



SamaCare

**Complexities, Impact and How Together we
Can Remove the Barriers to Great Care**



Introductions & Agenda

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Agenda

- Complexities & Impact of Prior Authorizations on Practices
- What can you do to help your practice?
- Q&A Throughout the Conversation



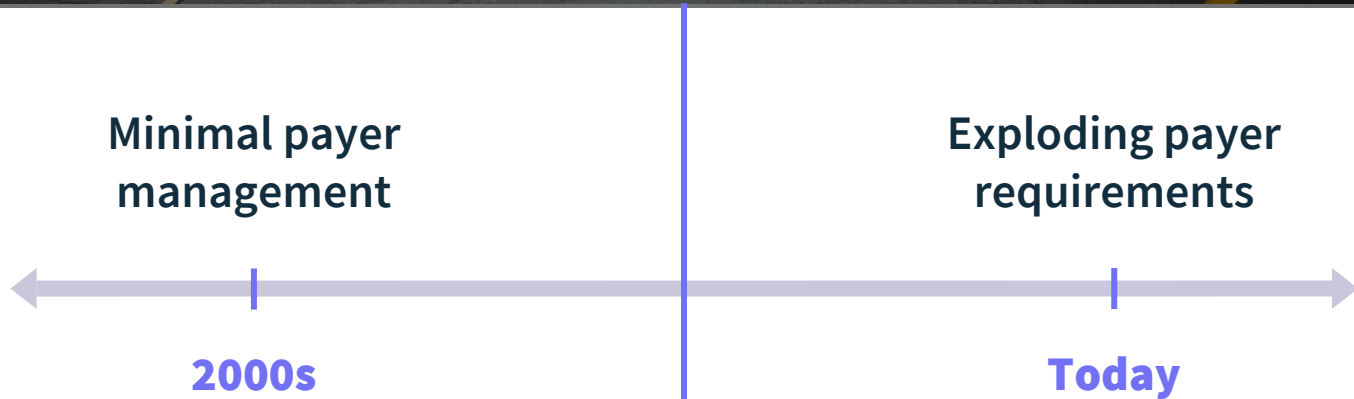
Complexity



“Not reinventing what we do, we’re just reinventing how we do it.” – Howard Schultz, CEO

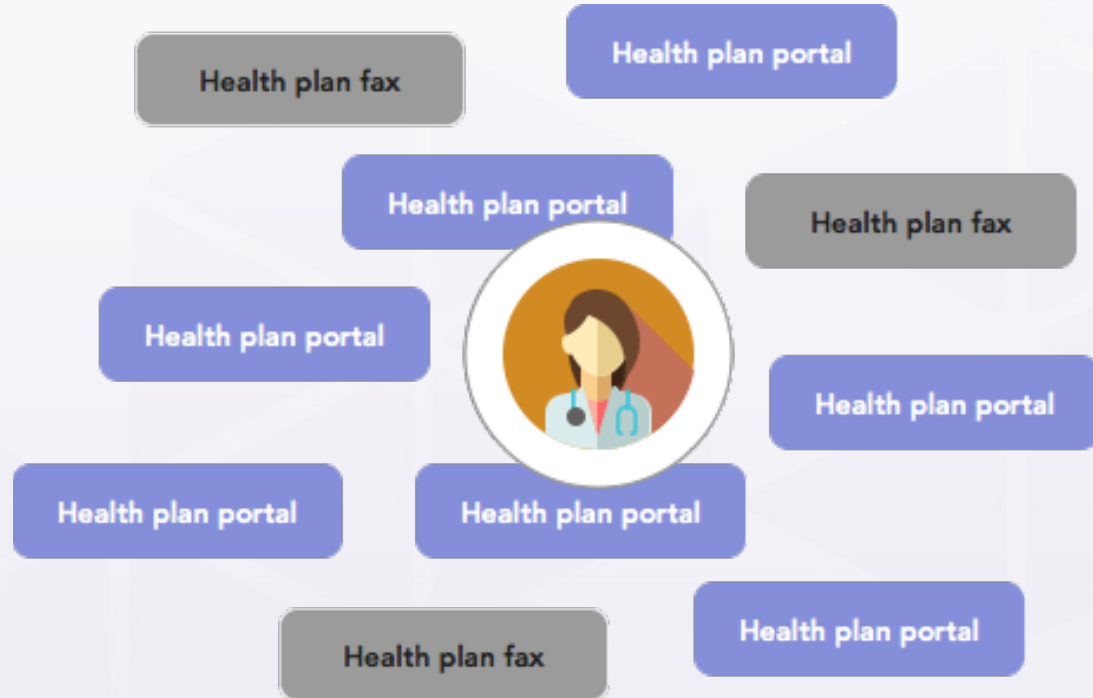


Physician-administered drugs are in a new era





Providers are forced to manage this growing burden... across hundreds of unique payers & plans!





How much does a practice spend per Medical Oncologist on supporting prior authorizations?

- A) \$92,000
- B) \$105,000
- C) \$88,000
- D) \$55,000





Costs Are Increasing & Payments Decreasing

2022

- **2% Medicare Sequester**
- **8.3% Inflation**

2023

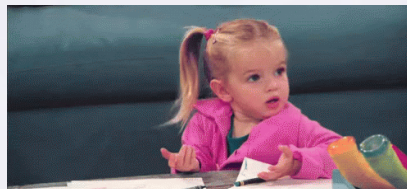
- **4% PAYGO Sequester**
- **2% Annual Sequester**
- **4.4% Reduction of Conversation Factor**
- **1.5% Reduction Due To Budget Neutrality**
- **Expiration of the one-time 3% increase Congress passed Dec.'21**
- **End of 5% AAPM participation incentive & \$500Mil in exceptional performance bonuses under MIPS**



How Prior Authorizations tend to work now



What can go wrong?





What are the Challenges to the PA Process?



What medications require a PA?

Which portal/form to use?

Time to submit?

Improperly filled out/missing data

Time to resolution/Urgent?

Policy Changes – How do you keep up?

Tracking my practices PA's? (Volume)

Communicating with your payers?

PA delays affect Quality of Care?

PA delays affect Revenue?

Are You Using Data to *Engage* Payers Into Faster Turnaround Times?

A) YES

B) NO

C) I Don't Know

D) I Didn't Know I Could Do That!





What Can You Do To Help Your Practice?

Stay Informed:

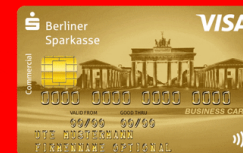


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Technology: Explore Automation!

Data: Analyze your data! Table?



Practices need a single place to submit, track, and manage their IV+Injectable drugs PAs



SamaCare is free to practices

Revenue from manufacturers



Case Study - Oncology Consultants of Houston

Before: **21 min/auth**

- 17 minutes to submit each authorization
- 3.6 min/auth to check payer status
 - 1.8 min to check status
 - 2 checks per auth

After: **11 min/auth**

- Based on start/submit times in PA software
- Status is checked automatically



50% less time spent per auth on submitting and tracking
= 200% more auths completed in any given time!

Notes: All times noted are averages 1.) Based on a stopwatch time-study analysis of 49 authorization requests. 2.) Because the response time of the payer is uncertain¹³ staff may check the status of the auth multiple times; on average we calculated this as two times before getting a final response.



Case Study - Tennessee Oncology

Challenge

The Tennessee Oncology team was finding it almost impossible to keep up to date with prior authorizations, **even with 18 employees dedicated to the task**. The team observed that prior authorizations often delayed patient treatment.

Solution

Tennessee Oncology partnered with SamaCare, **integrating their EMR with SamaCare's centralized platform** for submitting, tracking, and managing prior authorizations.

Result

In the first 5 months, average time to approval decreased resulting in...

55%

increase in faster PA resolution.

30%

more PAs getting approved prior to
DOS.



Practices have used SamaCare to solve each of the three types of PA problems

Submitting PAs

*“SamaCare **saves us 7-10 minutes** per prior authorization.”*

Tara, PA Specialist
Palmetto Retina

Tracking status

*“Responses (or non-responses) are **far less likely to slip through the cracks.**”*

Erin, Administrator
Associated Retinal Consultants

Managing the process

*“It is incredibly helpful for managing PAs across our many locations, and **makes errors less likely.**”*

Kris, Revenue Cycle Manager
Bay Area Retina

*“We used the data from the weekly reporting to shame our slowest payer into **faster turnaround times.**”*

Andi, Billing Manager
Austin Retina

Practices have used SamaCare to solve each of the three types of PA problems

Submitting PAs

*“This **saves so much time**, between the auto-filling and the single portal for submitting.”*

Ruth, Cancer and Hematology Centers of Western Michigan

*“When a doc changes a medication two weeks later, SamaCare’s **‘duplicate’ function** makes it a breeze to get the new authorization.”*

Michael, Charleston Oncology

Tracking status

*“The ability for SamaCare to go back and **automatically check outstanding requests** — it felt like a weight lifted off my shoulders to not have to call every time”*

Kwon, Tennessee Oncology

Communicating

*“Having **a single place to manage** these PAs really helps given how many locations we have.”*

Stephanie, Regional Cancer Care Associates

Practice Reporting

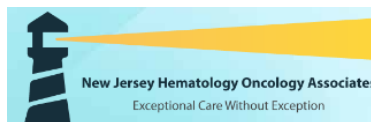
- Summary data:
 - submitted/resolved PAs
 - Approval/denial rates
 - Average time-to-approval
 - Approval % prior to DoS
- Payer-specific data:
 - Total PAs submitted
 - Time-to-approval
 - Approval % prior to DoS
- Practice data:
 - PAs by user, location, prescriber
- Most common reasons for non-approvals



Note: Image shown is for illustrative purposes only

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Partner Practices




Practice Experience Demo



Practices finally have a platform to tackle the complex process of submitting, tracking, and managing buy-and-bill prior authorization

Partnership Success Summary

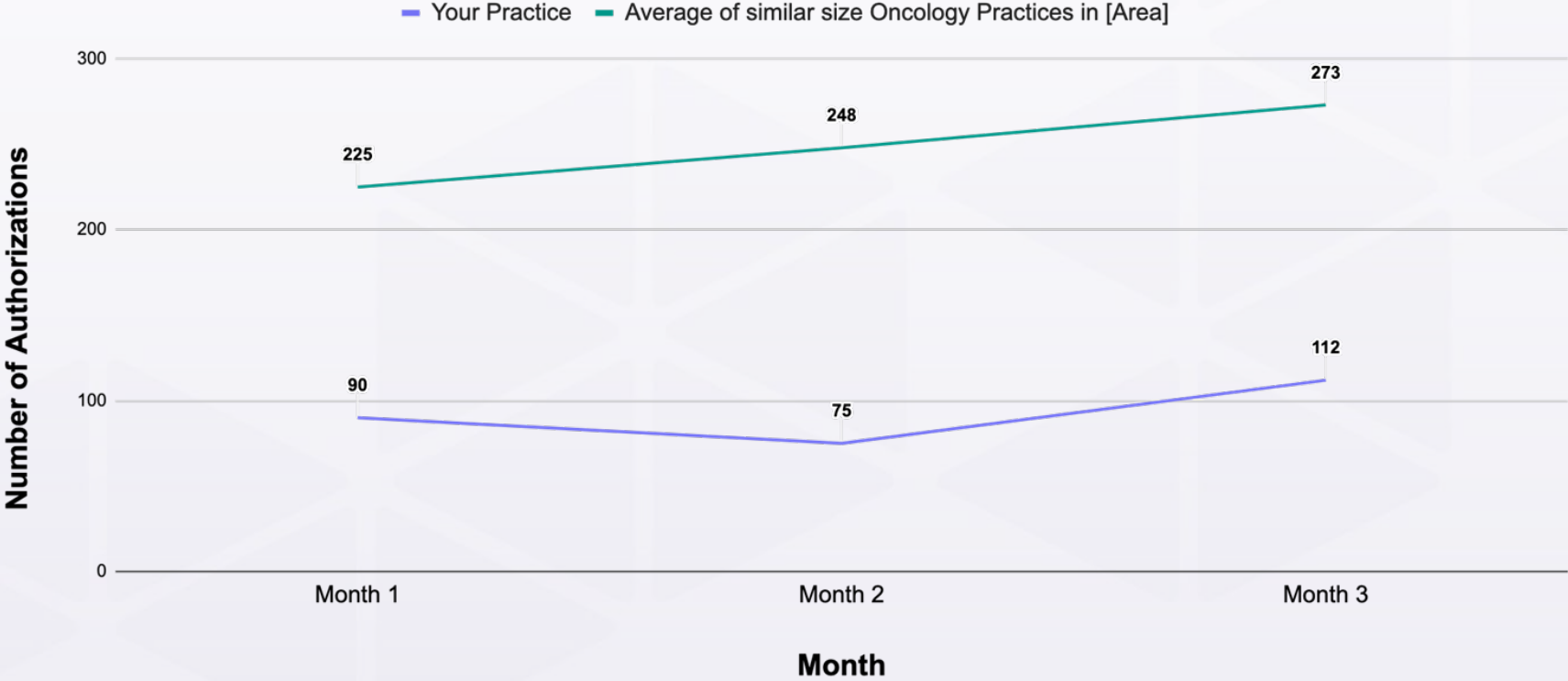
3 month time period; Sample data

- 288 submitted authorizations (**275** resolved submissions) 
 - **95% approval rate**
 - Platform average for other Oncology Practices = 404 PAs
 - All time auth submission volume on SamaCare = **3,982!** (since 8/2020)
- Average time from submission to resolution = **2.8 days**
- **84%** authorizations approved before date of service (DoS)
- **67 hours*** saved for team and counting!
 - 50% reduction in time spent on submitting and tracking auths

*Based on 2020 Case Study with Oncology Consultants of Houston

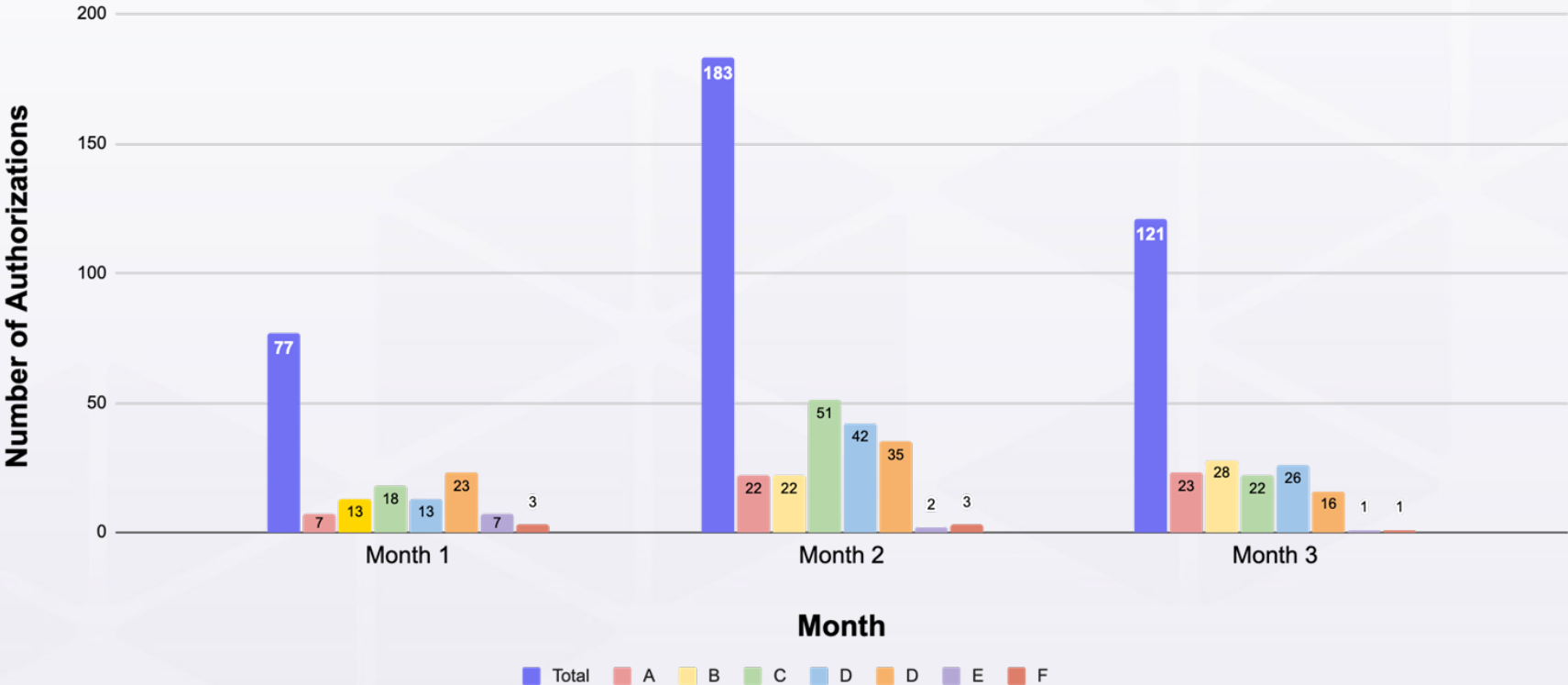
Prior Authorization Approval Growth

3 month time period; Sample data



Productivity via Individual Team Member

3 month time period; Sample data





Speed to Payer Resolution Times

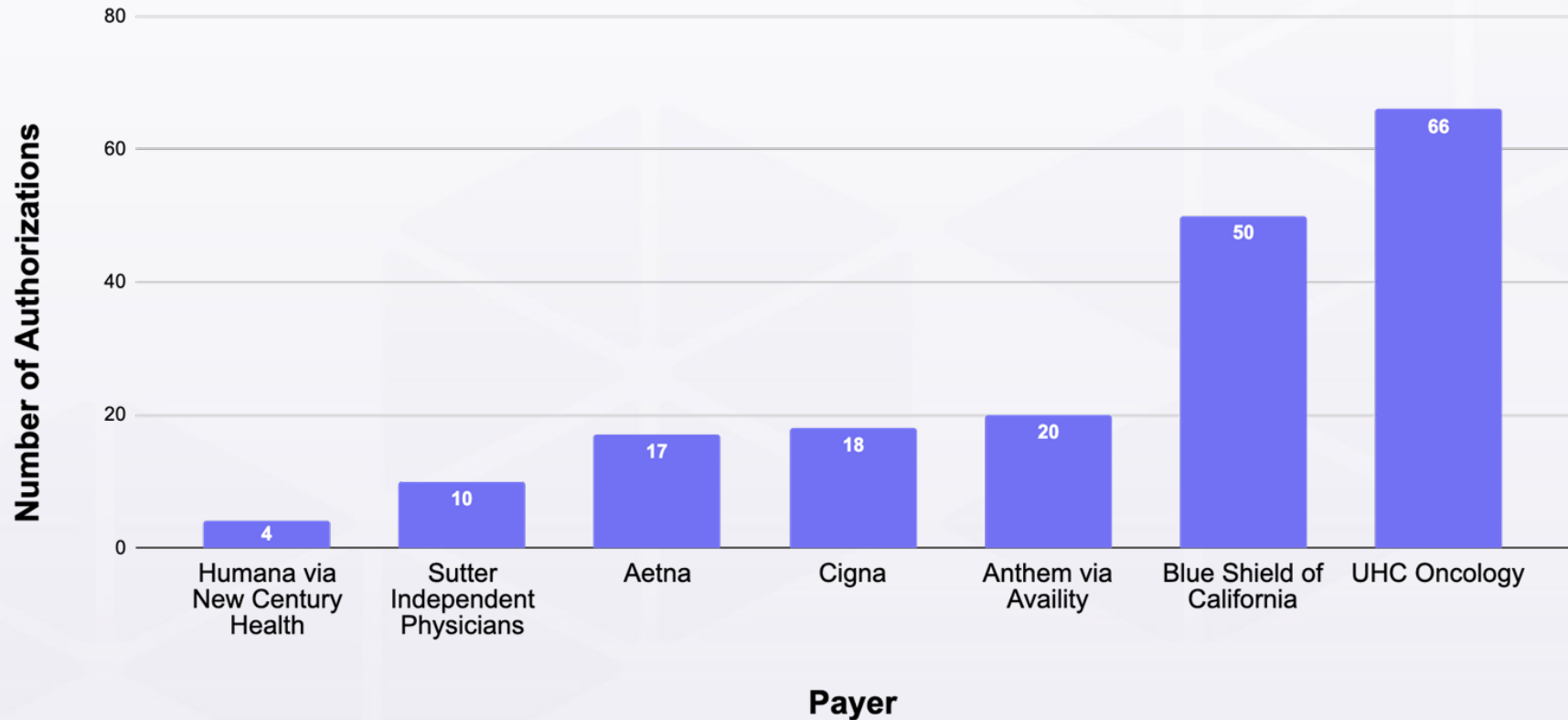
3 month time period; Sample data





Prior Authorization Payer Mix - Volume

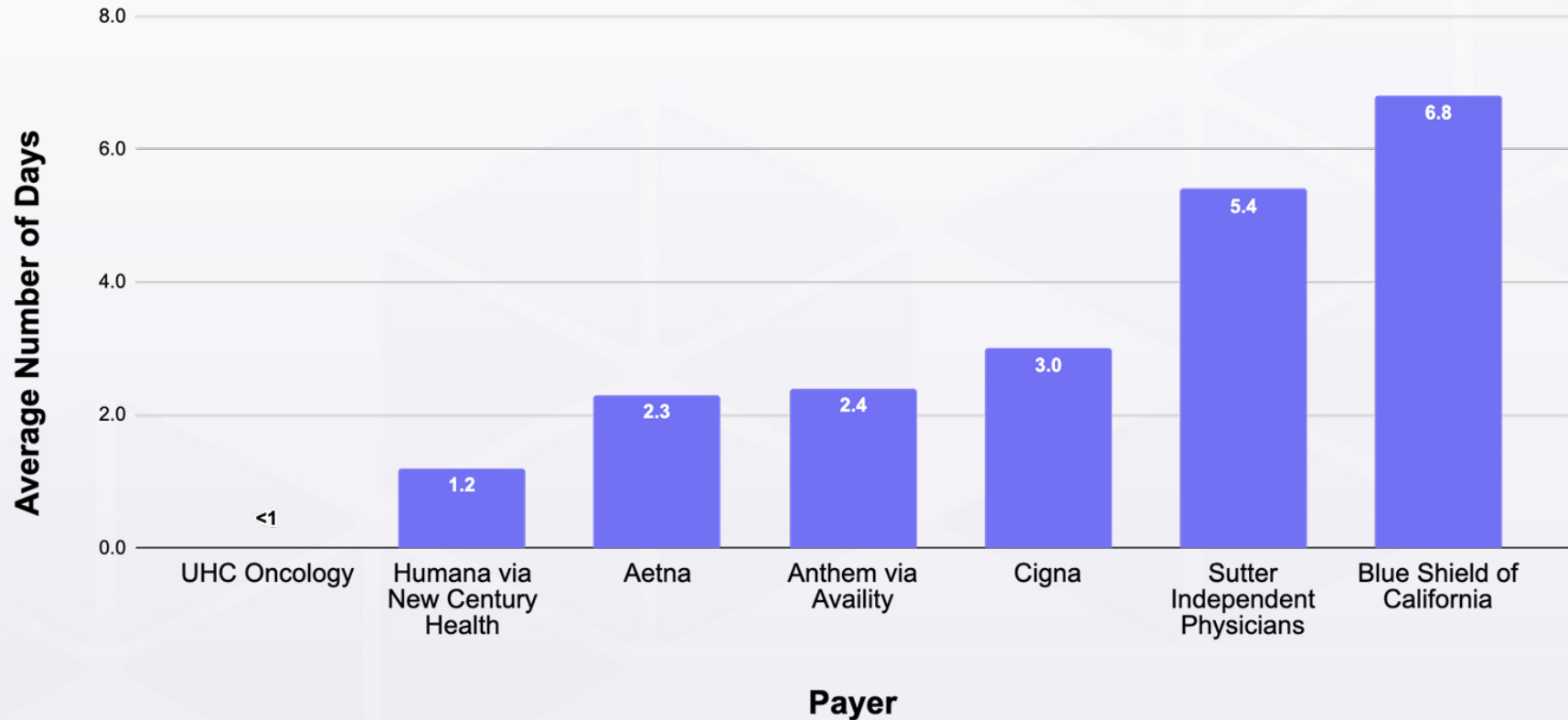
3 month time period; Sample data





Prior Authorization Payer Mix - Speed

3 month time period; Sample data





Prior Authorization Denial Reasons (5%)

3 month time period; Sample data

