

# Clinical Financial Navigator Presentation

## Michigan Alliance of Healthcare Access Professionals

Dan Sherman, MA, LPC  
Clinical Financial Consulting Services

Phone: 616-818-6583

Fax: 1-888-554-1516

Email: [Dshermanconsulting@gmail.com](mailto:Dshermanconsulting@gmail.com)

# Current Reality

- Over the past decade, the U.S. health care system has undergone a shift with the cost of care increasingly being transferred to patients. Concurrent with the rise of the underinsured population is an increase in the uninsured patients, driven largely by job losses resulting in the current economic recession.

Oncology Roundtable, 2010

# Current Reality

- Recent data from the Community Oncology Alliance shows that more cancer patients demonstrate a major source of anxiety over the cost of treatments than over dying from their disease. Oncology Times, August 2009

# Current Reality

- 16% of Medicare beneficiaries have an income below the federal poverty level (\$10,830). 47% fall below twice that level. Kaiser Family Foundation Feb 2010

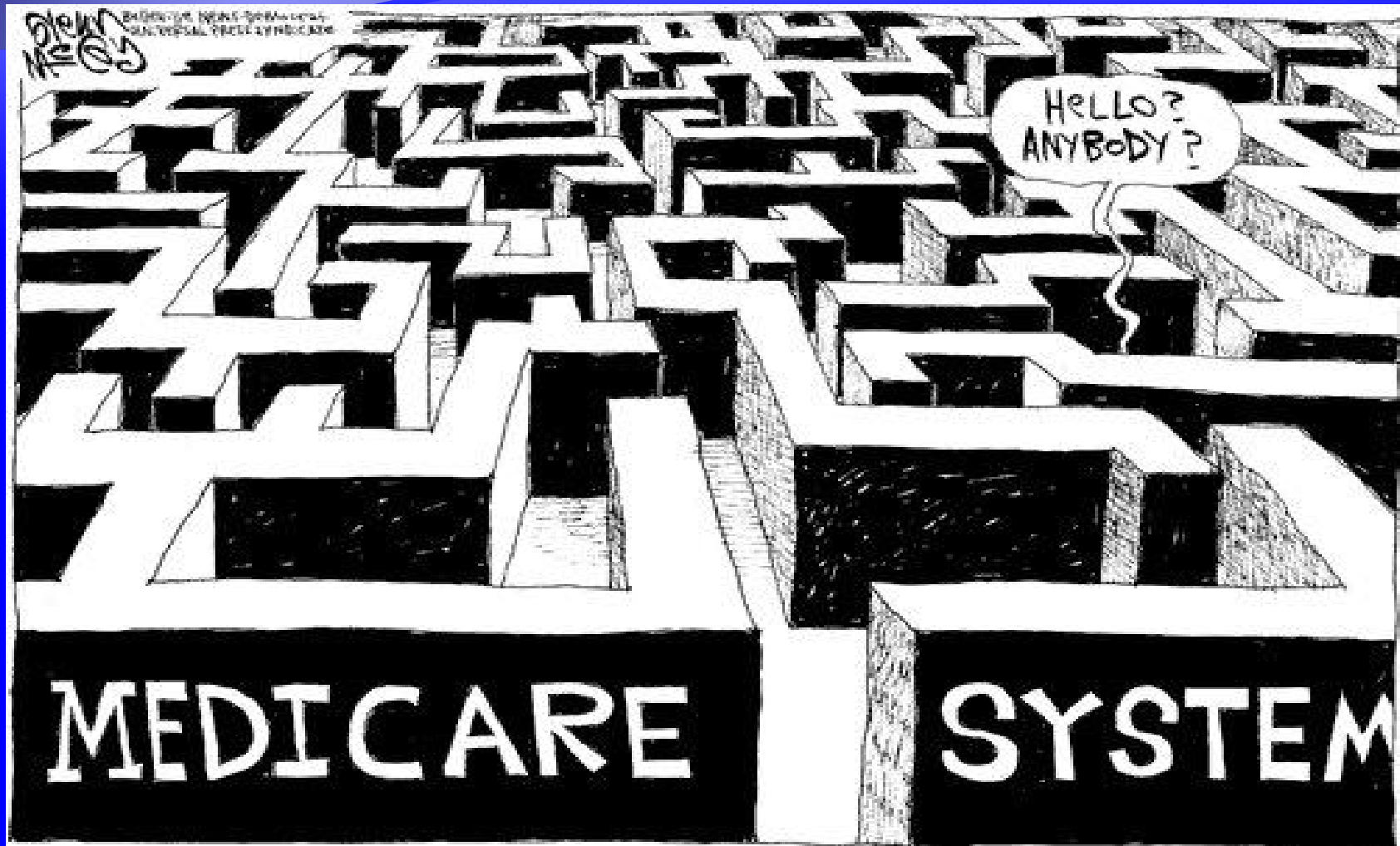
# BIG IDEA

- There are ways to transfer the patient or provider portion of the financial obligation to other coverage instruments and thereby reduce the dollars adjusted to bad debt, charity and insurance denials.

# Opportunities

- MEDICARE
- PATIENT ASSISTANCE PROGRAMS (PAP)
- CO-PAY ASSISTANCE PROGRAMS
- COBRA
- HIGH RISK POOL

# Medicare



# Medicare

- Medicare confusion harms your health care practice.
  - Patients enroll in “underinsured” plans
  - Non-participation in specific Medicare Advantage Plan
  - Patients are confused about their financial responsibility based upon lack of knowledge of their health plan.

# Medicare



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# Medicare

- Medicare A and B only
  - According to Kaiser Family Foundation 11% of the Medicare population has Medicare A and B only.
  - Intervention of Medicare Advantage (MA) or Medigap plan.

# Medicare

- Medicare Advantage Plans (MAPD)
  - According to Kaiser Family Foundation 24% of the Medicare population is in a MAPD plan
  - Intervention of either improved MAPD plan or Medigap Plan

# Medicare

- Medicare and Medicaid with spenddown
  - Intervention of either MAPD or Medigap Plan

# Patient Assistance Programs

- Pharmaceutical Assistance
  - Patient Assistance Programs (PAP)
  - Replacement Programs
    - Some replacement programs are retroactive back one year.
    - A significant portion of the replacement drugs received are for patients who are fully insured.

# Co-Pay Assistance Programs

- Co-Pay Assistance Programs
  - These assistance programs provide money to help with co-pays in connection with infusion services and high dollar prescriptions. Some also assist with Health Insurance Premiums.

# COBRA

- COBRA
  - Under certain circumstances programs can be made available that will assist patients with COBRA premiums.
    - Facility considers COBRA premium assistance
    - Co-pay assistance foundations

# High Risk Pool Plan

- High Risk Pool Plan
  - The patient is given counsel on purchasing HIP.
    - Uninsured for 6 months or more
    - Legal US citizen and Michigan resident
    - Patients with Medicaid spenddown qualify
  - Premiums may be cost prohibited
    - Facility considers premium assistance
    - Co-pay assistance foundations

# Recommendations

- If this was easy then most hospitals would be doing this already.
- Implementation is difficult
- The benefits are worth the effort
  - FY 2011 benefit was net \$1,200,000
  - \$23,000 a week

# Services

- Clinical Financial Consulting Services
  - Up to 4 days of on-site training
  - 2 ½ years of support provided to Financial Navigator(s)
  - Tracking software (Excel) to help track services provided
  - Quarterly Report software (Excel)
  - Consultation on hiring process of Financial Navigator

# Recommendations

- Dedicated Financial Navigator
  - Qualifications
    - Trust
    - Communication skills
    - Self-motivated
    - Financial acumen
    - Clinical background

# Expected outcomes

- Cost savings
- Increased Revenue
- Increased Patient Satisfaction Scores
- Staff Morale
- Physician Relations
- Be better prepared for implementation of health care overhaul in 2014.

Questions

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Thank You!!

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