WELCOME!

This webcast will begin at 3:00 PM EDT.
Town Hall:
Financial Navigation during the COVID-19 Crisis

Tips from Financial Advocacy Experts

July 29, 2020
Our Facilitator

Lori Schneider

Oncology Operations Manager

Green Bay Oncology

ACCC Financial Advocacy Network Chair
Our Panelists

Angie Santiago, CRCS
Lead Financial Counselor - Oncology
Thomas Jefferson University Health System, Sidney Kimmel Cancer Center
Philadelphia, PA

Rifeta Kajdic
Program Manager,
Oncology Service Line
Saint Luke’s Cancer Institute
Boise, ID
Town Hall Objectives

We are answering your questions about financial navigation during the current pandemic and economic crisis, including how to:

- Adapt your financial navigation workflow during COVID-19
- Develop resources to assist patients experiencing loss of insurance
- Access financial assistance program updates, funds, and resources
- Use resources available from ACCC and partners to support financial navigation
Financial navigation workflow during COVID-19

Hurdles:

• Tough decisions - trends and direction of pandemic
• Equipment - is staff ready to work from home?
• HIPAA compliance - policies and processes to protect patient PHI
• Paperwork - FMLA/Disability forms, charity and drug assistance applications
Financial navigation workflow during COVID-19

Solutions:

- IT partnership
  - Remote access - allowing staff to utilize personal laptops from home
  - Apps - receiving faxes and making phones call securely

- Patient awareness - calling patients and arranging assistance

- On-site rotation - one on site person daily per site working as triage "switchboard"

- Clinic partnership – working with clinic staff on site to assist with communication and paperwork

- Training materials - keep your training tools up to date to adjust to COVID
Financial navigation workflow during COVID-19

Keys to a successful workflow:

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<th>Communication</th>
<th>Adaptability</th>
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<td>Create one place to store information, provide clear expectations and direction, timely updates with changes to staff and leadership</td>
<td>Adjust processes as information becomes available</td>
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Tips for Assisting Patients with Loss of Insurance

- COBRA
- ACA Plans
- Medicaid
COBRA

- Does the patient have the means to pay COBRA?
- Are there foundation assistance currently opened to assist?
  - LLS
  - Healthwell
    - COVID-19 Insurance Premium Payment Assistance
  - Patient Advocate Foundation
- Does your hospital offer a COBRA Assistance Program?
- How long will the assistance be able to help?

Can you change from COBRA to a Marketplace plan?

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<th>If your COBRA is running out</th>
<th>If you’re ending COBRA early</th>
<th>If your COBRA costs change because your former employer stops contributing and you must pay full cost</th>
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<tbody>
<tr>
<td>During Open Enrollment</td>
<td>Yes, you can change.</td>
<td>Yes, you can change.</td>
<td>Yes, you can change.</td>
</tr>
<tr>
<td>Outside Open Enrollment</td>
<td>Yes, you can change — you qualify for a Special Enrollment Period.</td>
<td>No, you can’t change until the next Open Enrollment Period, your COBRA runs out, or you qualify for a Special Enrollment Period another way.</td>
<td>Yes, you can change — you qualify for a Special Enrollment Period.</td>
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http://healthcare.gov/unemployed/cobra-coverage
ACA Plans or Medicaid? When COBRA is not an option

- Complete a financial assessment
  - Household Income
  - Household Resources
- Medicaid Eligible-Apply
- Medicaid Ineligible- ACA Assessment
  - Did you calculate the adjusted income?
  - Review options with patients
Patient is in active treatment when they lose their employer-based medical coverage. COBRA and Medicaid are not options. Based from the adjusted 2020 income, these are examples of the coverages that are offered.

What advice would you point out to the patient to consider?
Accessing Financial Assistance
Program Updates/Funds/Resources

Tips

• Check DAILY
  • A closed fund today might become open tomorrow
  • PAN Fund Finder
• Start the conversation to stay proactive. Questions can be asked by all staff (Care Team, Front Desk, Phone Room)
  • Do you anticipate any lapse in your current insurance coverage?
  • Are you currently in the process of applying for COBRA?
  • Do you have any concerns regarding your insurance coverage?

Helpful resources

• ACCC’s COVID-19 Financial Advocacy Resources Hub
COVID-19 Financial Advocacy Resources

accc-cancer.org/FAN-COVID19

The Association of Community Cancer Centers (ACCC) Financial Advocacy Network developed the COVID-19 Financial Advocacy Resources hub to help cancer programs and practices to stay informed on rapidly changing updates to financial assistance programs and insurance coverage in response to the public health emergency. This resource will be reviewed and updated weekly.

For general financial advocacy support and resources, please visit the Financial Advocacy Network and the 2020 Patient Assistance and Reimbursement Guide. For additional COVID-19 resources for cancer programs, please visit the ACCC COVID-19 Resource Center.

Please email resources@accc-cancer.org with recommendations of additional resources to incorporate into this list.

- Manufacturer Patient Assistance Program Updates
- COVID-19 Related Foundation Funds and Programs
- Medicare & Medicaid Coverage & Payment
- Commercial Payers COVID-19 Information & Resources
- State-Specific Laws and Resources
- Patient Resources
Town Hall Q&A

What questions do you have?
Virtual Education Opportunities

ACCC’s Oncology Reimbursement Meetings

- 5-part virtual series – live and on-demand
- October 23rd Session features Dan Sherman, MA, LPC addressing how to take your financial navigation services to the next level

ACCC’s Shared Decision-Making Webinar Series

- 6-week webinar series beginning July 30th
- August 20th Webinar features Angie Santiago, CRCS-I discussing the role of financial navigation in improving financial health literacy

Register at: http://courses.accc-cancer.org/
Coming Soon…

Financial Advocacy Task Forces

The Financial Advocacy Network is welcoming 20+ stand-out volunteers to lead education, workforce, advocacy, and networking efforts across ACCC and with our partners.
Coming Soon…

Virtual Financial Advocacy Annual Summit

Stay tuned for education and networking opportunities throughout November!
Thank you for joining the conversation!

accc-cancer.org/FAN