

9 Habits of Highly Successful Practices



Highly successful practices verify insurance and predetermine every protocol.

- > Verify insurance prior to each treatment to ensure insurance or benefits have not changed. Your billing office should be very busy verifying eligibility, office copays and office deductible amounts for 2013.
- > Verify that the protocol prescribed by the physician is accepted by the patient's insurance. Do so for each new patient and at every protocol change.
- > Often antiemetics and branded drugs are paid ONLY if a predetermination is performed and on file. Ensure you get a reference number when the process has been completed to reference when needed.

Highly successful practices look retrospectively at their billing and collections.

- > Repeatedly, I've seen the fear of bruised egos or the fear of retribution stand in the way of utilizing this valuable service. Successful practices have strong leadership who can manage this difficult issue while utilizing this service to strengthen and preserve the financial stability of the clinic.
- > One uncaught \$1,000 mistake repeated 100 times is \$100,000. Mistakes happen on your end and on the insurance provider's end. Unless you have a mechanism to catch them, you are losing money.

Highly successful practices use protocol analyzer.

- > Verify every protocol to ensure it is not under water.
- > Modulate drug use in competitive areas. ASP changes often make one drug more profitable than another. Utilize Top Meds Report (attached).
- > Standardize drug utilization across all physicians and locations.

Highly successful practices maximize their rebate and reimbursement opportunities.

- > Utilize your EMR to look at the prescribing habits of your physicians for the major disease states: Breast, colon, lung and prostate.
- > Look for variability across physicians, locations or within disease stage.

Utilizing protocol analyzer, align your internal compendia to standardize care to maximize reimbursement and rebate attainment. Utilize ION's patient identification worksheets to search your EMR for new opportunities.

Highly successful practices use pass thru billing on all bone marrow tests to realize up to \$1,300 for every private pay patient. Utilize EMR report tool.

- > Search for procedure code G0364, 38220 & 38221.
- > Search for test codes: 88185, 88184 & 88189.
- > If no test codes show, you are not utilizing pass thru billing.
- > To determine your potential, multiply # of procedure codes by \$1,300.

Highly successful practices look for staff and workflow efficiencies. Put your staff on the phone with patients – let others perform back office work on your behalf.

- > Use US Bioservices to fill oral prescriptions that you are unable to fill internally. Greatly minimize staff time on phone, maximize fulfillment, compliance and utilization of patient assistance program eligibility.
- > Use outsourcing to provide insurance verifications and protocol predeterminations.

Highly successful practices utilize ION's Physician Dispensing Program.

- > Increasingly, chemotherapy drugs are shifting from injectable to oral.
- > Despite the fact that you prescribe the drug and manage the patient, you do not make any money on the drug unless you dispense it. Written prescriptions are wasted opportunities.

Highly successful practices sign up for Oncology Supply's CPP Program.

- > Drug savings based on payment terms and rebates based on annual spend.

Highly successful practices value their partnership with ION, Oncology Supply and our Pharma Partners. Our consultative approach is meant to keep you successful. Without YOU, we fail to exist. Please let us know how we can be of assistance.