

Reducing Financial Barriers to Cancer Care

Jacque Doerman

TODAY

PROBLEM TRYING TO SOLVE

- Patients unable to afford medication costs and copays are significantly more likely to not attend appointments.
- Financial toxicity concerns also leads to increased stress for patients who should be focused on treatment and health.
- Improving medication adherence by lowering the cost of patient medications and barriers makes patients more likely to adhere to their prescribed treatment plans.
- The National Institute of Health says cancer care costs have risen from \$57 billion in 2001 to more than \$200 billion today.
- Many copay, grant assistance and free drug programs exist but many are only open for a small window and hard to qualify for.
- Our goal was to ease the financial burden a patient has so they can be focused on their care.

OUTCOME/GOALS/IMPACT TO PATIENT

- Reduction in bad debt
- Last 30 days:
 - 44/49 applications approved
 - \$44,600 in free medication
 - \$8,200 in copay card/copay foundation
- Last fiscal year:
 - Enrolled 350 patients in assistance
 - \$59,000 in free medication
 - \$367,000 in copay card/copay foundation

JOURNEY TO GET THERE/PLANNED JOURNEY

- Reviewed multiple vendors to find the best fit for OSF HealthCare
- Implemented TailorMed which will use algorithms and automated processes to identify patients likely to qualify for financial support through available funding streams
- The platform accesses more than 6,000 resources for support including copay cards, foundations, free drugs, social drivers of health and government plans. Social drivers can include costs for transportation, housing, childcare and food assistance.
- Restructured our team to have seven designated cancer center SMEs
- Embedded dedicated cancer center financial navigators in person at four cancer centers
- Continual training and assessment provided by TailorMed
- Express Enroll implemented to further automate the process for approved drugs directly on TailorMed portal
- Our next step is to integrate pharmacy in all hospitals for free drug replacement tracking

DIRECT IMPACT TO PATIENT/FAMILIES

- Free medication
- Copay assistance
- Grant dollars
- Reduced financial stress
- Reduced bad debt
- Improved access to care
- Enhanced medication adherence
- Support for underserved communities

OSF INNOVATION

 OSF HEALTHCARE

TailorMed

Jacque Doerman

TODAY

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DIRECT IMPACT TO PATIENT FAMILIES

- Free Drugs
- Copay assistance
- Grant dollars
- Reduced financial stress
- Reduced bad debt
- Improved access to care
- Enhanced medication adherence
- Support for underserved communities