

2020 Annual Forum

Oncology: Personalizing the Patient's Journey
Tuesday, November 10, 2020 | 3:15 PM - 4:15 PM ET



Karen van Caulil
MODERATOR
President & CEO
Florida Alliance for Healthcare
Value



Elizabeth Franklin
Executive Director
Cancer Care Policy
Cancer Support Community



Jane Hamilton
Founder
Partners on the Path



Frederick Schnell, MD
Chief Medical Officer
National Cancer Treatment
Alliance
Community Oncology Alliance

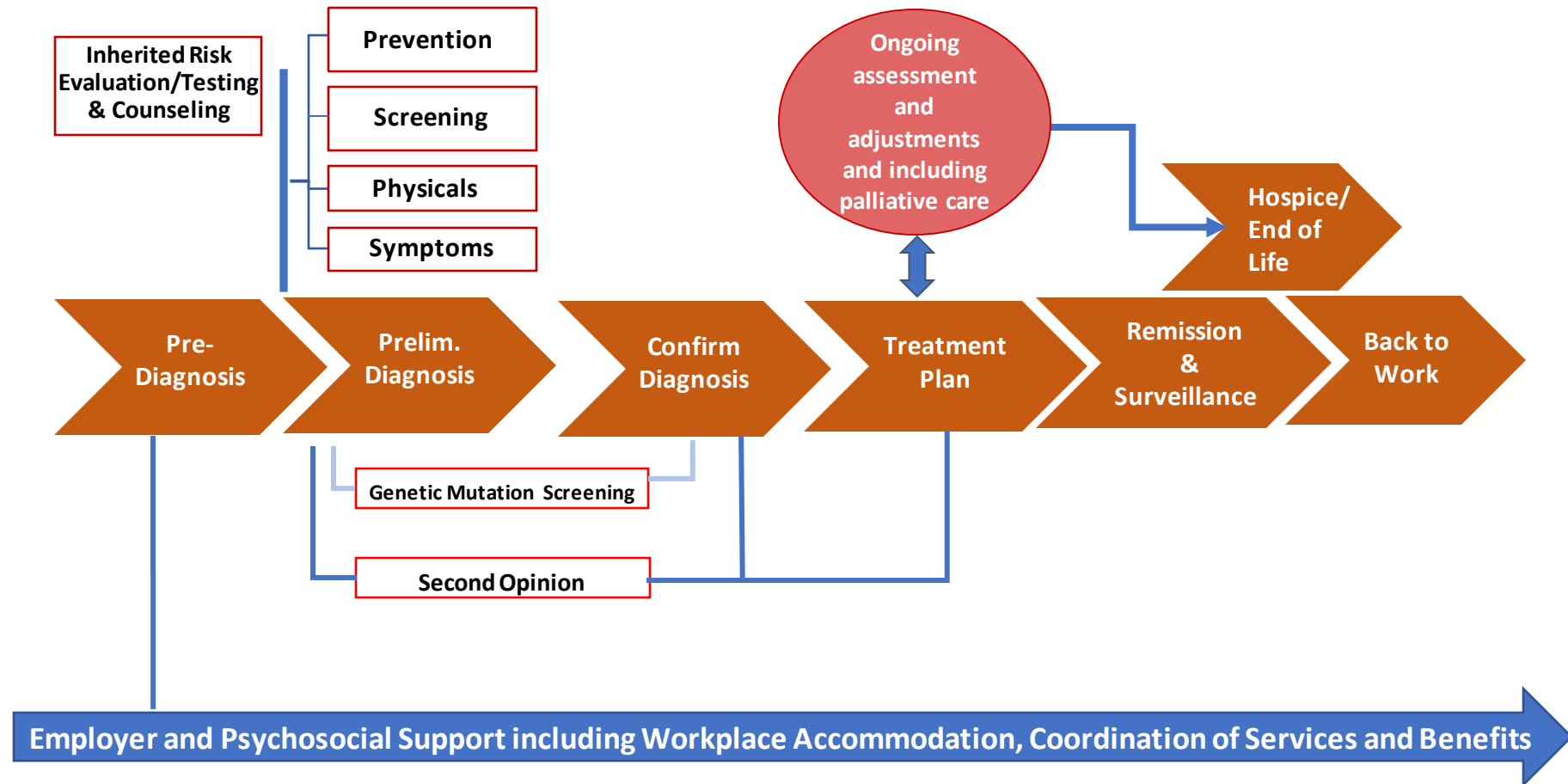


Bill Dinger
Director
Health Care Innovation &
Labor Support
The Walt Disney Company



#NatAllForum

The Cancer Patient Journey



Oncology: Personalizing the Patient's Journey

Elizabeth Franklin, PhD, MSW

Executive Director, Cancer Policy Institute

Cancer Support Community



OUR MISSION:

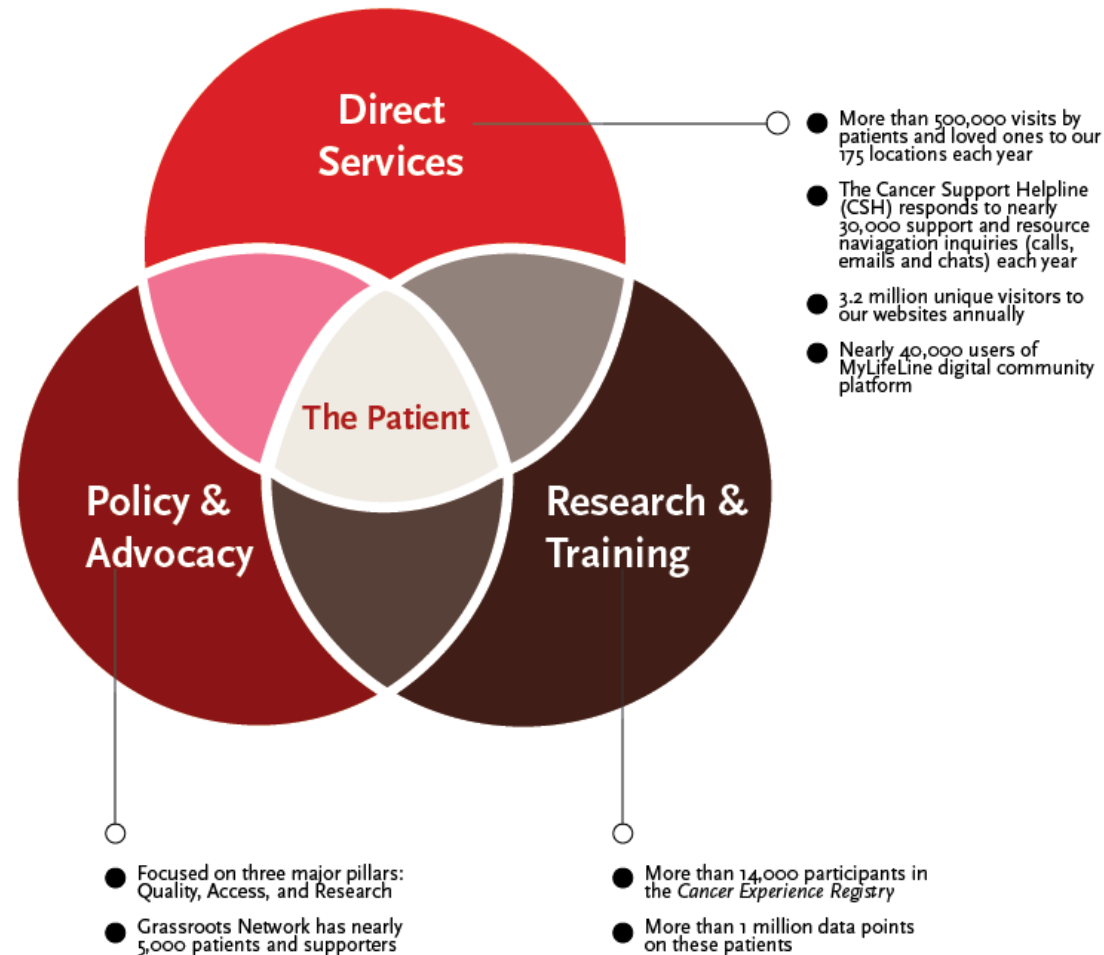
To ensure
that all people
impacted by
cancer are
empowered
by knowledge,
strengthened
by action, and
sustained by
community.



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**CANCER SUPPORT
COMMUNITY.**





Cancer Experience Registry: Working Cancer Survivors

Today, how concerned are you about...	Moderately to Very Seriously Concerned (%)
Eating and Nutrition	59%
Worrying about the Future and What Lies Ahead	57%
Cancer Progressing or Coming Back	57%
Exercising and Being Physically Active	56%
Feeling Too Tired to Do the Things You Need or Want To Do	51%
Health Insurance or Money Worries	50%
Sleep Problems	49%
Body Image and Feelings About the Way You Look	48%
Changes or Disruptions in Work, School, Home Life	46%
Thinking Clearly	45%
Worrying About Family, Children, Friends	45%

Cancer Experience Registry: Working Cancer Survivors

Did you experience any of the following events because of your cancer diagnosis and/or treatment?

- 48% Decrease in your ability to work
- 32% Decrease in the numbers of hours you work
- 27% Voluntary changes to your work schedule (e.g. using flex time)
- 24% Voluntary loss of your job (e.g. quit, early retirement)
- 20% Involuntary loss of your job (e.g. laid off or disability)
- 20% Changes to you wages/income/salary
- 13% Involuntary changes to your work (e.g. changes in role, reduction in work hours)

Cancer Experience Registry: Working Cancer Survivors

Why did you not return to your job or original workload?

- 39% Permanent disability
- 33% Not able to do the same line of work
- 20% Other reason
- 15% Didn't want to return to work
- 11% Pain/physical symptoms interfered with work
- 9% Problems with thinking/concentration interfered with ability to work
- 8% Previous job would not rehire
- 5% Wanted to focus on other priorities in life
- 4% Could not coordinate treatment schedule with work
- 2% Wanted to spend more time with family

Thank You

Elizabeth Franklin, PhD, MSW

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www.cancersupportcommunity.org

Personalizing the Patient's Cancer Journey

FAMILY CAREGIVERS: PARTNERS ON THE CANCER JOURNEY

Pre-COVID: Cancer Caregiving

- Intense, episodic & challenging
- Impacts: Physical, Emotional & Financial; Family & Work-life

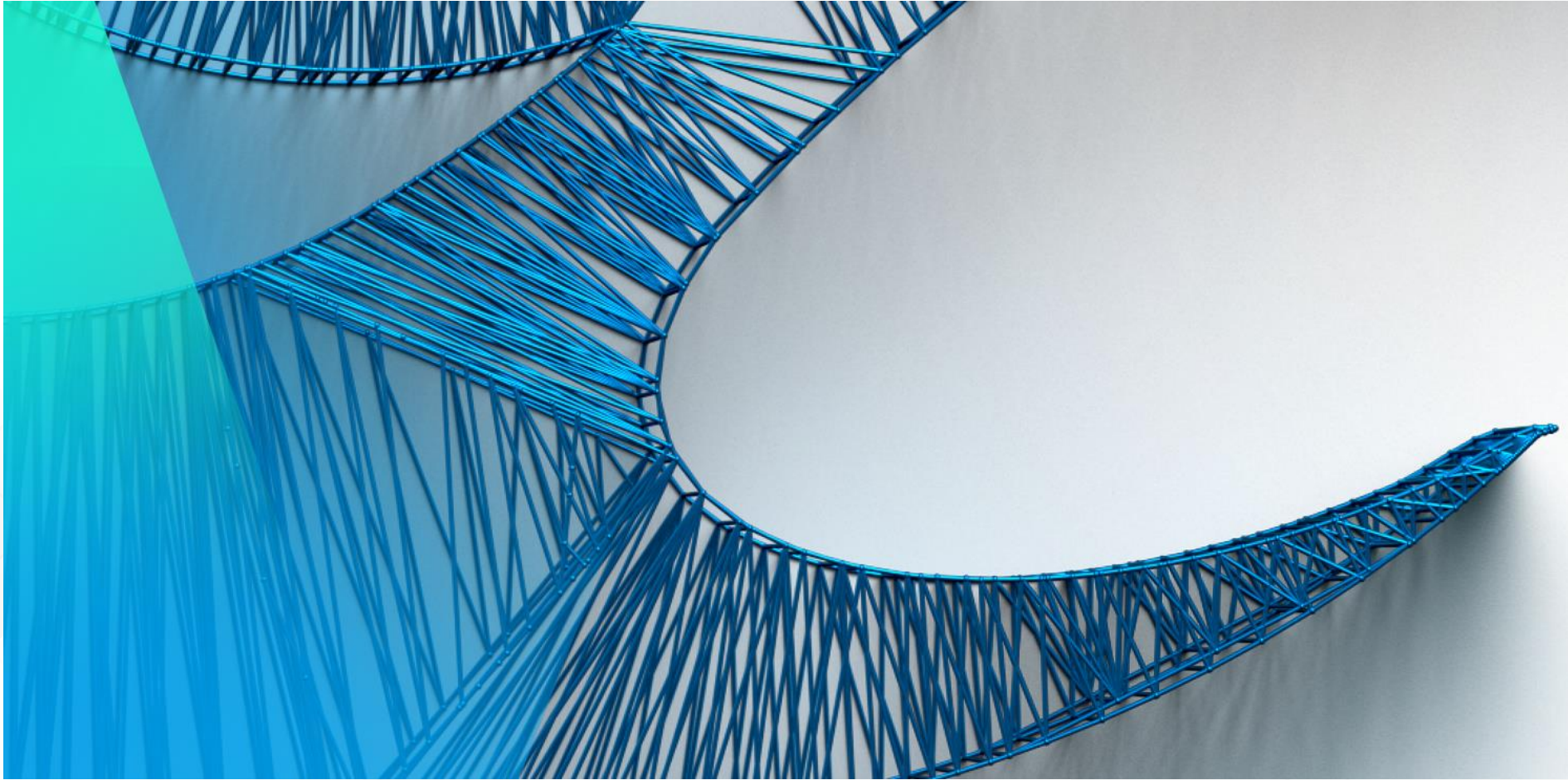
COVID-19 Era : Patient & Caregiver

- Vulnerability
- Responsibility
- Importance

Promoting Caregiver Well-being

- COVID guidance
- Self-care & resilience
- Best Practices for Employers: NEBGH



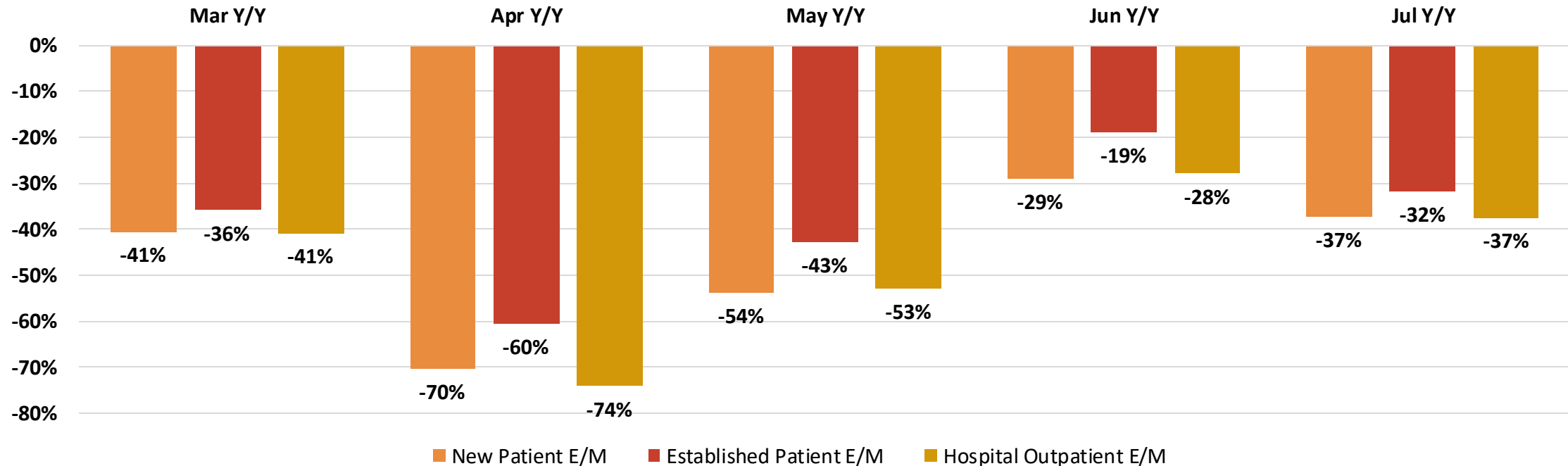


COA COVID Analysis Results

Key Findings

Barriers to Care Caused by COVID-19 Complications Have Resulted in Significant Reductions in Patient Visits

Relative Change in Billing Frequencies for Cancer-Related E/M Services
(March-July 2019 vs. March-July 2020)



The relative change in utilization was higher for new patient E/M than established patient E/M, which could reflect patient reluctance to visit providers due to COVID-19 concerns, as well as lowered rates of screening



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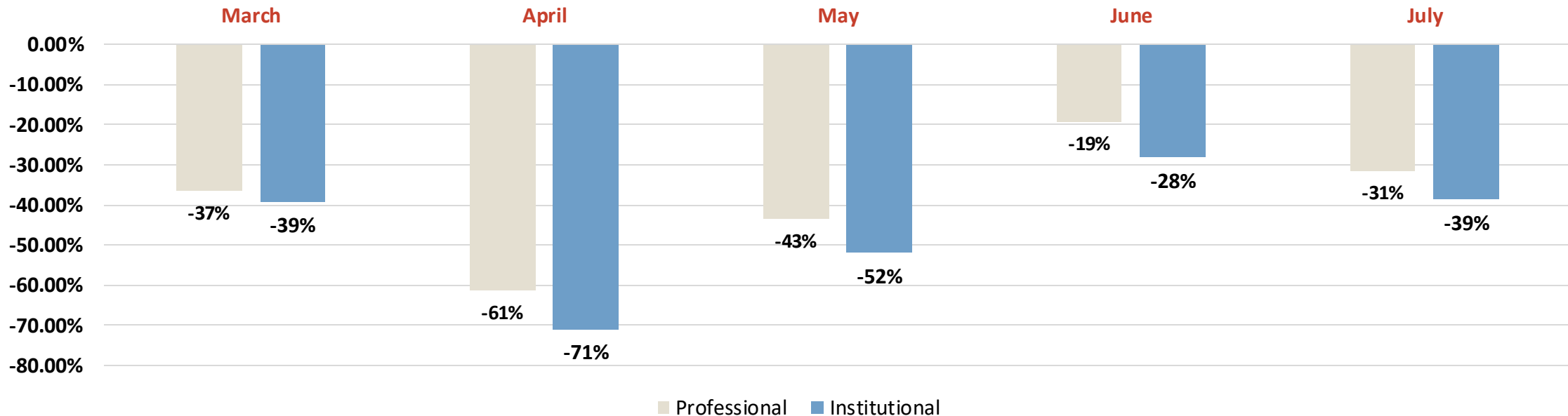
Source: Avalere Health and COA analysis of Inovalon Provider Clearinghouse data published [online](#) ahead of publication in the November issue of JCO Clinical Cancer Informatics

Note: Claims on average represent 5-7% of Medicare FFS nationally and include CMS-1450 claims from Institutional providers and CMS-1500 claims from Non-Institutional or Professional providers



Providers in Institutional Settings Have Had Greater Reductions in Delivery of Cancer Care Due to Influx of COVID-19 Patients

Relative Change in Billing Frequencies for Cancer-Related E/M Services by Setting of Care
(March-July 2019 vs. March-July 2020)



The greater reduction in hospital visits may be related to resource and supply chain constraints imposed by the influx of COVID-19 cases, as well as patient reluctance to utilize outpatient cancer services in the face of potential COVID-19 transmission



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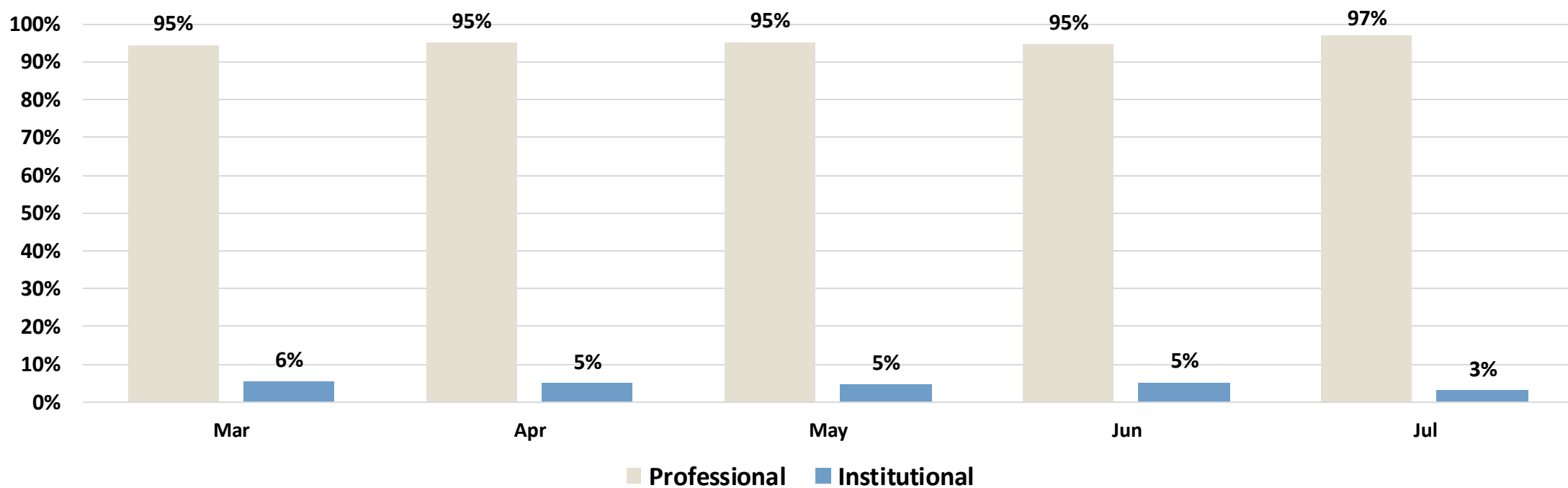
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Providers in Professional Setting Have Had Significantly Greater Adoption of Telehealth in Response to COVID-19

Percent of Claims for Cancer-Related Telehealth E&M services Billed by Setting of Care
(March-July 2020)



 Limited utilization of telehealth in the hospital setting could be attributed to more limited supply of hospital resources due to additional strain of COVID-19 cases



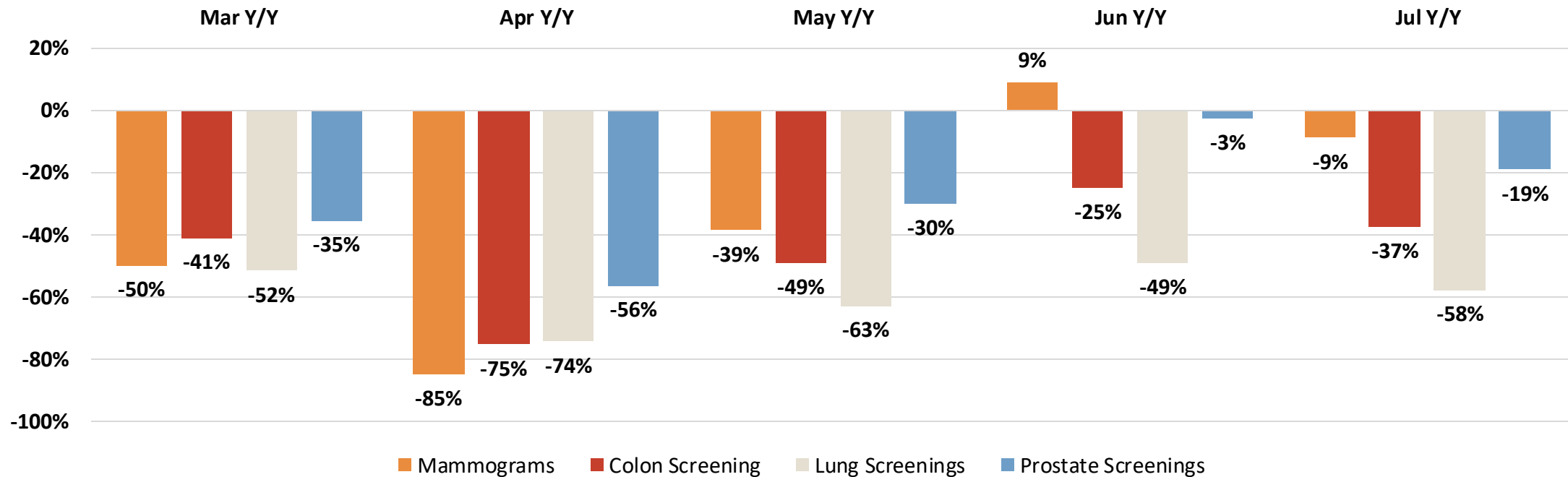
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Note: Claims on average represent 5-7% of Medicare FFS nationally and include CMS-1450 claims from Institutional providers and CMS-1500 claims from Non-Institutional or Professional providers



Limitations on Delivery of Care Due to COVID-19 Have Resulted in Significant Reductions in Cancer Screenings

Relative Change in Billing Frequencies for Select Cancer Screening Services
(March-July 2019 vs. March-July 2020)



 **Reduced cancer screenings due to COVID-19 could have long-term impacts on patient outcomes, as delays in diagnosis and care delivery could negatively influence disease progression and overall survival**



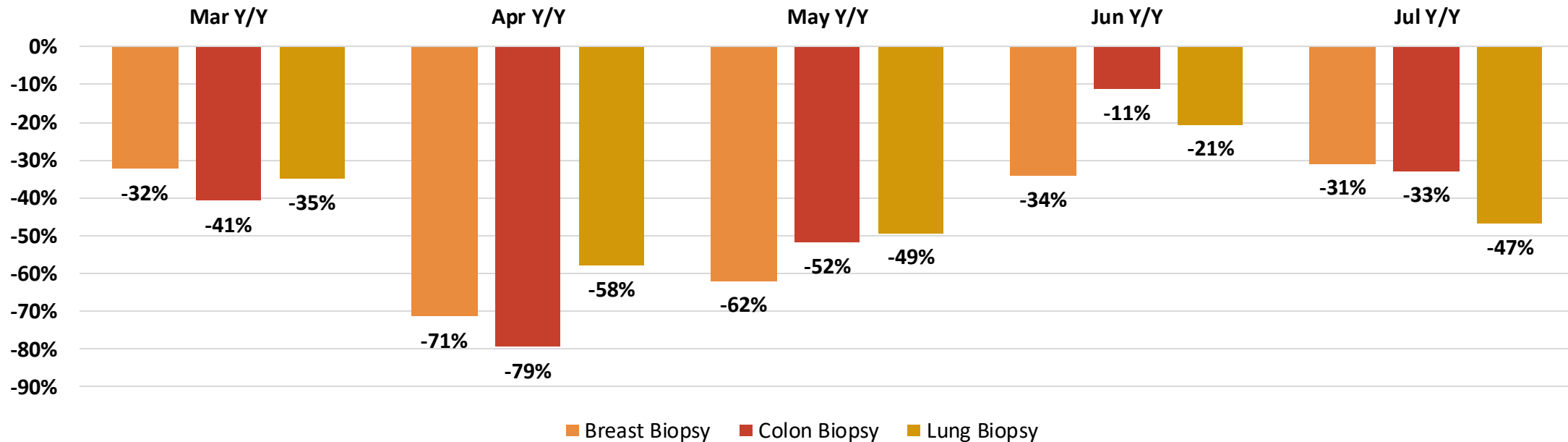
Source: Avalere Health and COA analysis of Inovalon Provider Clearinghouse data published [online](#) ahead of publication in the November issue of JCO Clinical Cancer Informatics

Note: Claims on average represent 5-7% of Medicare FFS nationally and include CMS-1450 claims from Institutional providers and CMS-1500 claims from Non-Institutional or Professional providers



Reductions in Cancer Screenings Due to COVID-19 Disruptions to Care Delivery May Have Long-Term Impact

Relative Change in Billing Frequencies for Cancer-Related Biopsies
(March-July 2019 vs. March-July 2020)



Reductions in screenings have long-term implications for the number of biopsies in subsequent months, as these patients could now have delayed diagnoses until their next scheduled cancer screening or until their disease becomes symptomatic



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Source: Avalere Health and COA analysis of Inovalon Provider Clearinghouse data published [online](#) ahead of publication in the November issue of JCO Clinical Cancer Informatics

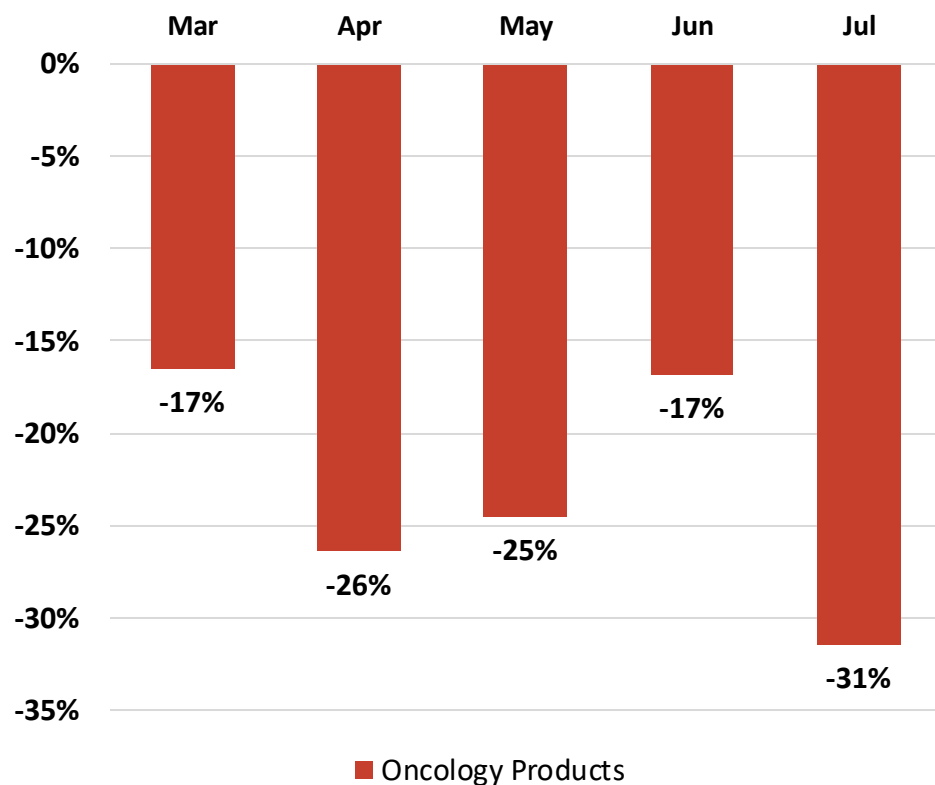
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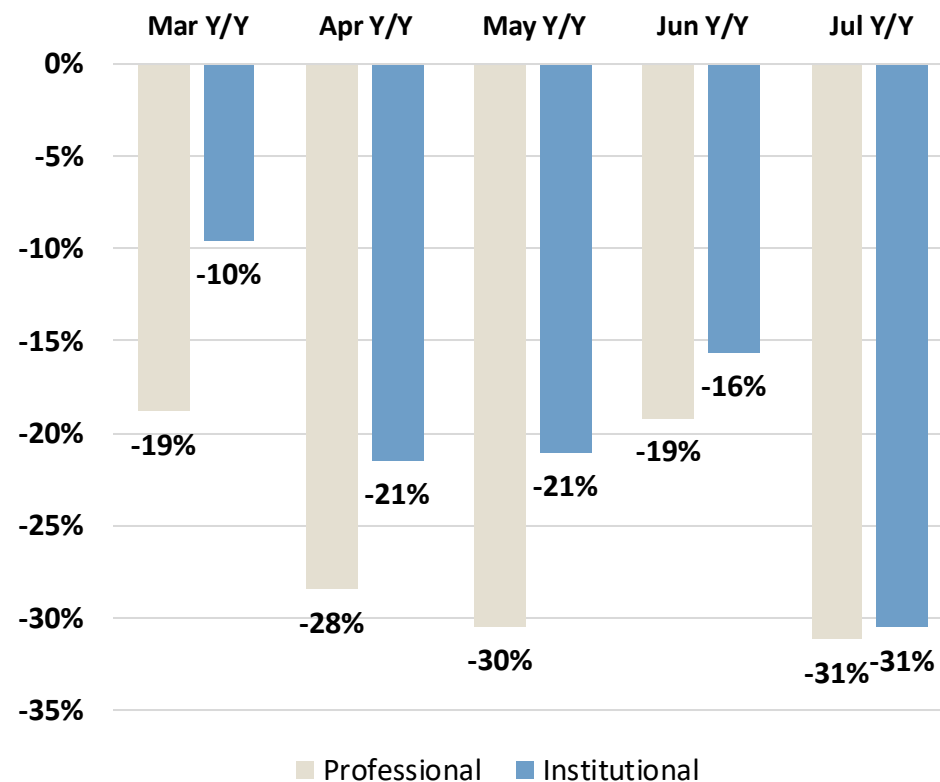
Reductions in Infusion Services in July and Later Months May Be Attributable to Delayed and Postponed Screenings

Relative Change in Billing Frequencies for the Top 23 Physician-Administered Oncology Products

(March-July 2019 vs. March-July 2020)

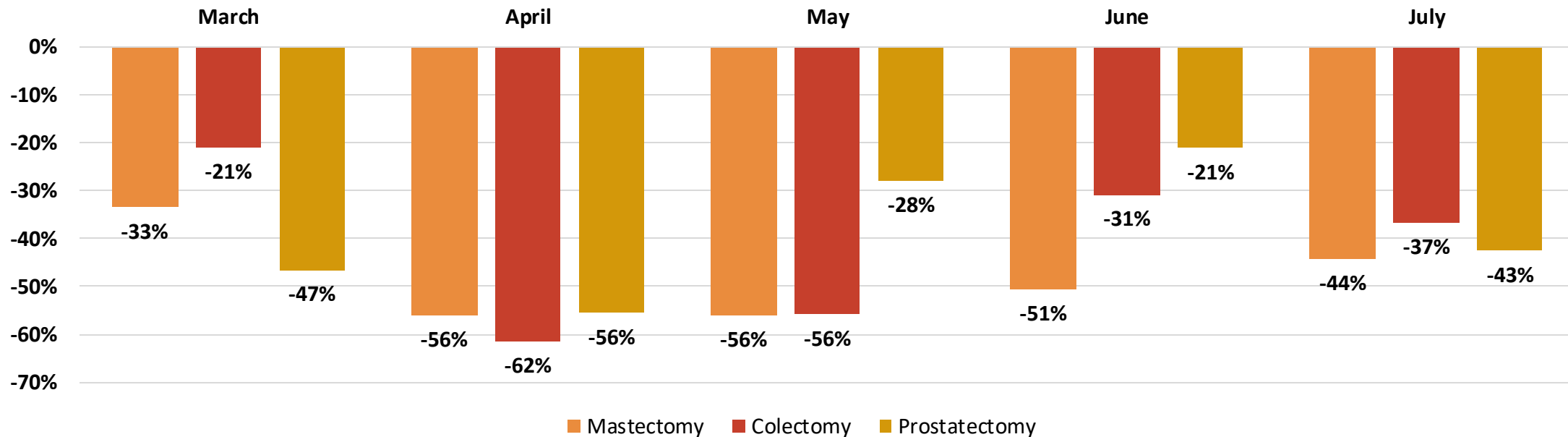


Relative Change in Billing Frequencies for Chemotherapy Administration (March-July 2019 vs. March-July 2020)



Changes in Cancer-Related Surgeries Reflect the Impact of COVID-19 on Cancer Treatment Pathways

Relative Change in Billing Frequencies for Cancer-Related Surgeries
(March-July 2019 vs. March-July 2020)



 Decreases in cancer-related surgeries during the COVID-19 pandemic reflect adapted treatment guidelines allowing surgeries to be delayed, however, decreases in later months may also reflect the downstream impact of delayed or missed screenings

Personalizing the Cancer Patient Journey

Bill Dinger, MBA CPA

Director, Healthcare Innovation and Labor Support

The Walt Disney Company



Disney/FL Alliance/PAF Cancer Navigation Program

Goals of the Program

- Improve cast member's understanding and navigation of benefits
- Reduce financial and emotional stress
- Have a positive impact on employee productivity and satisfaction
- Improve access and adherence to care



What Does the Navigator Help With?

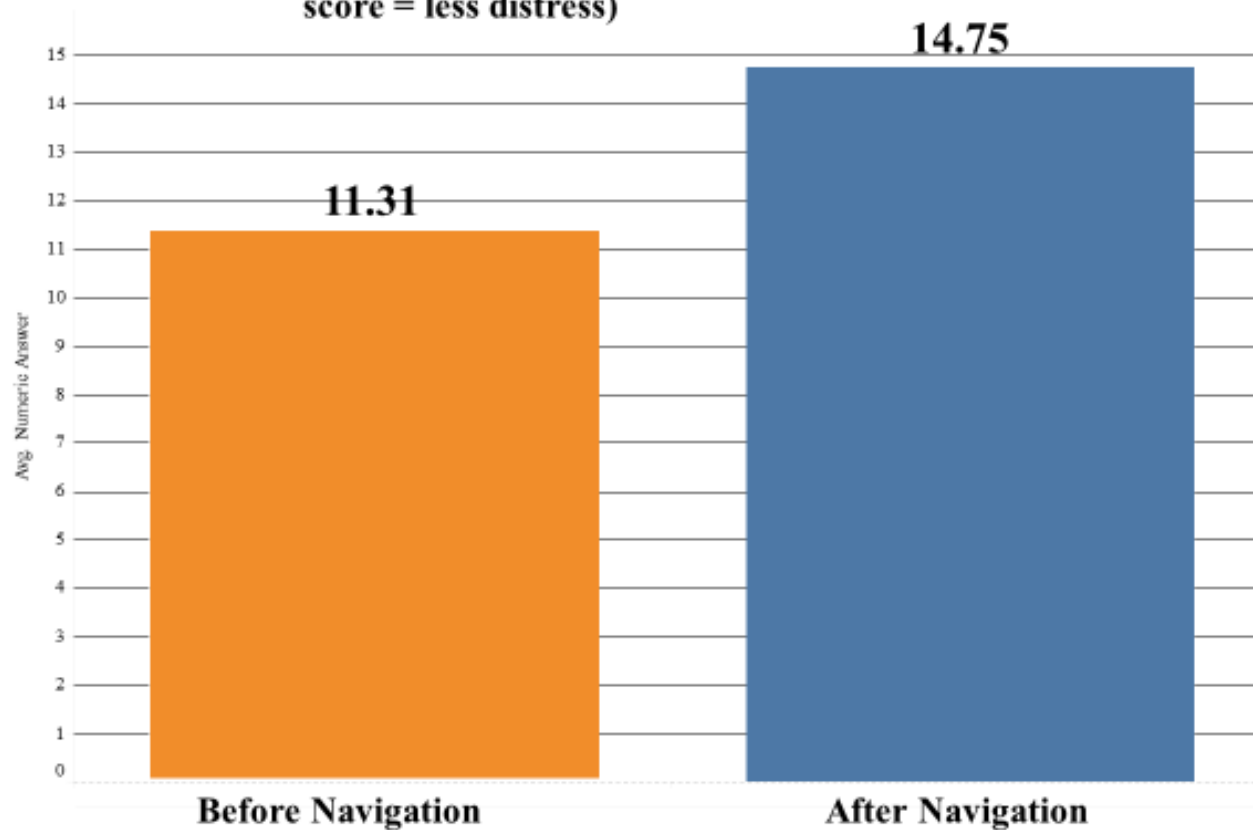
The In-take Assessment is Comprehensive

The Navigator guides and advises each patient to navigate through the cancer treatment journey, providing support in the following areas:

- Proactive Benefit Education & Empowerment
- Proactive education about access and affordability challenges that may occur and how to navigate them when, or if, they happen
- Community Resource Navigation & Connection
- Management of Specific Access and Affordability Issues as they occur



Financial Toxicity Pre and Post Measures (higher score = less distress)

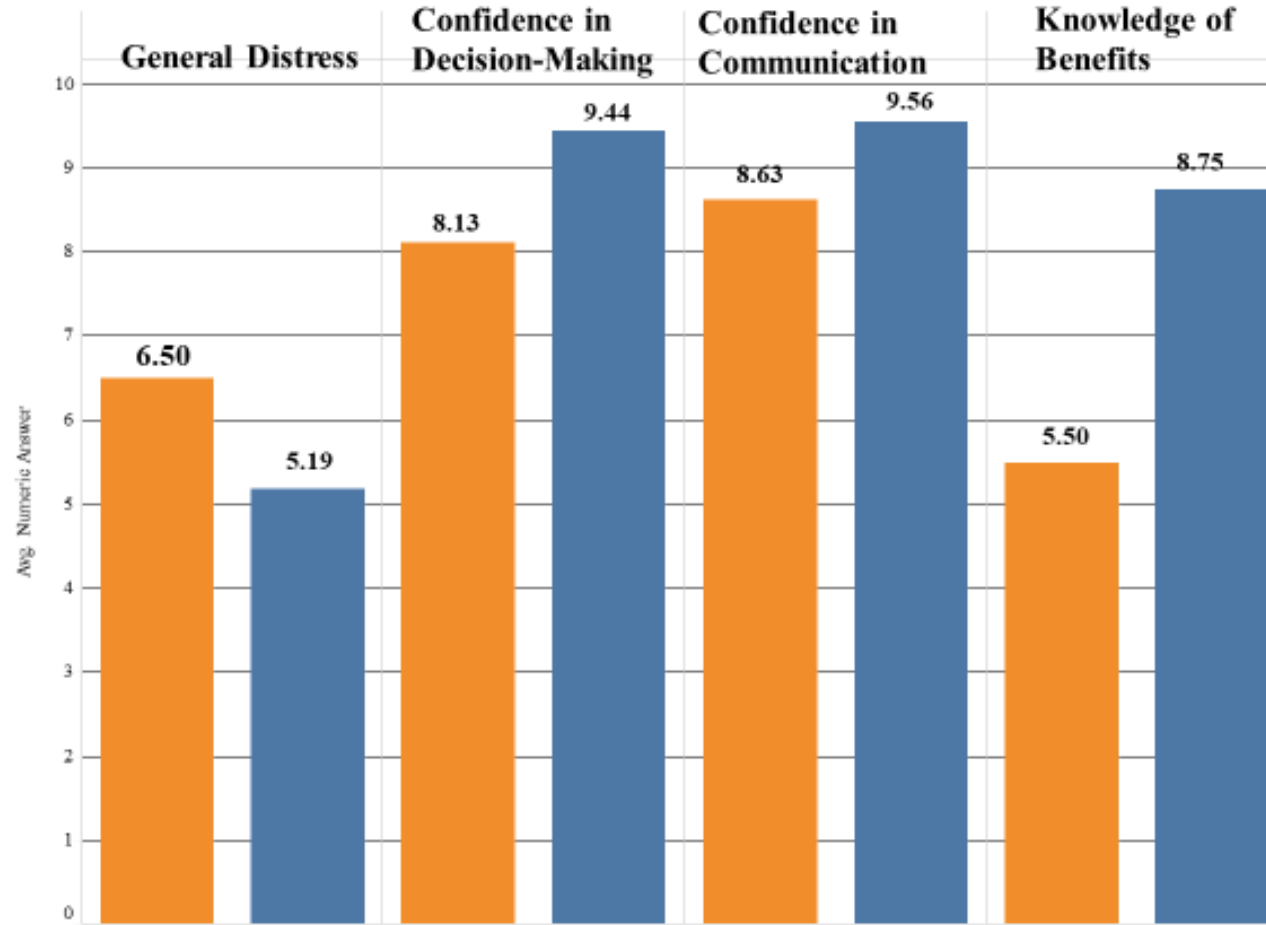


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Pre and Post Measure Survey Results



Case Resolution – Impact of Program

100% of Program Users Would Recommend to Others

- Was the Cancer Navigation Program able to resolve your issues and address your concerns?
Yes – 100%
- Did the program help improve your access and adherence to care? Yes – 100%
- Did the program help improve your understanding of the details, cost and provider network in your plan? Yes – 93.75%

Cancer Navigation Program Recognition



The **Patient Advocate Foundation** and the **Florida Alliance for Healthcare Value** received an award in March 2020 at the PBMI Conference in Orlando for “Excellence in Care Management Strategies.” The award was given for the design and the impact of the Cancer Navigator Program.

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