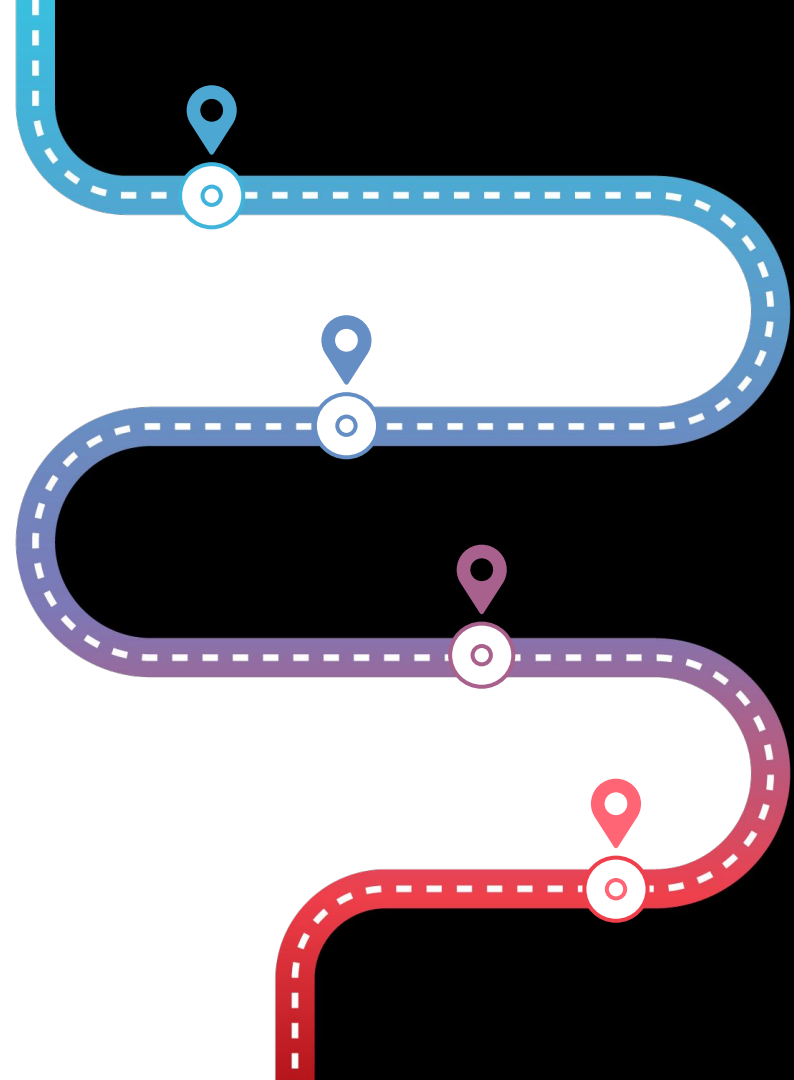


A Guide for Engaging with Patients to Reduce Out-of-Pocket Costs

How financial navigators can support cancer patients along their journeys



<https://cancerx.health/technology-assisted-financial-navigation/>



Who Should Use This Guide

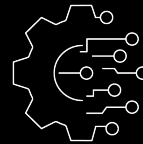
Why Use the Financial Navigation Guide?



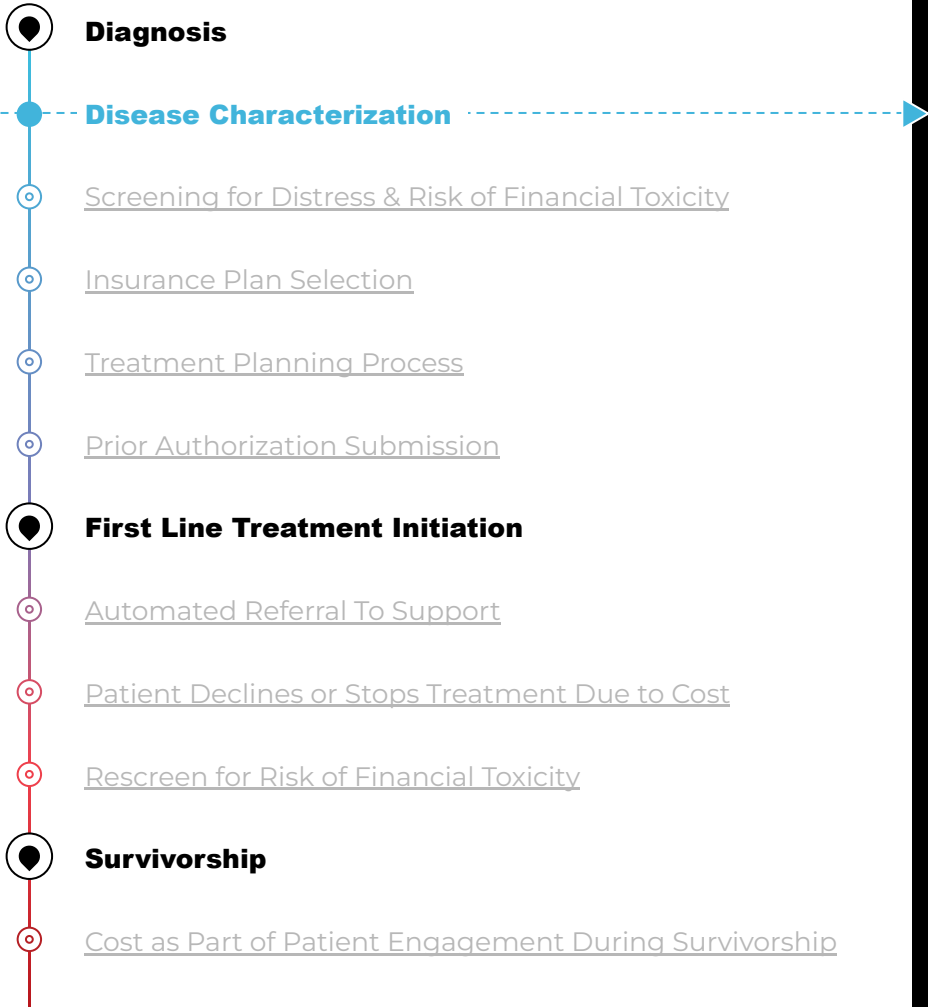
Health system support service divisions, patient navigation teams, and individual nurse navigators can use this resource to:

- Design a financial navigation program to reduce out-of-pocket costs for patients across their cancer journey.
- Choose digital solutions to support navigation program implementation.

The Financial Navigation Guide as Part of a Digital Oncology Strategy



The workflow strategy and solutions listed in this resource support your implementation of the [CancerX Core Competencies Guide for Health Systems](#).



Disease Characterization

Enablement of Digital Solution by Financial Navigation Staff

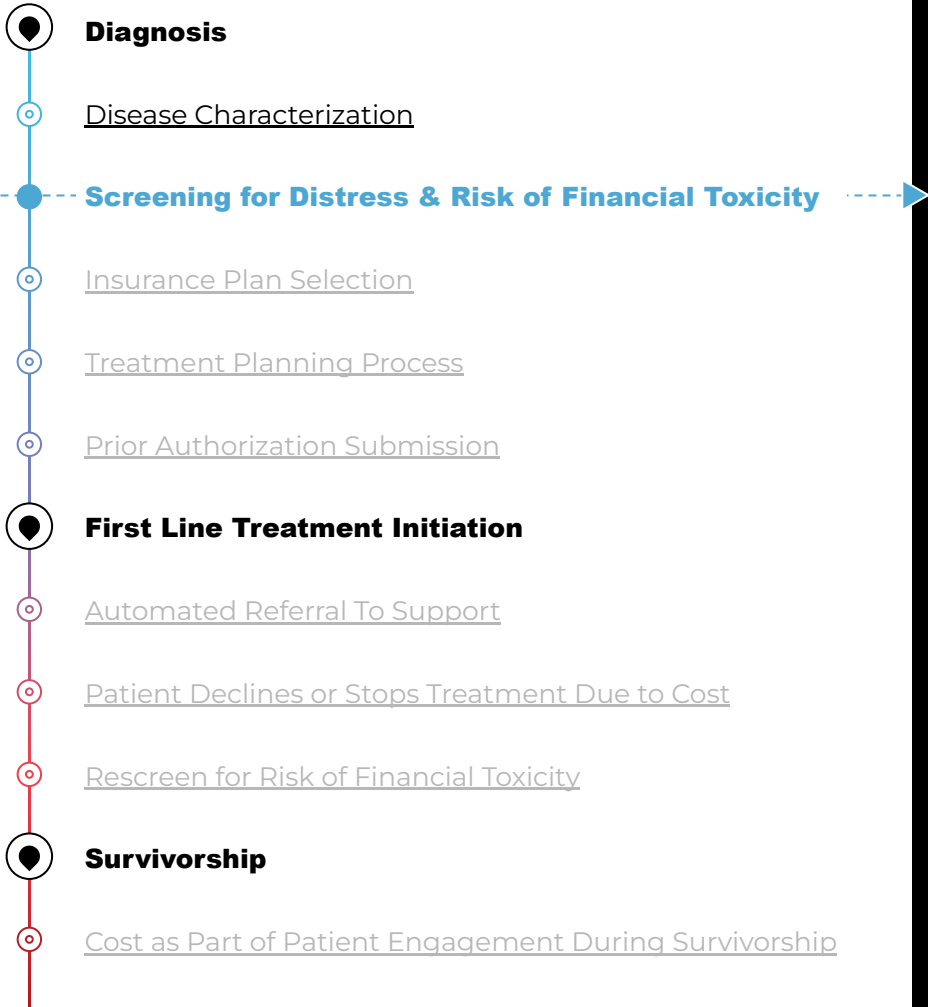
- ✓ Connect Patients to Low-to-No Cost Testing For Tumor Characterization

Digital Solution

- ✓ EHR-Embedded Ordering to Increase Biomarker Test Uptake
- ✓ Connection to Financial Assistance Available from 3rd Party Test Vendors



Example Process: Atrium Levine Health



Screening for Distress & Risk of Financial Toxicity

Enablement of Digital Solution by Financial Navigation Staff

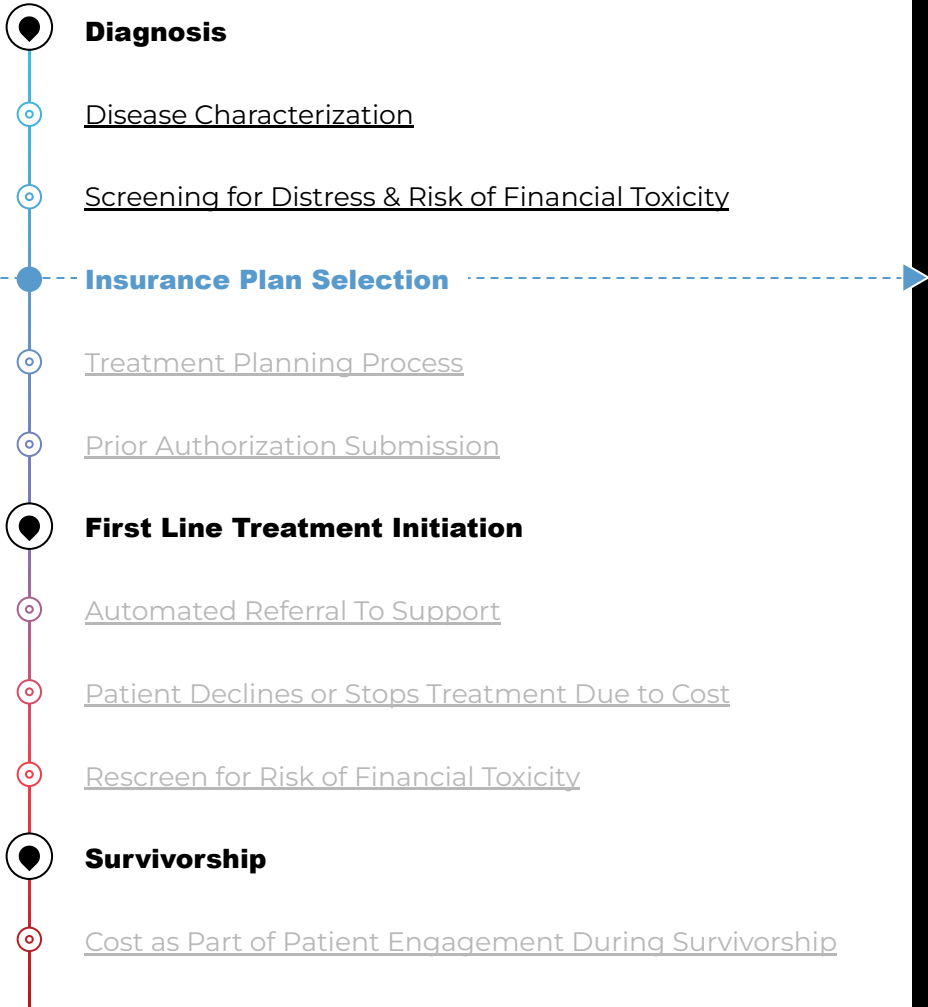
- ✓ Administer Risk of Distress Screening Survey Inclusive of Measures of Financial Toxicity

Digital Solution

- ✓ Digital Risk Survey Administered Through Patient Portal or by Nurse Navigator



Example Tech: CSC My Care Platform



Insurance Plan Selection

Enablement of Digital Solution by Financial Navigation Staff

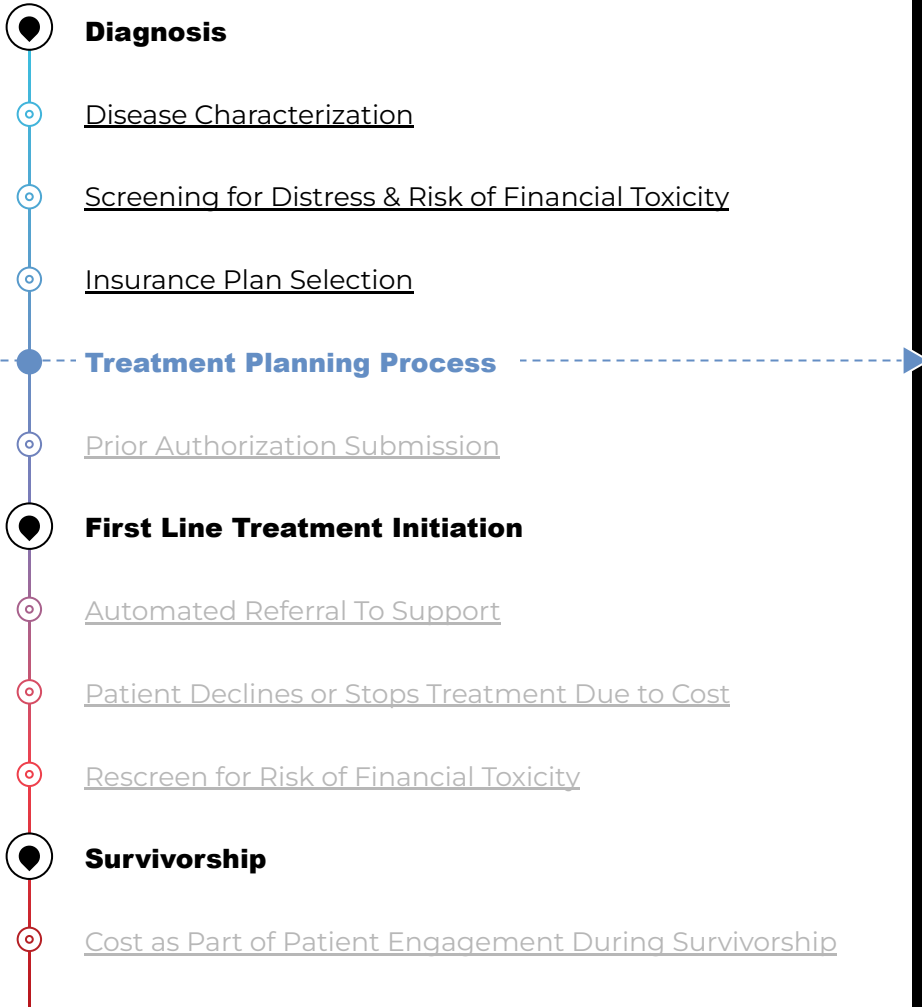
- ✓ Deliver or Refer to Comprehensive Patient Education about Financial Health and Insurance Coverage

Digital Solution

- ✓ Digital Patient Financial Education Platform



Example Tech: TailorMed Platform



Treatment Planning Process

Enablement of Digital Solution by Financial Navigation Staff

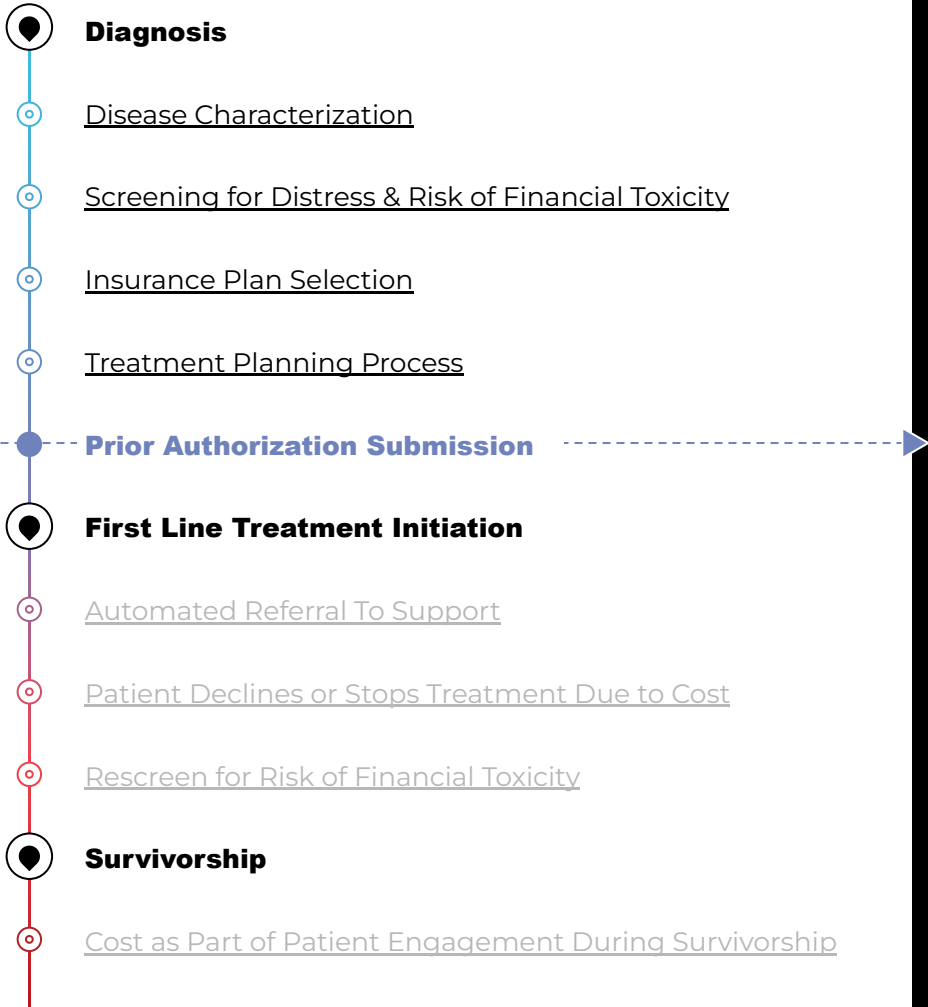
- ✓ Review Results of Any Tumor/Biomarker Testing and Embed Cost In Discussion of Available Treatment Options (including clinical trials)

Digital Solution

- ✓ Applications or Platforms to Support Improved Patient-Provider Communication



Example Tech: DISCO App



Prior Authorization Submission

Enablement of Digital Solution by Financial Navigation Staff

- ✓ Ensure relevant patient medical records are submitted for insurance review, alongside letter of medical necessity

Digital Solution

- ✓ HIPAA Complaint AI-writing Assistant to Minimize Administrative Burden and Standardize Communication



Example Tech: DocsGPT



Diagnosis



Disease Characterization



Screening for Distress & Risk of Financial Toxicity



Insurance Plan Selection



Treatment Planning Process



Prior Authorization Submission



First Line Treatment Initiation



Automated Referral To Support



Patient Declines or Stops Treatment Due to Cost



Rescreen for Risk of Financial Toxicity



Survivorship



Cost as Part of Patient Engagement During Survivorship



Automated Referral To Support



Caregiver and Patient Touch Point about Non-Financial Resource Needs

Enablement of Digital Solution by Financial Navigation Staff



Engage in Cost of Care (Medical and Non-Medical Cost) Conversation with Nurse Navigator at Point of Care

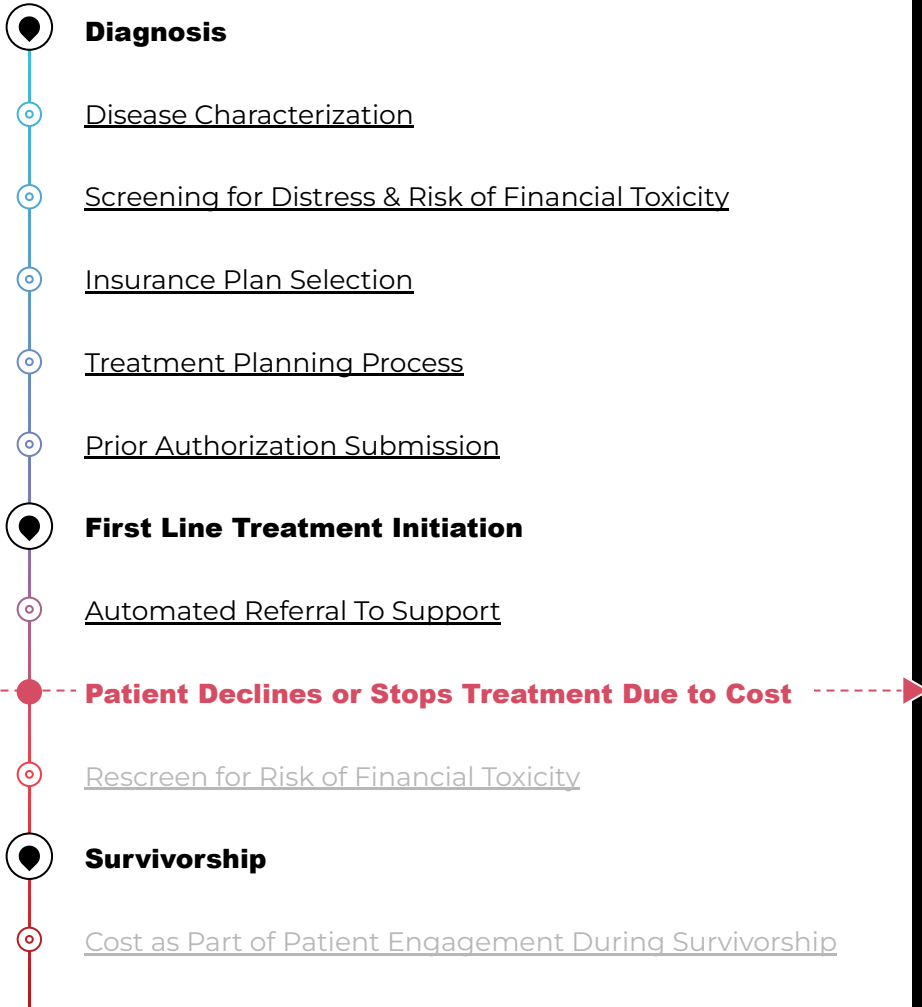
Digital Solution



EHR Embedded Referral Platform



Example Process: LLS Epic-Embedded Referral



Patient Declines or Stops Treatment Due to Cost

Special Case

Enablement of Digital Solution by Financial Navigation Staff

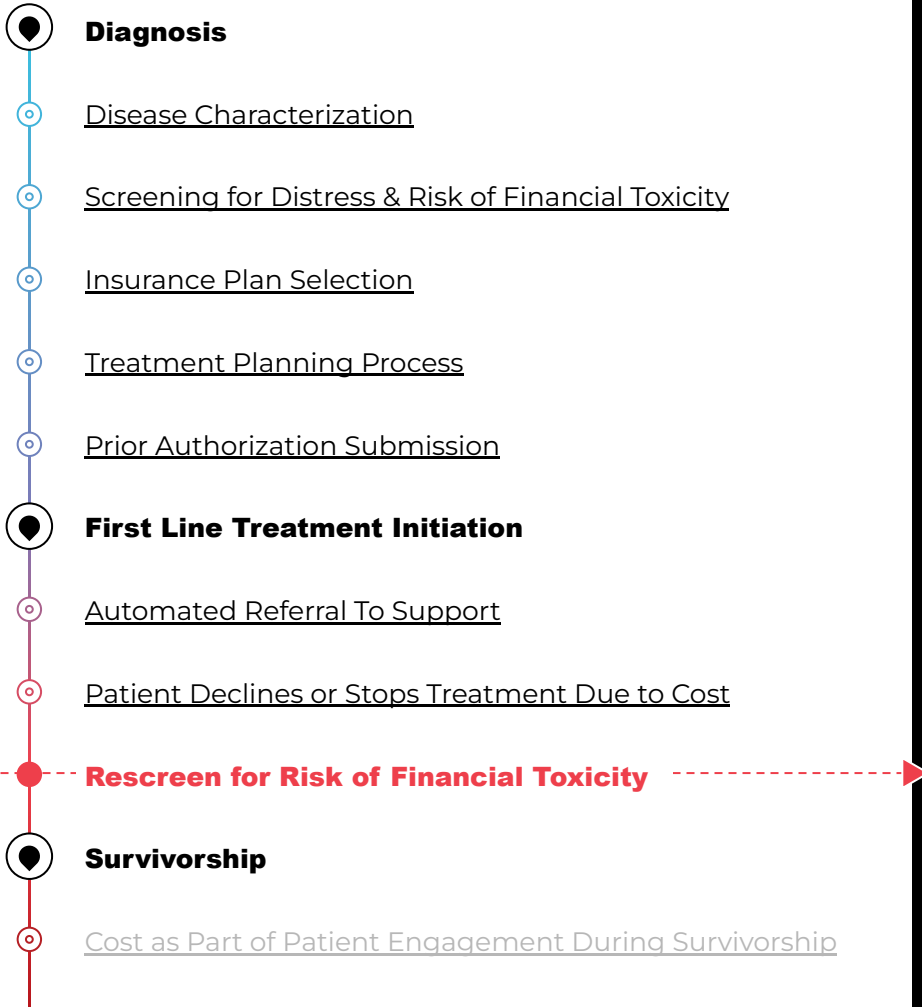
- ✓ Convene Care Team, Non-Clinical Support Services Staff, Health System Administrators and Other Relevant Stakeholders to Review Case and Make Recommendations

Digital Solution

- ✓ Technology Platforms to Support Virtual Multidisciplinary Tumor Board Meetings



Example Process: Atrium Levine Financial Toxicity Tumor Board



Rescreen for Risk of Financial Toxicity

Enablement of Digital Solution by Financial Navigation Staff

- ✓ Risk of Distress Screening Survey Inclusive of Measure of Financial Toxicity

Digital Solution

- ✓ Digital Risk Survey Administered Through Patient Portal or by Nurse Navigator



Example Tech: CSC My Care Platform



Diagnosis



Disease Characterization



Screening for Distress & Risk of Financial Toxicity



Insurance Plan Selection



Treatment Planning Process



Prior Authorization Submission



First Line Treatment Initiation



Automated Referral To Support



Patient Declines or Stops Treatment Due to Cost



Rescreen for Risk of Financial Toxicity



Survivorship

Cost as Part of Patient Engagement During Survivorship →



Cost as Part of Patient Engagement During Survivorship

Enablement of Digital Solution by Financial Navigation Staff

- ✓ Ensure That Survivorship Plan Includes Cost of Care Planning and that Cost is Discussed at Patient Encounters During Survivorship

Digital Solution

- ✓ Telehealth Platform and/or Patient Portal



Example Tech: MyChart

More Resources for Your Digital Oncology Strategy

The Financial Navigation Guide as Part of Your Digital Oncology Strategy

The workflow strategy and solutions listed in this resource support your implementation of the [CancerX Core Competencies Guide for Health Systems](#).

About CancerX

CancerX is a public-private partnership announced by The White House as a national accelerator to boost innovation in the fight against cancer as part of the reignited Cancer Moonshot. You can access more information and resources at [CancerX.Health](#).