

Introducing the New Digital ACCC Patient Assistance & Reimbursement Guide

BY JORDAN KARWEDSKY



I have been a financial counselor in oncology for 12 years and searching for medication assistance is something that I do daily. In the past, this search was quite cumbersome, because there was no one website that financial navigators could rely on to find available financial assistance programs for an oncology-related medication that was on the market. Having one website to search for these available programs and also links to the correct enrollment webpage has streamlined this process. With that, I am excited to share a little more about the interactive and fully digital ACCC Patient Assistance & Reimbursement Guide.

Today, this guide is a tool that cancer programs and practices across the country can use every day at no charge. It does not matter if your cancer program or practice's financial navigation program is well established or just getting off the ground because the ACCC Patient Assistance & Reimbursement Guide is a one-stop-shop that makes finding and accessing financial assistance programs from manufacturers and independent foundations quick and easy. This digital tool was created for everyone, from financial counselors or navigators to pharmacy staff, social workers, or any other member of the multidisciplinary care team.

As a member of ACCC's Financial Advocacy Network, I was asked to be a part of the Patient Assistance and Reimbursement Guide Task Force in 2020 and have been a member since. This opportunity

allowed me to provide valuable insight to help revamp and shape the guide into the interactive search tool that it is today. But before getting into that, below is a little context on the guide's history and design process.

Setting the Scene

Since 2012, ACCC has produced its Patient Assistance & Reimbursement Guide as a print publication. A hardcopy was sent to all ACCC members every January and the guide's digital version (then a PDF document) was updated on a quarterly basis throughout the year. Users could find the guide on ACCC's website and would scroll through the ever-expanding document to find the information they needed. The resource is one of ACCC's most valuable member benefits and has grown over the years to include 45 companies and almost 200 oncology-related products.

Creating a Fully Digital Tool

This year, ACCC debuted its all new and interactive Patient Assistance & Reimbursement Guide. As a member of the task force, I was heavily involved in quarterly Zoom meetings and email conversations where we discussed what this digital search tool should be, including how it should be organized and function. ACCC aimed to make this digital guide as user-friendly as possible and something that cancer programs and practices could use as their go-to resource when searching for financial assistance for their patients. While discuss-

ing how we wanted the digital guide to look and function, it was not uncommon for one person's idea to snowball into even more ideas. The task force threw everything out on the table—no idea was too crazy to consider. And every time we had a new idea, ACCC quickly researched feasibility and options. The resource was ready to be tested in late summer 2021, and we were finally able to see all our ideas and suggestions come to life!

As a member of the task force, I was given time to play with the new fully searchable guide and was asked to complete a list of tasks to ensure the tool was working as we anticipated. In testing, it was clear that the filters we decided to include were easy to understand and that any added descriptions for functionality were helpful. I walked through example case studies, double-checking to make sure that the correct quick links appeared after my search, that program descriptions were readable and helpful, and that any links to websites and/or portals were working. These links are vital as they take users directly to the right program portal and/or enrollment form(s).

After testing was complete and any bugs worked out of the digital guide, it was time to launch. Since then, I have bookmarked the guide's website (accc-cancer.org/patient-assistance-2022) so that it is always one click away. I find myself accessing the digital guide multiple times a day now to search for financial assistance programs for our patients in need, and I have been using this resource more than I ever did before.

Navigating the New Digital Guide

When you arrive at the ACCC Patient Assistance & Reimbursement Guide homepage, you are given a quick overview on how it works. Once in the digital guide, you will see the new search function front and center. The first search option you have is by oncology-related product name, and you can search by either brand or generic name. Once you start typing, drop-down list of products will appear that you can select from. We also included an option just underneath the product name box that allows you to select to see all products with the same active ingredients or biosimilars in your results. By checking this box, you can easily compare various products' assistance programs to see which is a better fit for your patient, especially if your cancer program or practice allows biosimilar substitutions.

Once you click "Search," the guide will list all available manufacturer-based assistance programs for the product. Because there can be a lot of different programs available, you can also apply optional filters that help narrow down your search results. These filters can be applied based on patients' insurance coverage type (e.g., commercial, government, uninsured), the type of assistance program you are looking for (e.g., patient assistance programs, co-pay cards, etc.), or both. You can select as many filters as you want. If you are unsure about what filter you should use, just click on the question mark to the right of a filter's name to read a brief description.

Once your search results appear and if you have opted to include biosimilars, you can easily remove any unwanted oncology-related products from your search by simply clicking the "X" option. For all search results, available programs appear below the list of included oncology-related products. A quick overview of the financial assistance program is provided, along with its qualifying type of coverage and the assistance type that is available, the product the program supports,

Screenshot of the Search by Oncology-Related Product or Company function.

and a phone number and link. For a deeper dive into a program, including patient qualifications and how to enroll, just click on the drop-down arrow to the right of its name.

The second search option available to you is to search by a manufacturer company's name. Just like searching for an oncology-related product, as you begin to type in the name of the company, a drop-down list appears from which you can select the correct company name. You are then able to use the same coverage- and assistance-type filters to narrow down search results. Just like an oncology-related product search, a company name search provides a list of the available financial assistance programs and coverage and assistance types supported, as well as applicable phone numbers and links. There is a drop-down arrow to the right of each company name that opens a deeper dive into its programs. Note that this search option does not include the oncology-related product(s) supported by the resulting program(s).

Other Search Options

If you are unsure on the spelling of the oncology-related product or company name, do not worry. We have you covered. On the left-hand side of the digital guide, you will see links that allow you to alphabetically search for products and/or companies. Either search function pulls up a complete list, where you select the first letter of a company or product name to narrow down the list. The "Products A-Z" page allows you to search by either brand or generic name. The alphabetical company search lists companies' products, as well as their phone numbers and program websites. Both the "A to Z" company and product searches provide you with brand and generic product names, the company name, and a program's phone number and website link.

On the left-hand column, the guide includes a search option for other patient assistance and reimbursement resources, including those from independent foundations. This option provides an "A to Z" listing of non-pharmaceutical company assistance

Programs for Pfizer

Pfizer Free Trial Vouchers

Patients who have been newly prescribed certain Pfizer Oncology medications may be able to start therapy with a free trial voucher. Patients who are new to their therapy with Bosulif, Ibrance, or Inlyta may be eligible for a free one-month free trial offer. For more information, visit the prescribed medication website or call 1.877.744.5675, Monday through Friday, 8:00 AM to 8:00 PM EST.

Company: Pfizer

Coverage Type(s): Commercial/Private, Government, Uninsured/Underinsured

Assistance Type(s): Dose Exchange Program, Insurance Coverage-Related Delay Program, Patient Assistance Program
1.877.744.5675

<https://www.pfizeroncologytogether.com/hcp/patient-financial-assistance>

Pfizer Oncology Together™

Company: Pfizer

Coverage Type(s): Commercial/Private, Government, Uninsured/Underinsured

Assistance Type(s): Reimbursement Assistance
1.877.744.5675

<https://www.pfizeroncologytogether.com/hcp/reimbursement-information>

[View Current ICD-10 Codes >](#)
[View Current Indications >](#)
[View All Companies >](#)
[View All Products >](#)
[View Other Patient Assistance & Reimbursement Resources >](#)



All Pfizer Oncology Programs

Screenshot of a Manufacturer Information page.

COMPANIES A-Z

[Search for Assistance Programs >](#)

EMD Serono, Inc.

CoverOne®

EMD Serono, Inc. offers the CoverOne program for patients prescribed Bavencio. CoverOne provides patient access and reimbursement support services to help eligible patients gain appropriate access to Bavencio in the United States. CoverOne recognizes that each patient's situation is different and is dedicated to helping them one at a time.

For more information, search Bavencio in this Guide, go online, or call 844.826.8371, Monday through Friday, 8:00 AM to 8:00 PM EST.

Oncology Navigation Center™ (ONC)

EMD Serono, Inc. offers the Oncology Navigation Center for patients prescribed Tepmetko. The ONC is a patient access and reimbursement support program available to help eligible patients gain appropriate access to Tepmetko.

For more information, search Tepmetko in this Guide, go online, or call 1.844.662.3631, Monday through Friday, 8:00 AM to 8:00 PM EST.

Oncology-related products: Bavencio® (avelumab) injection, Tepmetko® (tepotinib) tablets



Screenshot of a manufacturer page after using the "A to Z" search function.

programs and national foundations like the Patient Advocate Foundation and Leukemia & Lymphoma Society. This list includes the name of each program, a brief description of the support it offers, how to enroll, a phone number, and a link to its website.

Finally, the guide includes links to resources for the most up-to-date *International Classification of Diseases*, Tenth Revision codes and oncology-related product indications that can be accessed from the left or via a search. Also included is a Financial Navigation Flowchart, which is a great tool to print and keep handy at your desk or save as a browser bookmark. This flowchart provides a step-by-step process for navigating potential financial assistance needs you may encounter for any type of insurance coverage patients may have.

In Closing

I hope that you find the digital ACCC Patient Assistance & Reimbursement Guide as user-friendly as I do and that it makes finding and applying for financial assistance on behalf of your patients more efficient. I hope it becomes a staple in your day-to-day work like it has in mine. 

Jordan Karwedsky is a financial counselor at Green Bay Oncology in Green Bay, Wisc. She is also an ACCC Financial Advocacy Network Advisory Committee member, a member of its Network Task Force, and an ACCC Patient Assistance & Reimbursement Guide Task Force member.