

# Financial Navigation at NCI Designated Cancer Centers

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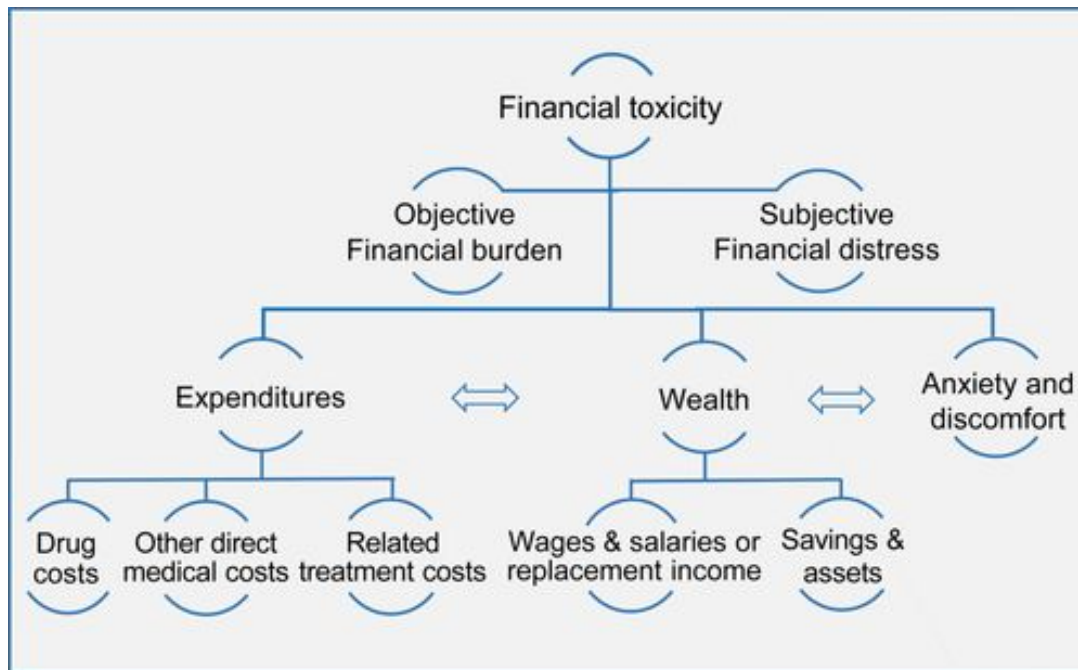
# Background

## Financial Toxicity (FT)

- Extreme financial burden
- Higher chance of FT for Black, Hispanic patients, low income, working age Medicare/Medicaid

## Financial Navigation (FN)

- Patient-level interventions to address FT
- Often social work led (Smith et al.)



Carrera et al.

# The Impact of Financial Toxicity

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At baseline over 50% of gynecologic cancer patients screened positive for financial distress (Liang 2021).

Increased financial toxicity is correlated with worse self-reported health and cost coping strategies (Bouberhan 2019).

46% of oncology navigators identified a lack of knowledge about resources as a barrier to assistance (Spencer 2018).

# Background — NCI-Designated Cancer Centers

71 total cancer centers in 36 states

Three Levels:

- 7 Basic Laboratory Cancer Centers
- 11 Cancer Centers
- 53 Comprehensive Cancer Centers
  - Sample of 13 centers



From the National Cancer Institute (NCI)

# Project Objectives

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This research is part of a larger pilot project evaluating the impact of financial navigation and transportation services to gynecologic oncology patients at the Abramson Cancer Center.

01

To identify and characterize the availability of financial navigation services at NCI-designated comprehensive cancer centers

02

To issue recommendations for cancer centers' public websites to ease patient navigation available resources and services

# Methods

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## Review of 13 NCI-designated cancer center websites

### Search Terms

Financial Assistance



Medication Assistance



Insurance Assistance



Transportation Assistance



Financial Toxicity



Cost Estimate



### Programs/Services

Financial Assistance

Language Availability

Medication Assistance

Insurance Assistance

Insurance Information

Links to Medicaid/State Insurance Plans

Transportation Assistance

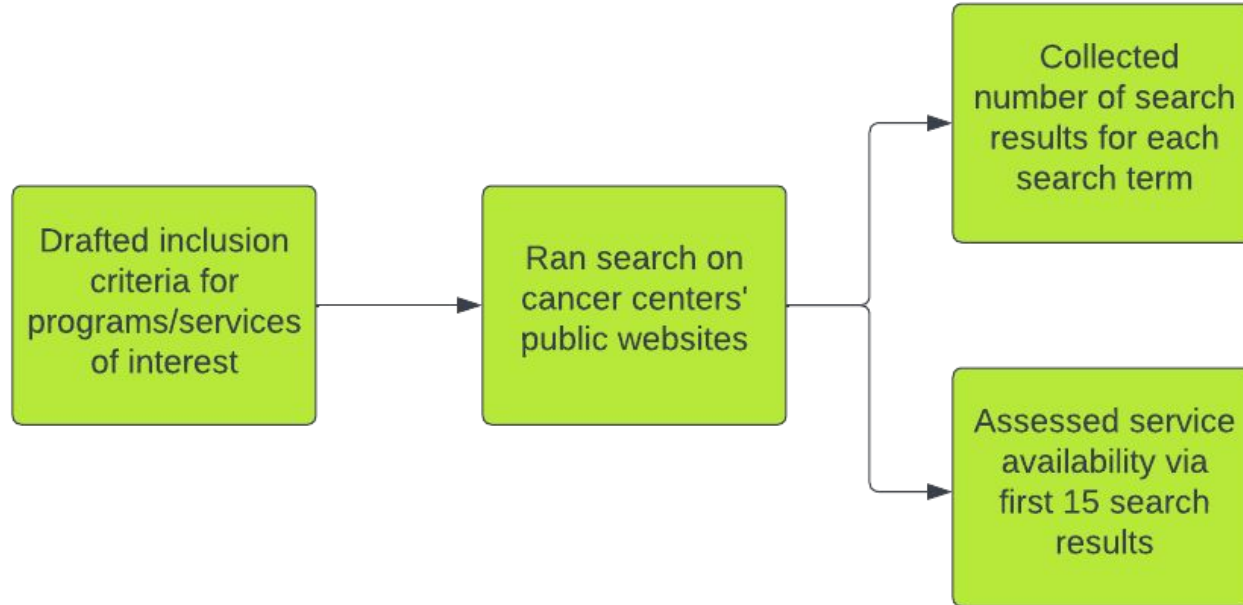
Information on Financial Toxicity

Financial Toxicity Research at Center

Cost Estimate of Care

# Methods

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# Methods

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## Review of 13 NCI designated cancer center websites

### 1. Drafted inclusion criteria

- a. Financial Assistance
  - i. availability of FA programs and/or assistance applying to FA programs
- b. Insurance Assistance
  - i. applying for/switching health insurance plans
  - ii. understanding coverage
  - iii. links to marketplace info for Medicaid/state health insurance plans



# Methods

## Review of 13 NCI designated cancer center websites

1. Drafted inclusion criteria
2. **Collected number of search results per term**
3. **Assessed service availability (based on top 15 hits)**

The screenshot shows a search results page for the query "insurance assistance". At the top, there is a search bar with the text "insurance assistance" and buttons for "X" and "Q". Below the search bar, there are tabs for "All", "Diseases", "Doctors", "Locations", "News", and "Labs". The "All" tab is selected. Below the tabs, there is a section for "Language" with a search bar and a list of language options: English (215), Spanish (62), Russian (58), Chinese (Traditional) (10), Chinese (Simplified) (9), Arabic (5), and Korean (4). There is a "+ Show more" link below the language list. To the right of the language list, there is a section for "375 results for insurance assistance in 0.20 seconds". Below this, there is a "FEATURED" section with the title "Insurance Information" and a paragraph: "Understanding your insurance options is an important part of managing your cancer care. Find out how we can help." Below this, there is a section for "Insurance & Assistance" with a paragraph: "Many different insurance plans include us in their networks, and Medicaid coverage is available. We also offer financial help and information about other forms of assistance." Below this, there is a section for "Insurance Plans" with a paragraph: "Find out which insurance plans participate with MSK." At the bottom, there is a section for "INSURANCE & ASSISTANCE" with the title "Insurance & Assistance" and a paragraph: "Find out which insurance plans include MSK in their networks. and learn more about the".

insurance assistance

All Diseases Doctors Locations News Labs

Language

Q Search

☐ English (215)

☐ Spanish (62)

☐ Russian (58)

☐ Chinese (Traditional) (10)

☐ Chinese (Simplified) (9)

☐ Arabic (5)

☐ Korean (4)

+ Show more

375 results for insurance assistance in 0.20 seconds

Relevance Date

**FEATURED**

**Insurance Information**

Understanding your insurance options is an important part of managing your cancer care. Find out how we can help.

**Insurance & Assistance**

Many different insurance plans include us in their networks, and Medicaid coverage is available. We also offer financial help and information about other forms of assistance.

**Insurance Plans**

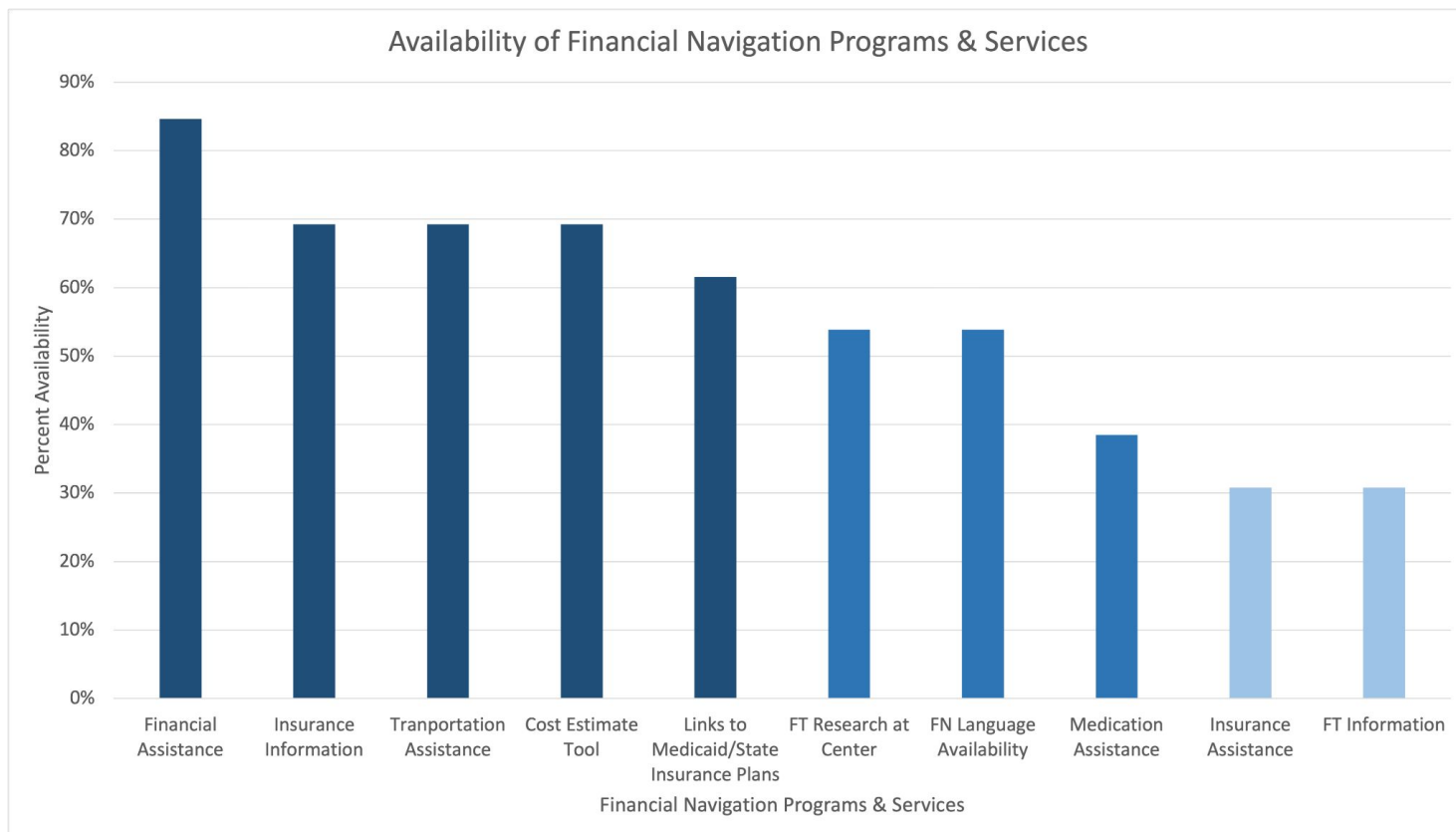
Find out which insurance plans participate with MSK.

**INSURANCE & ASSISTANCE**

**Insurance & Assistance**

Find out which insurance plans include MSK in their networks. and learn more about the

# Results



# Results

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## Variation in Search Results

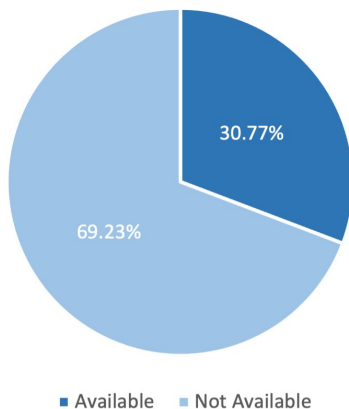
| Search Term | Financial Assistance | Medication Assistance | Insurance Assistance | Transportation Assistance | Financial Toxicity | Cost Estimate |
|-------------|----------------------|-----------------------|----------------------|---------------------------|--------------------|---------------|
| Minimum     | 11                   | 20                    | 7                    | 3                         | 1                  | 7             |
| Median      | 76                   | 204                   | 48                   | 58                        | 11                 | 34            |
| Maximum     | 4521                 | 8693                  | 4525                 | 4521                      | 4519               | 1034          |
| Range       | 4510                 | 8673                  | 4518                 | 4518                      | 4518               | 1027          |

1. Even with larger number of search results, sometimes services were not available
2. Difficult navigation of websites
3. Measuring “relevance”

# Results

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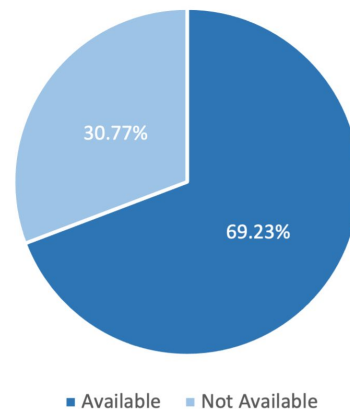
Insurance Assistance



## Insurance Assistance

1. Applying for health insurance coverage
2. Understanding what coverage includes
3. Links to health insurance marketplaces

Insurance Information



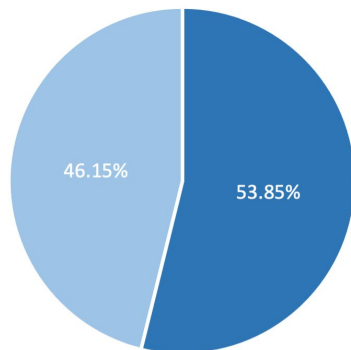
## Insurance Information

1. List of accepted insurance plans
2. Questions patients should ask insurance co.
3. How open enrollment works

# Results

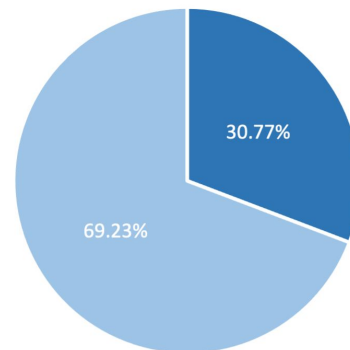
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Financial Toxicity Research at Center



■ Available ■ Not Available

Financial Toxicity Information



■ Available ■ Not Available

## 'Financial toxicity' linked to lower survival, Roswell Park study in patients with head/neck cancers shows

### HIGHLIGHTS

- Researchers asked patients about their concerns and quality of life
- Study is first to show that financial stress predicts overall survival
- Team exploring approaches to lessen the effects of stress on cancer patients

BUFFALO, N.Y. — Cancer treatment is likely to affect every aspect of a patient's life — their activities, relationships, eating habits, mental health, physical health and comfort, financial wellbeing. And when financial concerns weigh heavily on an individual who is in treatment for cancer, they can affect the outcome of that treatment. [New research](#) from Roswell Park Comprehensive Cancer Center provides the first evidence that a cancer patient's level of financial worry as they begin treatment predicts how likely it is that their treatment will be successful.



*Hear more from Dr. Singh on the Roswell Park study that showed financial toxicity can significantly impact cancer patients' clinical outcomes.*

"Does financial worry impact survival? The answer is, resoundingly, yes," says study senior author [Anurag Singh, MD](#), Professor of Oncology and Director of Radiation Research at Roswell Park. "The association we found was very strong, and very

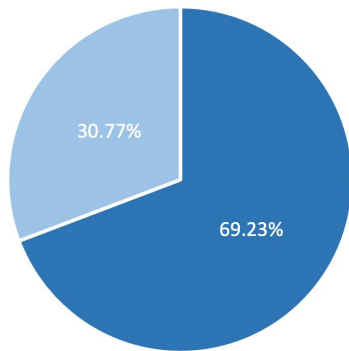
# Financial Toxicity Research & Info (Roswell Park Comprehensive Cancer Center)

concerning. If you are worried about your finances, your risk of dying is roughly double."

# Results

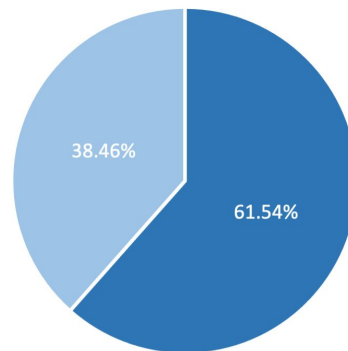
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Cost Estimate Tool



■ Available ■ Not Available

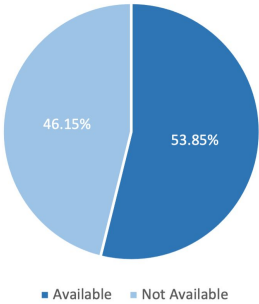
Links to Medicaid/State Insurance Plans



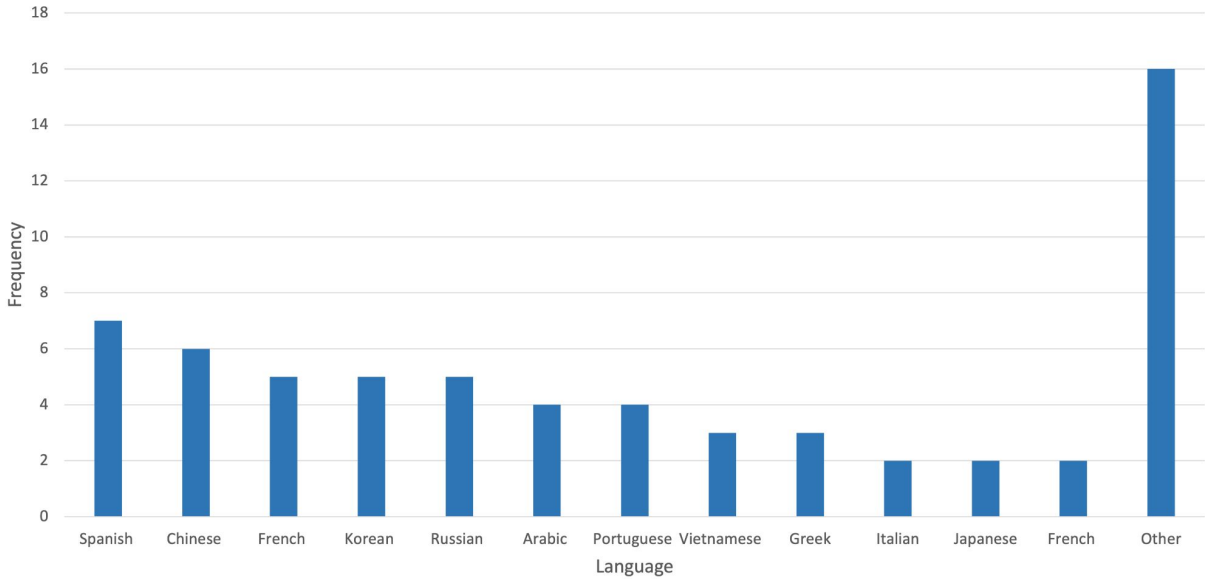
■ Available ■ Not Available

# Results

Financial Navigation Language Availability



Financial Application Language Availability





# Recommendations for Easing Patient Navigation

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Key Takeaway: difficult to navigate these websites

1. Provide information on financial toxicity (what it is, who is at risk...)
2. Add information regarding financial assistance applications in additional languages
3. Include direct links to Medicaid and state level insurance programs for patient enrollment

From the Patient Navigation Network



# Lessons

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01

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Perfect is the enemy of the good

02

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It's about the people

03

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Creativity and curiosity in research

# Acknowledgements

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## **Mentor**

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