ASSOCIATION OF CANCER CARE CENTERS

Financial Advocacy Network: 2023 Census

Survey Results

WHAT IS FINANCIAL ADVOCACY?

More than half of individuals with cancer experience financial distress, hardship, or toxicity. Financial advocacy services– including counseling and navigation–help patients access affordable, high-quality cancer care by identifying and mitigating financial distress for patients with cancer, their caregivers, and their families. ACCC's Financial Advocacy Network establishes guidelines and develops resources to support adoption of these services in cancer programs and practices nationwide.¹

WHO RESPONDED?

95 respondents from

70 unique organizations across





*Others included prior authorization specialists, physicians, pharmacists, and researchers. Respondents could select more than one role. See more information about who responded at the end of this publication. ACCC's Financial Advocacy Network regularly conducts a census of its members to examine trends in oncology financial advocacy programs and assess member needs. The 2023 census explored:

- Workforce and technology trends
- Practices in financial distress screening and metrics on program impact
- Common challenges and educational needs to develop knowledge and skills of financial advocates

WORKFORCE

Allocated Staff for Financial Advocacy (n = 91)



Urban programs were 14 times more likely to have higher dedicated financial advocate staff FTEs (4+) compared to rural programs.

57% Urban program



Rural programs were twice as likely to leverage general staff to deliver financial advocacy services rather than specificallyallocated staff.

52% Rural programs





1. https://www.accc-cancer.org/home/learn/financial-advocacy/guidelines

Staffing Not Sufficient To Meet Patient Demand (n = 91)



TECHNOLOGY

Integrated electronic health records (EHRs) allow for coordination of the following key financial advocacy functions: (n = 95)



35% Identification of patients who require financial distress screening

22% Utilization of specialized software to track financial assistance programs

Most organizations (57%) do not use specialized software or technology to support the delivery of financial advocacy services. (n=93)

FINANCIAL DISTRESS SCREENING

Financial distress screening identifies patients who are at risk of or are experiencing financial distress and warrant further assessment.

Opportunities exist to increase the use of validated tools for financial distress screening. When asked what methods cancer programs use to screen patients for financial distress, respondents reported a variety of approaches.

- 55% National Comprehensive Cancer Network's (NCCN) **Distress Thermometer**
- **41%** Informal patient interview by cancer care team members



- 27% A screening tool developed by my organization
- The Comprehensive Score for Financial Toxicity (COST) 7%
- 5% An algorithm in the EHR or financial navigation software
- 5% We do not screen for financial distress

Improvement Over Time: Census Flashback



% of programs not screening for financial distress

When asked how often patients are screened for

financial distress, timing and frequency varied. (n = 95)



*Respondents could select more than one.

MEASURING IMPACT

Most organizations have established at least one metric to measure the impact of financial advocacy services, with metrics that measure processes more commonly reported than those that measure outcomes.

One in six programs (17%) do not measure the impact of their financial advocacy services and one in four (25%) are in the process of developing metrics.







How Organizations Measure Impact of Financial Advocacy Services

| | 52% Number of patients enrolled in foundation assistance programs |
|----|--|
| | 49% Number of patients receiving financial advocacy services |
| 8 | 49% Number of patients enrolled in manufacturer-based assistance programs |
| \$ | 44% Cost savings for patients through enrollment in assistance programs |
| | 37% Number of referrals to financial advocates |
| | 37% Number of patients receiving hospital/program charity care |
| | 21% Number of Medicaid applications completed |
| \$ | 18% Cost savings for patient and facility due to choosing better insurance |
| | 18% Number of insurance authorizations received |
| \$ | 17% Reduction in overall organization debt |
| | 15% Number of appeals overturned |
| | |

CHALLENGES & EDUCATION NEEDS

Common Challenges When Providing Financial Advocacy Services

| 74% Lack of financial resources available to help patients |
|--|
| 54% Patients' financial health literacy |
| 46% Understaffed |
| 43% Providing accurate cost estimates |
| 40% Complicated insurance or grant requirements |
| Staying up-to-date with changing insurance |
| 33% Timeliness of insurance approvals |
| 29% Coordination with care team members |
| 29% Lack of standard internal processes |
| 27% Organizational support for financial advocacy services |
| 24% Burnout |
| 16% Coordination with external specialty pharmacies |

Formal Financial Advocacy Training Completed

(n = 95)

Formal training can help prepare financial advocates to overcome some work-related challenges.



64% ACCC Financial Advocacy Boot Camp





40% Online modules



38% Training at place of employment

23% I have not received

any financial advocacy training



Improvement Over Time: Census Flashback

% of respondents have not received financial advocacy training

With nearly 1 in 4 (23%) respondents reporting no financial advocacy training, opportunities remain to reach more people and offer training and resources through the Financial Advocacy Network.

Top Financial Advocacy Education Needs (n = 95)

| 71% A deeper dive into financial advocacy functions and processes |
|---|
| 62% Financial health literacy |
| 61% Tracking and using financial advocacy metrics |
| 55% Financial distress screening |
| 55% Financial advocacy interventions for radiation oncology |
| 44% Medicare and Medicaid |
| 39% Advocating for change |
| 33% Case study-based learning |
| 33% Financial advocacy interventions for surgical oncology |
| |

RESPONDENT DEMOGRAPHICS



In partnership with:

Genentech





Learn more about ACCC's Financial Advocacy Network at accc-cancer.org/FAN.

The Association of Cancer Care Centers (ACCC) provides education and advocacy for the cancer care community. For more information, visit accc-cancer.org.

© 2024. Association of Cancer Care Centers. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means without written permission.

The ACCC Financial Advocacy Network is supported by:



sanofi