced a lack of empathy from others for their hearing loss during the pandemic.

Source. A survey conducted by the Hearing Loss Association of America. hearingloss.org.



facts

30% of hospitals and health systems using revenue cycle automation require 2 or more vendors to manage the process; another 30% have built internal automation teams.

Source: Alpha Health national survey fielded between May 19, 2020 and June 22, 2020 among 587 chief financial officers and revenue cycle leaders at health systems across the United States. alphahealth.com.



5 Key Performance Metrics in Billing

During times of financial uncertainty and to avoid being blindsided by financial dips and unanticipated cash flow bottlenecks, understand your:



- 1. Claims denial rate by payer.** Denial rates for each payer should be below **5% to 10%**. If they're not, take a closer look at your revenue cycle management process.
- 2. Net collection rate.** If this rate is below **95%**, keep a closer eye on fee schedules and avoid including inappropriate write-offs.
- 3. Days in accounts receivable.** If this number exceeds **50** days, it's time to examine why and take steps to reduce this number, for example, reaching out to payers that are slow to pay.
- 4. First-pass acceptance rate.** If the percentage of claims paid after being submitted the first time is low, you may need to work on insurance verification and coding and billing accuracy.
- 5. Non-financial key performance indicators.** These include cancellation and no-show rates; patient satisfaction ratings on publicly-available sites; portal enrollment and usage; wait times to book an appointment and/or see a provider once in the clinic; and website traffic.

Source: RxVantage. Billing KPIs for Success in 2021. rxvantage.com/blog/billing-kpis-to-monitor-during-covid-19-and-beyond.

Screening and Prevention Survey Says...

- **2 in 3** Americans are not getting recommended cancer screenings and **32%** are not aware of which screenings they should be getting.
- Minorities are most likely to miss their appointments: African Americans (**41%**) and Hispanics (**40%**) are most likely to have missed, postponed, or cancelled a health appointment. African American and Hispanic women are most likely to miss a mammogram or PAP/HPV test.
- **35%** say they are likely to take a colorectal cancer screening test at home.
- Annual physicals, dentist appointments, mammograms, PAP/HPV tests, and skin checks were the top missed appointments.

Source: The Prevent Cancer Foundation. New Survey Shows Minorities, Children Missing Cancer Screenings and Vaccinations. preventcancer.org.

