
292 survey respondents from 153 unique cancer programs and practices

Who Took Our Survey  

- Financial counselor/Navigator 53%
- Oncology nurse/Nurse navigator 21%
- Oncology social worker 12%
- Oncology pharmacist 5%
- Hospital administrator 3%
- Other 6%

Years of Experience Providing Financial Navigation Services  

- Less than 5 years 48%
- 5-10 years 23%
- 11-20 years 22%
- 20+ years 7%

One-third of respondents (36%) said they “do not have enough full-time employees (FTEs) to meet their demand for financial advocacy services” and another third (34%) said they “do not ALWAYS have enough FTEs to meet their demand for financial advocacy services.”  

How many dedicated financial advocates work at your cancer program?  

- 1 to 3 FTEs 60%
- 6+ FTEs 13%
- 4 to 5 FTEs 13%
- None 10%
- Hiring our first 2%
- Other 5%

Roles and Responsibilities  

- Work directly with patients to address financial concerns 74%
- Screen patients for their risk of financial toxicity and/or distress 64%
- Identify and enroll patients in manufacturer financial assistance 61%
- Identify and enroll patients in free-drug programs 59%

One-third of respondents say they provide financial advocacy services to more than 20 patients per week.
While nearly 1 in 4 cancer programs (23%) DO NOT track the impact of financial navigation services, the situation is changing. One-third of survey respondents (32%) say that they “are in the process of developing metrics and/or a tracking system for financial navigation services.”

The two most common metrics collected are “reduction in overall institutional debt” (15%) and “number of patients who have gained access to treatments by mitigating financial barriers” (12%).

Return on Investment (ROI)  n=186

What’s a Co-Pay Accumulator?

A co-pay accumulator—or accumulator adjustment program—is a strategy used by payers and pharmacy benefit managers (PBMs) that stop manufacturer co-pay assistance coupons from counting towards the deductible and the maximum out-of-pocket spending. When the co-pay card or coupon is exhausted, beneficiaries must pay the entire amount of their deductible before their plan benefits kick in.

A majority (71%) of respondents are unaware of co-pay accumulators. n=197

89% indicated they need better understanding and resources to feel adequately prepared to explain and assist patients in navigating these new rules. n=84

Top Concerns of Financial Advocates n=174

1. Lack of resources
2. Navigating a highly complex, changing landscape
3. Patient education needs and/or low financial health literacy

What’s Non-Medical Switching?

Non-medical switching is when a payer changes a patient’s treatment regimen for reasons other than efficacy, side effects, or adherence. It is a drug formulary tactic used by payers to reduce drug costs.

64% of respondents are unaware of non-medical switching.

Of the 36% that are aware of this trend, 81% say “it always or sometimes impacts patient care.” n=190

Help Needed Stat! n=197

• Need help optimizing Medicare and/or Medicaid options
• Need training and materials on cost-related health literacy education
• Need help optimizing private insurance options
• Need help navigating manufacturer and/or advocacy patient assistance programs

Training and Resources

70% have not received any formal professional training on financial navigation. n=286

For those who received training (n=56), 60% received it through the ACCC Financial Advocacy Network Boot Camp and say it is a valuable resource.

The ACCC Financial Advocacy Network is supported by Pfizer, Janssen, Johnson & Johnson, and Pharmacyclics

Cornerstone Partner: Pfizer Oncology Silver Partners: Janssen, Johnson & Johnson, and Pharmacyclics

The Association of Community Cancer Centers (ACCC) is the leading education and advocacy organization for the cancer care community. Founded in 1974, ACCC is a powerful network of 25,000 multidisciplinary practitioners from 2,100 hospitals and practices nationwide. As advances in cancer screening and diagnosis, treatment options, and care delivery models continue to evolve—so has ACCC—adapting its resources to meet the changing needs of the entire oncology care team. For more information, visit accc-cancer.org.

The ACCC Financial Advocacy Network is the leader in providing professional development training, tools, and resources that will empower providers to proactively integrate financial health into the cancer care continuum and help patients gain access to high-quality care for a better quality of life.

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