

# Medical Oncology Program

## Steps to get your practice ready

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As a practice manager, you help ensure that your practice runs smoothly every day. When a new initiative such as the Cancer Care Quality Program is introduced, you play a pivotal role in making sure your team can make a transition.

We know how important providers and their staff are to the success of the initiatives we create. That's why we've designed our new Program to be easy to implement and have provided tools to help you communicate with and train your staff. Here are the steps a typical oncology practice manager can follow to get ready:



### Create a plan

Your first step likely will be to make sure that you understand how the Program works and how it may impact your practice work-flow. It will be important to

identify the staff members who will be involved in the process and outline a communications and training program to facilitate their understanding. Our dedicated oncology provider website\*\* can be a helpful source of information and tools for you and your entire team. To access, go to:

[www.cancercarequality.com](http://www.cancercarequality.com).



### Get the word out

Make sure your team has a basic knowledge of the Program, its go-live date and which patients are covered. You may find it useful to discuss the Cancer

Care Quality Program in a staff meeting or send out a brief email to your team. Let them know when the Program begins and that you will be providing further information and training specific to their roles.



### Prepare your providers

Physicians, physician assistants, and nurse practitioners who prescribe cancer treatment regimens may wish to gain an understanding of Cancer Treatment Pathways from a clinical

point of view. A good way to provide the information they need is to download a copy of the clinical Pathways for their review. In addition, the FAQs and Pathway Clinical Details documents found on our oncology provider website\*\* can answer questions providers may have regarding the Pathway development and update process. Let providers know that certain patient information such as staging, performance status, and lines of treatment will be needed. For ease of access, providers may wish to include this information in their visit notes in the patient chart or electronic medical record or add them to their chemotherapy order form template. To view the specific patient information needed, please refer to the Cancer Treatment Order Request Worksheet\*\*.



### Check your order sets

Review current oncology order sets with physician leadership in your practice to determine how to align them to Cancer

Treatment Pathways. Incorporating Pathways into your practice can make your operations more efficient.



### Register and train insurance management

In many oncology practices, non-clinical staff members handle insurance-related tasks such as obtaining pre-authorizations for certain tests and drugs. This team generally will be "hands on" users of the Carelon Medical Benefits Management **provider portal** the online platform used to submit chemotherapy order requests, and will need to:

- Register at [www.providerportal.com](http://www.providerportal.com)\* to get login access
- Get training on how to use the system. The resources below can be found on our oncology provider website\*\* and were developed to help educate your team:
  - Step-by-Step Tutorial: allows users to see the how the **provider portal** works and what is required at each step of the process
  - Cancer Treatment Order Request Worksheet: allows users to gather patient information that will be needed to complete a cancer treatment order request

# Suggested Timeline

## 60 days before implementation

Register for access to the **provider portal**\*.

Discuss the Cancer Care Quality Program with the owner of your practice. For helpful communication tools, go to the oncology provider website.\*\*

Identify departments and personnel who may be affected by workflow changes.

Develop a plan to communicate the Cancer Care Quality Program to your practice.

Alert heads of departments that may be directly affected by any change in workflow. For example, billing and claims.

Download/view Cancer Treatment Pathways and share with providers.

Instruct any hands-on users involved with entry of patient information for insurance claims to register for access to the **provider portal**. For example, precertification specialists, information specialists, patient registration staff.

## 30 days before implementation

Share information about the Cancer Care Quality Program with entire practice staff.

Review visit notes in patient charts or your EMR to determine if the following necessary information is available:

- Disease stage
- Line of treatment
- Performance status

Develop a plan with providers to ensure that key clinical information is readily identifiable by practice staff in patient notes or chemotherapy orders.

Instruct hands-on users to log in to the oncology provider website\*\* and view worksheets and FAQ's.

Hands-on users should watch the Step-by-Step Tutorial found within the oncology provider website\*\*.

Make sure your billing staff understands reimbursement changes and knows how they will be handled within your practice.

Instruct hands-on users to use the Chemotherapy Order Request Reference Sheet found on the oncology provider website\*\* to assess where to find the information required for order requests.

## After implementation

Solicit feedback from across your organization to determine if further training is needed.

\*The **provider portal** is an automated system that enables your practice to request and receive clinical appropriateness review at any time via the web. **Provider portal** is quick and easy to use; orders are processed in real-time. To register, go to [www.providerportal.com](http://www.providerportal.com).

## For more information:

\*\*Our dedicated oncology provider website offers you all the tools and information you need to get started. To access, go to [www.cancercarequalityprogram.com](http://www.cancercarequalityprogram.com)



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