

Insight. From discovery to maturity.



Designing “Provider Friendly” Patient Access Programs

Richard A. Ford

Director – Reimbursement Consulting



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BIOPHARMACEUTICAL SOLUTIONS GROUP



Insight to Empower

Introductions

- AccessMED
 - Subsidiary of US Oncology
 - Located in Overland Park, KS
 - AccessMED has assisted more than 100 brands over 20 years to optimize commercial potential.
- Richard A. Ford, MBA FLMI
Director, Reimbursement Consulting, AccessMED
 - 10 years Vice President – Reimbursement, specialty pharmacy
 - 5 years, Consulting, pharma/biotech specialty drug support programs
 - 8 years, health plan benefits administrator



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Provider Challenges: Overview

- **PAP programs claim processes present medical service provider with specific challenges:**
 - Many use billing transactions that do not comply with healthcare standards (ANSI/ASC, NCPDP, etc.)
 - Payments that are received (including in the form of product) are often difficult to associate with a specific patient and past service
 - Providers must invest significant resources to understand and document each PAP's claim procedures
- **Provider needs:**
 - PAP programs that accept standard health care claims transactions (which are primarily electronic)
 - PAP programs that remit payment using standard remittance advice



Provider Challenges: Current Processes

- **Claim processes for each PAP are largely unique**
 - Specific forms may need to be submitted
 - Some programs require proprietary electronic record submissions
 - Providers may need to call IVR (voice) systems and enter information
 - Some programs require information that is not part of the usual patient medical record
 - Claim processes may require patient participation that limits the provider's ability to seek payment
- **Claim Processes are Resource Intensive**
 - Providers must allocate clinical or administrative staff to complete functions
 - Providers invest significant time and resources to understand the claim processes for all of the PAP's that they may interact with



Provider Challenges: Impact of Current Processes

- **Non-standard Payment Processes**
 - Monetary funds are often difficult to identify to a specific patient and service date that requires payment
 - Product shipments require specific documentation for billing services to be able to satisfy outstanding claim balances
 - Billing services do not have claims on file to apply payments because the original claim was generated in a non-standard manner
- **Outcome**
 - Providers may choose treatment alternatives that do not require PAP funding
 - Providers become irritated with PAP's ... and their sponsors
 - Patients must sometimes hunt for providers that are willing to access PAP resources



Migration to Industry Standards: Pharmacy Drugs

- **Pharmacies use the NCPDP standard for submitting claims and receiving payment remittance reports**
 - National Council for Prescription Drug Programs: the standards organization for electronic pharmacy transactions
 - Real time adjudication at the point-of-sale
 - This is the standard that pharmacies use to submit claims for services covered by health plans
- **Advantages**
 - Pharmacies use existing automation to create and transmit industry-standard claims
 - Payment can be made by the PAP sponsor or the claim processor, and is accompanied by standard remittance advice for easy application
 - Transactions can generate both monetary and product payments



Migration to Industry Standards: Physician & HOPD Drugs

- **Providers use standards published by the ASC X12 for interfacing healthcare claims and payment information with payers**
 - Year 2002: 48% of medical claims filed electronically. Today, “vast majority”
 - Providers predominantly bill medical claims electronically and receive electronic remittances
 - Paper PAP claims and proprietary formats must be created manually by provider office staff
- **Advantages**
 - Stronger “HIPAA compliant” controls for the PAP
 - Cheaper – better – faster administration of funding
 - Providers use existing systems and billing service to claim PAP funding
 - Stronger, better provider relations
 - Providers have claim records to which payment can be applied and standard remittance advice to understand payment



AccessMED Solutions: Implementation

- **Pharmacy Drugs**

- AccessMED offers pharmacy card programs that are funded by PAP sponsors and interface with more than 50,000 pharmacies nationally
- Monetary funding: AccessMED offers pharmacy card programs that pay pharmacies for services funded by PAP sponsors
 - Cost-sharing expense, including deductibles, copayments, etc.
 - Drug that is fully funded by a PAP sponsor
- Product funding: AccessMED card programs can also manage product payments
 - Replace pharmacy inventory
 - Ship product to a pharmacy for distribution to the patient



AccessMED Solutions: Implementation

- **Physician and HOPD Drugs**

- AccessMED offers medical card programs that are funded by PAP sponsors and interface with more all providers who submit industry-standard medical claim forms
- Monetary funding: AccessMED offers medical card programs that pay providers for services funded by PAP sponsors
 - Cost-sharing expense, including deductibles, copayments, etc.
 - Drug that is fully funded by a PAP sponsor
- Product funding: AccessMED card programs can also manage product payments
 - Replace provider inventory
 - Ship product to a provider for distribution or administration to the patient



The Truth of the Matter ...

- **Automation is most often avoided because PAP's have a limited understanding of healthcare automation and how to implement**
 - ASC X12, Medical Claims: PAP's need to adopt industry standards for benefit administration to ensure compliance, better interface to providers, and to operate efficiently with strong controls.
 - NCPDP, Pharmacy Claims: Pharmacy cards have been widely used, design ranges from poor to excellent
 - Most cite costs as a reason not to use them, especially for fully indigent need. Solutions are available, sponsors need assistance with design/negotiation
- **AccessMED solutions use “best practices” to implement industry-standard processes to manage PAP services**



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Primary contact information:

Richard A. Ford, MBA FLMI

Director, Reimbursement Consulting

913.744.6001

rick.ford@accessmed.com

www.accessmed.com

866.663.3969



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