



Applies To: CRTC Functional Area: Billing Office Component (If Limited To): N/A Department (If Limited To): N/A
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Title: CRTC Chemotherapy Authorization	Procedure
Patient Age Group: Adults	

DESCRIPTION/OVERVIEW

This procedure defines the process for obtaining chemotherapy authorization prior to starting treatment.

REFERENCES

- CRTC Same Day Procedure Requests
- CRTC Drug Reimbursement program

AREAS OF REONSIBILITY

Providers generate the chemotherapy order form.

Billing Office staff pick up the orders.

Billing staff obtains authorization for the chemotherapy.

Billing staff delivers approved form to the therapy suite nurse.

Patient Assistance Program technician is consulted for options if chemotherapy is not approved by the third-party payor or if there is no third-party payor and patient is unable to pay.

Patient will comply with this procedure to avoid delay or denial of treatment in non-emergent situations.

Clinic Director or designee will authorize same day treatment in emergent situations while best efforts are made to otherwise follow this procedure.

PROCEDURE

1. The Chemo Order form is available in the therapy suite and in each clinic hallway (sample attached).
2. The Chemo Order form is completed by the physician/provider to each patient that is being considered for chemotherapy treatment. Physician signs the form.
3. The Chemo Order form (three copies) is placed in a designated and marked basket, located in the Physician Consult Room, for pick by Billing Office staff.
4. The clinical staff is responsible for placing the completed Chemotherapy Order form in the designated basket.
5. Chemo Order forms are picked up at least every two hours by the Billing Office staff.
6. The Billing Office is responsible for obtaining chemotherapy authorization for the chemo orders within 24-48 hours.
 - 6.1. If chemotherapy is approved by the payer or is listed on the compendia list (for Medicare patients), the Billing Office staff will complete the approval box on the Chemo Order form, keep the pink (billing) copy and take the approved Chemo Order form (two copies) to the therapy suite nurse.
 - 6.2. Therapy may then be scheduled. The original Chemo Order form is placed

- in the patient record and the yellow copy of the form is filed in the pharmacy.
- 6.3. If the chemotherapy is not approved by the payor and/or the drugs listed on the Chemo Order form are not authorized by the payor, the Billing Office staff will consult with the pharmacist or Patient Assistance Program (PAP) technician to discuss possible options.
 - 6.4. If the drug is not on the approved compendia list, the pharmacist or PAP technician must discuss with the physician whether there is another drug from the approved list that may be administered. **Alternatively**, the physician will request that the “unapproved” drug be submitted for Medicare LMRP review by providing one or two peer reviewed articles to the Billing Office, who will have the responsibility to submit to Medicare for review and possible approval. The physician should attach articles to the Chemo Order form before the forms are retrieved from the designated box in the physician consult room. Submission of documentation is not a guarantee of coverage by Medicare. An Advance Beneficiary Notice (ABN) must be obtained. (See step 9 below).
 7. The patient may elect to receive chemotherapy with a non-approved drug. The patient **must** be referred to the Billing Office staff and Financial Counselor **before** treatment is started.
 8. The Billing Office is responsible for explaining to the patient the charges likely not covered by Medicare and/or the insurance carrier that will become the responsibility of the patient.
 9. The patient is responsible for any non-covered expenses and expenses payable by patient after payment by any third-party payer(s) (if applicable).
 - 9.1. Medicare patients will be required to complete and sign an Advance Beneficiary notice (ABN). Billing Office staff will provide help (if needed) completing the form.
 - 9.2. Self pay and indigent patients will be referred to the Financial Counselor to determine qualifications for financial assistance or to make payment arrangements for treatment. The Billing Office and Financial Counselor will coordinate with pharmacy and PAP technician to identify pharmaceutical assistance programs that may be available to the patient.
 - 9.3. For patients who may qualify for a drug reimbursement program, the pharmacy and or PAP technician will work with the patient to complete and follow up on the drug reimbursement application.
 - 9.4. Self pay patients must complete and sign a payment agreement with the Financial Counselor. Patients who have an existing payment arrangement with CRTC may have payments increased when chemotherapy is added to the treatment.
 - 9.5. The patient may be referred to a social worker to determine other resources needed.
 10. The patient will make a good faith effort to follow this procedure including providing the necessary information and documents, and signing forms as required, all in a timely manner. Failure to do so can result in the delay or denial of treatment until the patient makes a good faith effort to follow this procedure.
 11. The Clinic Director or designee will approve treatment in emergent situations if financial approval can not be obtained in a timely manner appropriate to the emergent situation. All relevant parties will continue to follow this procedure in a timely manner to obtain approval for payment under the circumstances.

DEFINITIONS

None

SUMMARY OF CHANGES

8-10-2004 Changed from a guideline to a procedure. Clarification of payment preauthorization and emergent treatment.

KEY WORDS

CRTC, Chemotherapy, Authorization

RESOURCES/TRAINING

Training programs, classes, HSC offices, other University or HSC documentation, telephone numbers, and other sources of help completing forms or carrying out procedures.

Resource/Office	Position/Title	Dept. Phone	Internet/Link
Frances Salas	Supervisor of Patient Services	2-4434	

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	Anthony Masciotra, CFO		
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Committee(s)	CRTC PPG Committee, CRTC Management Group		Y
Nursing Director	Terry Amerine, Clinical Operations Director		Y
Medical Director	Robert Hromas, MD		Y
Human Resources			
Compliance	Stanton Royce, Manager of Clinical Therapy Programs		Y
Legal			
Official Approver	Russell Dilts, CAO		Y
Official Signature		[Day/Mo/Year]	
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Issue Date	Clinical Operations P&P Coordinator	[Day/Mo/Year]	

ATTACHMENTS

Chemotherapy Orders