WEBVTT

00:00:00.000 --> 00:00:02.490 Support for Yale Cancer Answers

00:00:02.490 --> 00:00:04.980 comes from AstraZeneca, dedicated

00:00:05.057 --> 00:00:07.432 to advancing options and providing

00:00:07.432 --> 00:00:10.420 hope for people living with cancer.

00:00:10.420 --> 00:00:13.960 More information at astrazeneca-us.com.

00:00:13.960 --> 00:00:15.976 Welcome to Yale Cancer Answers with

00:00:15.976 --> 00:00:18.575 your host doctor Anees Chagpar.

00:00:18.575 --> 00:00:20.560 Yale Cancer Answers features the

00:00:20.560 --> 00:00:22.958 latest information on cancer care by

00:00:22.958 --> 00:00:24.498 welcoming oncologists and specialists

00:00:24.498 --> 00:00:27.125 who are on the forefront of the

00:00:27.125 --> 00:00:29.420 battle to fight cancer. This week

00:00:29.420 --> 00:00:31.300 it's a conversation about medication

00:00:31.300 --> 00:00:32.804 assistance programs with

00:00:32.810 --> 00:00:34.230 Nancy Beaulieu and Brenda Sepulveda.

00:00:34.230 --> 00:00:35.650 Nancy is associate director

NOTE Confidence: 0.8570453

00:00:35.650 --> 00:00:37.330 of oncology pharmacy services.

NOTE Confidence: 0.8570453

00:00:37.330 --> 00:00:40.010 And Brenda is

NOTE Confidence: 0.8570453

00:00:40.010 --> 00:00:41.859 medication Assistance program coordinator.

NOTE Confidence: 0.8570453

00:00:41.860 --> 00:00:44.404 Doctor Chagpar is a professor

NOTE Confidence: 0.8570453

00:00:44.404 --> 00:00:47.191 of surgical oncology at the Yale

NOTE Confidence: 0.8570453

00:00:47.191 --> 00:00:49.199 University School of Medicine.

00:00:49.660 --> 00:00:52.390 Nancy, maybe I'll start with you.

NOTE Confidence: 0.86842054

00:00:52.390 --> 00:00:55.568 Tell me a little bit more about

NOTE Confidence: 0.86842054

00:00:55.570 --> 00:00:58.758 yourself and what it is you do.

NOTE Confidence: 0.86842054

00:00:58.760 --> 00:01:01.400 We essentially mix chemotherapy and

NOTE Confidence: 0.86842054

00:01:01.400 --> 00:01:04.040 assure that all medication safety

NOTE Confidence: 0.86842054

00:01:04.118 --> 00:01:06.950 practices are in order for all of our

NOTE Confidence: 0.86842054

00:01:06.950 --> 00:01:08.309 patients within our

NOTE Confidence: 0.86842054

00:01:08.310 --> 00:01:10.590 network.

NOTE Confidence: 0.86842054

00:01:10.590 --> 00:01:12.860 Brenda, how about you?

NOTE Confidence: 0.86842054

00:01:12.860 --> 00:01:13.768 I am the medication assistance program coordinator.

00:01:13.770 --> 00:01:16.402 I am part of a group that

00:01:16.402 --> 00:01:18.234 assists patients with medication

00:01:18.234 --> 00:01:20.730 programs that require copay

00:01:20.730 --> 00:01:21.990 or foundation funding.

00:01:21.990 --> 00:01:23.250 So Nancy,

00:01:23.250 --> 00:01:27.030 from a big you know 30,000 foot picture,

00:01:27.030 --> 00:01:29.655 how often is it that patients actually

00:01:29.655 --> 00:01:32.488 have issues in paying for medications?

00:01:32.490 --> 00:01:35.658 I think that on this show we've

00:01:35.658 --> 00:01:38.368 often talked about novel therapies,

00:01:38.370 --> 00:01:40.470 the latest in clinical trials,

00:01:40.470 --> 00:01:41.694 new targeted drugs.

00:01:41.694 --> 00:01:45.090 But all of that comes at a cost.

00:01:45.090 --> 00:01:48.030 How much of a problem is it?

00:01:48.030 --> 00:01:48.870 The financial

NOTE Confidence: 0.8682472

00:01:48.870 --> 00:01:51.462 burden of many of the new

NOTE Confidence: 0.8682472

00:01:51.462 --> 00:01:53.190 medications that come out?

NOTE Confidence: 0.8682472

00:01:53.190 --> 00:01:54.758 All patients

NOTE Confidence: 0.8682472

00:01:54.758 --> 00:01:56.718 with long term chronic diseases,

NOTE Confidence: 0.8682472

00:01:56.718 --> 00:01:58.676 cancer included, have

NOTE Confidence: 0.8682472

00:01:58.676 --> 00:02:00.556 significant stressors to deal with.

NOTE Confidence: 0.8682472

00:02:00.560 --> 00:02:02.108 They have emotional stress.

NOTE Confidence: 0.8682472

00:02:02.108 --> 00:02:04.043 They have mental, physical stress,

NOTE Confidence: 0.8682472

00:02:04.050 --> 00:02:06.264 but one of the greatest stressors

NOTE Confidence: 0.8682472

00:02:06.264 --> 00:02:08.942 that they deal with that's a burden

NOTE Confidence: 0.8682472

00:02:08.942 --> 00:02:11.198 not only to the patient themselves

NOTE Confidence: 0.8682472

00:02:11.198 --> 00:02:14.071 but also their family is the stress

NOTE Confidence: 0.8682472

00:02:14.071 --> 00:02:16.466 of the financial component of how

NOTE Confidence: 0.8682472

00:02:16.466 --> 00:02:19.182 they're going to pay for their therapy,

NOTE Confidence: 0.8682472

00:02:19.190 --> 00:02:20.060 their treatments.

NOTE Confidence: 0.8682472

00:02:20.060 --> 00:02:22.670 Financial toxicity is a newer buzz

NOTE Confidence: 0.8682472

00:02:22.670 --> 00:02:25.374 term that we are using to describe

NOTE Confidence: 0.8682472

00:02:25.374 --> 00:02:27.990 the some of the financial side affects

NOTE Confidence: 0.8682472

00:02:27.990 --> 00:02:30.348 associated with the economic burden

NOTE Confidence: 0.8682472

00:02:30.348 --> 00:02:32.820 of care and medications placed on

NOTE Confidence: 0.8682472

00:02:32.820 --> 00:02:34.920 these patients and their families.

NOTE Confidence: 0.8682472

00:02:34.920 --> 00:02:37.936 It is a significant issue and that is

NOTE Confidence: 0.8682472

00:02:37.936 --> 00:02:41.297 one of the reasons why as long as

NOTE Confidence: 0.8682472

00:02:41.297 --> 00:02:44.483 12 years ago we went into developing

NOTE Confidence: 0.8682472

00:02:44.483 --> 00:02:47.513 a mechanism to assist patients with

NOTE Confidence: 0.8682472

00:02:47.520 --> 00:02:50.040 some of this financial burden.

NOTE Confidence: 0.87016577

00:02:50.040 --> 00:02:52.980 And just staying with you on that,

NOTE Confidence: 0.87016577

00:02:52.980 --> 00:02:55.927 I mean aren't many of

NOTE Confidence: 0.87016577

00:02:55.927 --> 00:02:58.141 these therapies covered by insurance

NOTE Confidence: 0.87016577

00:02:58.141 --> 00:03:00.326 or are people still having

NOTE Confidence: 0.87016577

00:03:00.330 --> 00:03:02.580 Financial hardship despite insurance?

NOTE Confidence: 0.8823548

00:03:02.580 --> 00:03:05.597 We have many patients who have either

NOTE Confidence: 0.8823548

00:03:05.597 --> 00:03:07.895 inadequate health care insurance or

NOTE Confidence: 0.8823548

00:03:07.895 --> 00:03:10.205 they have health care insurance

NOTE Confidence: 0.8823548

00:03:10.210 --> 00:03:13.549 but the out of pocket costs of many of

NOTE Confidence: 0.8823548

00:03:13.549 --> 00:03:16.692 these therapies can be extreme and a

NOTE Confidence: 0.8823548

00:03:16.692 --> 00:03:20.090 severe burden on their financial outcome.

NOTE Confidence: 0.8823548

00:03:20.090 --> 00:03:21.882 There are significant rising

NOTE Confidence: 0.8823548

00:03:21.882 --> 00:03:23.226 costs and medications.

NOTE Confidence: 0.8823548

00:03:23.230 --> 00:03:26.366 All new meds that do come out,

NOTE Confidence: 0.8823548

00:03:26.370 --> 00:03:29.346 and certainly they provide hope for

NOTE Confidence: 0.8823548

00:03:29.346 --> 00:03:31.600 many patients, but they

NOTE Confidence: 0.8823548

00:03:31.600 --> 00:03:33.490 do come with a cost,

NOTE Confidence: 0.8823548

00:03:33.490 --> 00:03:35.646 and that is one of the things

NOTE Confidence: 0.8823548

00:03:35.646 --> 00:03:37.900 that we really need to work with.

NOTE Confidence: 0.8823548

00:03:37.900 --> 00:03:40.546 And we have been doing that

NOTE Confidence: 0.8823548

00:03:40.546 --> 00:03:42.310 for over 10 years.

NOTE Confidence: 0.8823548

00:03:42.310 --> 00:03:43.495 For our patients,

NOTE Confidence: 0.8823548

00:03:43.495 --> 00:03:45.470 both here and in the

NOTE Confidence: 0.8823548

00:03:45.470 --> 00:03:46.930 outpatient specialty pharmacy,

NOTE Confidence: 0.8823548

00:03:46.930 --> 00:03:48.610 they also have medication

NOTE Confidence: 0.8823548

00:03:48.610 --> 00:03:49.870 assistance program coordinators.

NOTE Confidence: 0.8823548

00:03:49.870 --> 00:03:51.970 Brenda tell us a little

NOTE Confidence: 0.8883406

00:03:51.970 --> 00:03:54.490 bit more about how that works.

NOTE Confidence: 0.8883406

00:03:54.490 --> 00:03:57.762 I mean, I can imagine that cancer patients

NOTE Confidence: 0.8883406

00:03:57.762 --> 00:04:00.789 are faced with a diagnosis of cancer,

NOTE Confidence: 0.8883406

00:04:00.790 --> 00:04:03.310 which is enough of a burden,

NOTE Confidence: 0.8883406

00:04:03.310 --> 00:04:04.903 physically, mentally, emotionally.

NOTE Confidence: 0.8883406

00:04:04.903 --> 00:04:07.027 And then

NOTE Confidence: 0.8883406

00:04:07.030 --> 00:04:09.185 their doctor prescribes a chemotherapy

NOTE Confidence: 0.8883406

00:04:09.185 --> 00:04:11.340 regimen or certain medications,

NOTE Confidence: 0.8883406

00:04:11.340 --> 00:04:14.788 and then whether they have insurance or not,

NOTE Confidence: 0.8883406

00:04:14.790 --> 00:04:18.238 they are faced with a rather large bill.

NOTE Confidence: 0.8883406

00:04:18.240 --> 00:04:22.550 So how do you help them to get around that?

NOTE Confidence: 0.8883406

00:04:22.550 --> 00:04:24.992 And is there a difference between

NOTE Confidence: 0.8883406

00:04:24.992 --> 00:04:26.620 the assistance that's available

NOTE Confidence: 0.8883406

00:04:26.690 --> 00:04:28.494 for uninsured patients versus

NOTE Confidence: 0.8883406

00:04:28.494 --> 00:04:30.298 the assistance that's available

NOTE Confidence: 0.8883406

00:04:30.298 --> 00:04:32.459 for people who have insurance

NOTE Confidence: 0.8883406

00:04:32.460 --> 00:04:36.065 but might not be adequate?

00:04:37.260 --> 00:04:39.100 And staying with that topic,

NOTE Confidence: 0.86583024

00:04:39.100 --> 00:04:41.860 we know that the financial burden

NOTE Confidence: 0.86583024

00:04:41.945 --> 00:04:44.417 is a big concern and part of what

NOTE Confidence: 0.86583024

00:04:44.417 --> 00:04:47.545 we do within our program is to

NOTE Confidence: 0.86583024

00:04:47.545 --> 00:04:49.902 ensure that the patient is able

NOTE Confidence: 0.86583024

00:04:49.902 --> 00:04:52.098 to remain on the preferred course

NOTE Confidence: 0.86583024

00:04:52.098 --> 00:04:54.425 of therapy while focusing on their

NOTE Confidence: 0.86583024

00:04:54.425 --> 00:04:56.705 health care journey and so for

NOTE Confidence: 0.86583024

00:04:56.781 --> 00:04:59.355 the patients that are insured but

NOTE Confidence: 0.86583024

00:04:59.355 --> 00:05:01.477 maybe under insured because they

NOTE Confidence: 0.86583024

00:05:01.477 --> 00:05:03.859 still have high out of pockets,

NOTE Confidence: 0.86583024

00:05:03.860 --> 00:05:05.900 we assist with those copay

NOTE Confidence: 0.86583024

00:05:05.900 --> 00:05:06.716 assistance programs.

NOTE Confidence: 0.86583024

00:05:06.720 --> 00:05:09.075 There are manufacturer sponsored Copay

NOTE Confidence: 0.86583024

00:05:09.075 --> 00:05:11.430 Foundation funding or replacement programs.

NOTE Confidence: 0.86583024

00:05:11.430 --> 00:05:13.960 There's a difference with the

NOTE Confidence: 0.86583024

00:05:13.960 --> 00:05:16.975 patient that is insured and also

NOTE Confidence: 0.86583024

00:05:16.975 --> 00:05:20.103 that has no insurance and so we will

NOTE Confidence: 0.86583024

00:05:20.103 --> 00:05:23.565 go depending on what the status is

NOTE Confidence: 0.86583024

00:05:23.565 --> 00:05:26.242 to the preferred program to ensure

NOTE Confidence: 0.86583024

00:05:26.242 --> 00:05:28.629 that they are able to remain on

NOTE Confidence: 0.86583024

00:05:28.629 --> 00:05:30.561 that therapy without interruptions

NOTE Confidence: 0.86583024

00:05:30.561 --> 00:05:33.585 and without having to deplete their

NOTE Confidence: 0.86583024

00:05:33.585 --> 00:05:35.990 own personal income throughout

NOTE Confidence: 0.86583024

00:05:35.990 --> 00:05:37.808 their therapy journey.

NOTE Confidence: 0.8883741

00:05:37.920 --> 00:05:40.232 Tell me more about that, Brenda,

NOTE Confidence: 0.8883741

00:05:40.232 --> 00:05:42.644 because I'm sure that

NOTE Confidence: 0.8883741

00:05:42.644 --> 00:05:45.626 many of our listeners are really

NOTE Confidence: 0.8883741

00:05:45.626 --> 00:05:47.878 rather intrigued about how

NOTE Confidence: 0.8883741

00:05:47.880 --> 00:05:49.528 there is assistance available,

NOTE Confidence: 0.8883741

00:05:49.528 --> 00:05:52.000 so let's take the two examples.

NOTE Confidence: 0.8883741

00:05:52.000 --> 00:05:55.064 So the first is for people who have

NOTE Confidence: 0.8883741

00:05:55.064 --> 00:05:58.176 insurance but they are still under insured.

NOTE Confidence: 0.8883741

00:05:58.180 --> 00:06:00.664 Their out of pocket costs are

NOTE Confidence: 0.8883741

00:06:00.664 --> 00:06:03.120 too much for them to bear,

NOTE Confidence: 0.8883741

00:06:03.120 --> 00:06:05.829 so how do they access these programs

NOTE Confidence: 0.8883741

00:06:05.829 --> 00:06:08.070 and what programs are available?

NOTE Confidence: 0.8883741

00:06:08.070 --> 00:06:10.536 Would they cover all of their

NOTE Confidence: 0.8883741

00:06:10.536 --> 00:06:12.190 out of pocket costs?

NOTE Confidence: 0.8883741

00:06:12.190 --> 00:06:14.662 You mentioned that these are programs

NOTE Confidence: 0.8883741

00:06:14.662 --> 00:06:16.310 available through the manufacturers.

NOTE Confidence: 0.8883741

00:06:16.310 --> 00:06:20.398 Can you tell us more about that?

NOTE Confidence: 0.8883741

00:06:20.400 --> 00:06:22.770 Sure, so patients are able

NOTE Confidence: 0.88529783

00:06:22.770 --> 00:06:24.482 to access the manufacturer

NOTE Confidence: 0.88529783

00:06:24.482 --> 00:06:27.050 sponsored programs as soon as they

NOTE Confidence: 0.88529783

00:06:27.120 --> 00:06:29.176 identify what medications they're

NOTE Confidence: 0.88529783

00:06:29.176 --> 00:06:31.746 having a financial concern with.

NOTE Confidence: 0.88529783

00:06:31.750 --> 00:06:34.552 Typically it can go through providers

NOTE Confidence: 0.88529783

00:06:34.552 --> 00:06:37.932 where they will also have access to

NOTE Confidence: 0.88529783

00:06:37.932 --> 00:06:40.782 this pharmacy services and will be

NOTE Confidence: 0.88529783

00:06:40.782 --> 00:06:44.098 contacted to then do a little more

NOTE Confidence: 0.88529783

00:06:44.098 --> 00:06:46.415 research within the manufacturer program.

NOTE Confidence: 0.88529783

00:06:46.415 --> 00:06:48.806 So someone who has insurance

NOTE Confidence: 0.88529783

00:06:48.806 --> 00:06:50.270 but is underinsured,

NOTE Confidence: 0.88529783

00:06:50.270 --> 00:06:53.080 means that they still have a high out

NOTE Confidence: 0.88529783

00:06:53.080 --> 00:06:55.910 of pocket cost to that medication and

NOTE Confidence: 0.88529783

00:06:55.910 --> 00:06:57.790 this can occur many times

NOTE Confidence: 0.88529783

00:06:57.790 --> 00:06:58.918 within the treatment.

NOTE Confidence: 0.88529783

00:06:58.920 --> 00:07:02.460 So what we do is take care of the portion

NOTE Confidence: 0.88529783

00:07:02.460 --> 00:07:04.929 that is pertaining to the medication.

NOTE Confidence: 0.88529783

00:07:04.930 --> 00:07:07.914 A lot of programs may allow the financial

NOTE Confidence: 0.88529783

00:07:07.914 --> 00:07:10.200 eligibility to go towards other costs

NOTE Confidence: 0.8769117

00:07:10.200 --> 00:07:11.244 during that appointment,

NOTE Confidence: 0.8769117

00:07:11.244 --> 00:07:12.984 but typically will go geared

NOTE Confidence: 0.8769117

00:07:12.984 --> 00:07:14.710 towards the medication, and

NOTE Confidence: 0.8769117

00:07:14.710 --> 00:07:17.194 that's our main focus because we

NOTE Confidence: 0.8769117

00:07:17.194 --> 00:07:19.650 know that that's where the out

NOTE Confidence: 0.8769117

00:07:19.650 --> 00:07:21.798 of pocket costs tends to fall under,

NOTE Confidence: 0.8769117

00:07:21.800 --> 00:07:24.122 and that's where it's mostly

NOTE Confidence: 0.8769117

00:07:24.122 --> 00:07:27.470 when it comes to the treatment.

NOTE Confidence: 0.8769117

00:07:27.470 --> 00:07:30.060 So for someone who is

NOTE Confidence: 0.8769117

00:07:30.060 --> 00:07:31.890 underinsured or uninsured, then

NOTE Confidence: 0.8769117

00:07:31.890 --> 00:07:34.370 we will follow the same protocol.

NOTE Confidence: 0.8769117

00:07:34.370 --> 00:07:37.380 If there's a concern that's been extended

NOTE Confidence: 0.8769117

00:07:37.380 --> 00:07:40.635 to the provider and we are aware of that,

NOTE Confidence: 0.8769117

00:07:40.640 --> 00:07:42.404 or the patient may have been

NOTE Confidence: 0.8769117

00:07:42.404 --> 00:07:44.216 able to gather some information

NOTE Confidence: 0.8769117

00:07:44.216 --> 00:07:46.516 through the manufacturer's website,

NOTE Confidence: 0.8769117

00:07:46.520 --> 00:07:49.280 then we go ahead and become sort of

NOTE Confidence: 0.8769117

00:07:49.280 --> 00:07:52.051 a gateway for the patient in the

NOTE Confidence: 0.8769117

00:07:52.051 --> 00:07:54.544 programs and our providers to make

NOTE Confidence: 0.8769117

00:07:54.544 --> 00:07:57.034 sure that they are properly enrolled

NOTE Confidence: 0.8769117

00:07:57.034 --> 00:07:59.480 and that the process of submissions

NOTE Confidence: 0.8769117

00:07:59.480 --> 00:08:01.880 for those out of pocket costs

NOTE Confidence: 0.8769117

00:08:01.880 --> 00:08:04.256 are processed correctly and the patient

NOTE Confidence: 0.8769117

00:08:04.256 --> 00:08:06.945 doesn't have to worry about any of

NOTE Confidence: 0.8769117

00:08:06.945 --> 00:08:09.353 that during the course of their therapy.

NOTE Confidence: 0.8769117

00:08:09.360 --> 00:08:12.160 So someone who is uninsured may be

NOTE Confidence: 0.8769117

00:08:12.160 --> 00:08:15.059 eligible to actually have access to

NOTE Confidence: 0.8769117

00:08:15.059 --> 00:08:17.175 the medication replacement programs

NOTE Confidence: 0.8769117

00:08:17.175 --> 00:08:19.658 through the insurance as well.

NOTE Confidence: 0.8769117

00:08:19.660 --> 00:08:22.425 By us having to go through the

NOTE Confidence: 0.8769117

00:08:22.425 --> 00:08:23.610 programs for the

NOTE Confidence: 0.89583015

00:08:23.610 --> 00:08:24.624 manufacturers.

NOTE Confidence: 0.89583015

00:08:24.624 --> 00:08:26.990 Nancy, it sounds like there are

NOTE Confidence: 0.89583015

00:08:27.048 --> 00:08:28.772 some programs through manufacturers

NOTE Confidence: 0.89583015

00:08:28.772 --> 00:08:30.927 that patients can become familiar

NOTE Confidence: 0.89583015

00:08:30.927 --> 00:08:32.699 with through their website,

NOTE Confidence: 0.89583015

00:08:32.700 --> 00:08:35.070 but I'm just wondering how many

NOTE Confidence: 0.89583015

00:08:35.070 --> 00:08:36.650 patients actually

NOTE Confidence: 0.89583015

14

00:08:36.650 --> 00:08:38.230 have done the research,

NOTE Confidence: 0.89583015

00:08:38.230 --> 00:08:40.180 have gone to manufacturers websites

NOTE Confidence: 0.89583015

00:08:40.180 --> 00:08:42.984 to figure out whether or not they

NOTE Confidence: 0.89583015

00:08:42.984 --> 00:08:44.934 would be eligible for assistance.

NOTE Confidence: 0.89583015

00:08:44.940 --> 00:08:48.100 I mean, I'm not sure that if I was a

NOTE Confidence: 0.89583015

00:08:48.188 --> 00:08:52.044 patient I would necessarily know to do that.

NOTE Confidence: 0.8881919

00:08:53.110 --> 00:08:55.142 I think that was one of

NOTE Confidence: 0.8881919

00:08:55.142 --> 00:08:57.020 the reasons for us to

NOTE Confidence: 0.8881919

00:08:57.094 --> 00:08:59.330 actually develop this program,

NOTE Confidence: 0.8881919

00:08:59.330 --> 00:09:00.890 because patients weren't aware,

NOTE Confidence: 0.8881919

00:09:00.890 --> 00:09:02.450 it's not well publicized.

NOTE Confidence: 0.8881919

00:09:02.450 --> 00:09:04.778 If you go to the programs website,

00:09:07.890 --> 00:09:09.835 you can certainly see everyone

NOTE Confidence: 0.8881919

00:09:09.835 --> 00:09:11.780 has a patient assistance tab.

NOTE Confidence: 0.8881919

00:09:11.780 --> 00:09:14.210 But quite often patients are unaware

NOTE Confidence: 0.8881919

00:09:14.210 --> 00:09:17.706 of that and that is why we chose to

NOTE Confidence: 0.8881919

00:09:17.706 --> 00:09:19.998 make it a formalized program and

NOTE Confidence: 0.8881919

00:09:19.998 --> 00:09:22.488 not another burden on the patient

NOTE Confidence: 0.8881919

00:09:22.490 --> 00:09:25.508 for them to have to manage.

NOTE Confidence: 0.8881919

00:09:25.510 --> 00:09:28.255 We have currently 7 medication

NOTE Confidence: 0.8881919

00:09:28.255 --> 00:09:29.902 assistance program coordinators

NOTE Confidence: 0.8881919

00:09:29.902 --> 00:09:32.542 and over 16,000 currently enrolled

NOTE Confidence: 0.8881919

00:09:32.542 --> 00:09:34.977 active patients in the program

NOTE Confidence: 0.8881919

00:09:34.977 --> 00:09:37.577 that I oversee with my MAP

NOTE Confidence: 0.8881919

00:09:37.580 --> 00:09:40.100 program coordinators.

00:09:41.100 --> 00:09:43.956 Brenda, it's great that there is this

NOTE Confidence: 0.87018806

00:09:43.956 --> 00:09:46.630 program through the Smilow network,

NOTE Confidence: 0.87018806

00:09:46.630 --> 00:09:50.766 but I'm just thinking about other

NOTE Confidence: 0.87018806

00:09:50.766 --> 00:09:54.248 patients who may be listening to this

NOTE Confidence: 0.87018806

00:09:54.250 --> 00:09:57.442 who may not be linked in to

NOTE Confidence: 0.87018806

00:09:57.442 --> 00:10:00.377 the Smilow network if they were to

NOTE Confidence: 0.87018806

00:10:00.377 --> 00:10:03.354 go to the websites of all

NOTE Confidence: 0.87018806

00:10:03.354 --> 00:10:06.034 of the drugs that they are on and

NOTE Confidence: 0.87018806

00:10:06.040 --> 00:10:08.784 I agree with you Nancy,

NOTE Confidence: 0.87018806

00:10:08.790 --> 00:10:11.934 that is yet another burden for patients,

NOTE Confidence: 0.87018806

00:10:11.940 --> 00:10:14.924 but can you give us a little bit

NOTE Confidence: 0.87018806

00:10:14.924 --> 00:10:17.780 of guidance in terms of

NOTE Confidence: 0.87018806

00:10:17.780 --> 00:10:19.400 who would be eligible?

NOTE Confidence: 0.87018806

00:10:19.400 --> 00:10:21.758 Are there certain income guidelines or

NOTE Confidence: 0.87018806

00:10:21.758 --> 00:10:23.774 certain employment guidelines?

NOTE Confidence: 0.87018806

00:10:23.774 --> 00:10:26.693 How do these programs decide

NOTE Confidence: 0.87018806

00:10:26.700 --> 00:10:30.486 who gets assistance and who doesn't?

00:10:31.410 --> 00:10:32.784 With the programs,

NOTE Confidence: 0.85989547

00:10:32.784 --> 00:10:35.532 if a patient identifies that burden,

NOTE Confidence: 0.85989547

00:10:35.540 --> 00:10:37.845 and knows that there's something

NOTE Confidence: 0.85989547

00:10:37.845 --> 00:10:40.590 there that they need assistance with,

NOTE Confidence: 0.85989547

00:10:40.590 --> 00:10:43.796 and it's not within this community

NOTE Confidence: 0.85989547

00:10:43.800 --> 00:10:46.470 they can definitely ask for assistance

NOTE Confidence: 0.85989547

00:10:46.470 --> 00:10:49.257 with their providers or their

NOTE Confidence: 0.85989547

00:10:49.257 --> 00:10:52.053 preferred office for their treatment area.

NOTE Confidence: 0.85989547

00:10:52.060 --> 00:10:55.588 What that does is that the manufacturer

NOTE Confidence: 0.85989547

00:10:55.588 --> 00:10:58.807 gives the information to the patient on

NOTE Confidence: 0.85989547

00:10:58.807 --> 00:11:02.376 how to go about the application process and

NOTE Confidence: 0.85989547

00:11:02.376 --> 00:11:05.538 involving the providers office as well.

NOTE Confidence: 0.85989547

00:11:05.540 --> 00:11:08.408 So it's definitely geared to assist

NOTE Confidence: 0.85989547

00:11:08.408 --> 00:11:11.172 the patient and have the providers

NOTE Confidence: 0.85989547

00:11:11.172 --> 00:11:14.228 office be able to be a part of

NOTE Confidence: 0.85989547

00:11:14.319 --> 00:11:17.665 that with the patient so that the

NOTE Confidence: 0.85989547

00:11:17.665 --> 00:11:19.506 enrollment process is successful.

NOTE Confidence: 0.85989547

00:11:19.506 --> 00:11:22.348 A lot of the income criteria is

NOTE Confidence: 0.85989547

00:11:22.348 --> 00:11:25.430 based on whether there is employment,

NOTE Confidence: 0.85989547

00:11:25.430 --> 00:11:27.685 whether there is a retirement

NOTE Confidence: 0.85989547

00:11:27.685 --> 00:11:29.038 or household size.

NOTE Confidence: 0.85989547

00:11:29.040 --> 00:11:32.264 So a lot of the programs will have

NOTE Confidence: 0.85989547

00:11:32.264 --> 00:11:35.459 that kind of criteria for patients to

NOTE Confidence: 0.85989547

00:11:35.460 --> 00:11:38.550 be able to be eligible.

NOTE Confidence: 0.85989547

00:11:38.550 --> 00:11:41.062 As long as they're on that therapy

NOTE Confidence: 0.85989547

00:11:41.062 --> 00:11:43.255 income household size are some of

NOTE Confidence: 0.85989547

00:11:43.255 --> 00:11:45.729 the things that they will look at.

NOTE Confidence: 0.85989547

00:11:45.730 --> 00:11:48.238 Especially true for people who are insured

NOTE Confidence: 0.85989547

00:11:48.240 --> 00:11:50.340 that the therapy has been approved

NOTE Confidence: 0.85989547

00:11:50.340 --> 00:11:52.908 by the insurance in order to proceed.

NOTE Confidence: 0.85989547

00:11:52.910 --> 00:11:55.060 If we're talking about copay assistance,

NOTE Confidence: 0.859262

00:11:56.730 --> 00:11:59.506 and Nancy back to you,

NOTE Confidence: 0.859262

00:11:59.510 --> 00:12:02.210 I'm just wondering,

NOTE Confidence: 0.859262

00:12:02.210 --> 00:12:04.989 there are people out there who are

NOTE Confidence: 0.859262

00:12:04.989 --> 00:12:07.095 underinsured, but they may be making

NOTE Confidence: 0.859262

00:12:07.095 --> 00:12:09.274 the income or barely making the

NOTE Confidence: 0.859262

00:12:09.274 --> 00:12:11.284 income requirement such that they

NOTE Confidence: 0.859262

19

00:12:11.284 --> 00:12:13.720 would not qualify for assistance,

NOTE Confidence: 0.859262

00:12:13.720 --> 00:12:16.102 but they may be doing that

NOTE Confidence: 0.859262

00:12:16.102 --> 00:12:17.690 by working three jobs,

NOTE Confidence: 0.859262

00:12:17.690 --> 00:12:22.186 and trying to make ends meet.

NOTE Confidence: 0.859262

00:12:22.190 --> 00:12:24.926 And so it kind of begs the question

NOTE Confidence: 0.859262

00:12:24.926 --> 00:12:26.920 when these patients are going

NOTE Confidence: 0.859262

00:12:26.920 --> 00:12:29.783 through cancer and they are

NOTE Confidence: 0.859262

00:12:29.867 --> 00:12:32.459 automatically in a situation where they

NOTE Confidence: 0.859262

00:12:32.459 --> 00:12:35.390 may be losing some of that income.

NOTE Confidence: 0.859262

00:12:35.390 --> 00:12:37.390 But they are still quote employed,

00:12:39.038 --> 00:12:41.098 but especially if they were making

NOTE Confidence: 0.859262

00:12:41.098 --> 00:12:43.390 income based on an hourly wage.

NOTE Confidence: 0.859262

00:12:43.390 --> 00:12:46.190 So while they may have employment status,

NOTE Confidence: 0.859262

00:12:46.190 --> 00:12:48.990 and if the application said

NOTE Confidence: 0.859262

00:12:48.990 --> 00:12:51.790 show me what your income was in

NOTE Confidence: 0.859262

00:12:51.790 --> 00:12:54.461 the past year, they may have been

NOTE Confidence: 0.859262

00:12:54.461 --> 00:12:57.521 scraping by with more than the

NOTE Confidence: 0.859262

00:12:57.521 --> 00:13:00.455 bare minimum that's required for assistance.

NOTE Confidence: 0.859262

00:13:00.460 --> 00:13:02.656 Is it something that you advise

NOTE Confidence: 0.859262

00:13:02.656 --> 00:13:05.147 people to actually quit one of their

NOTE Confidence: 0.859262

00:13:05.147 --> 00:13:07.380 jobs or reduce their income so that

NOTE Confidence: 0.859262

00:13:07.453 --> 00:13:09.607 they can avail themselves of this

NOTE Confidence: 0.859262

00:13:09.607 --> 00:13:12.112 assistance or how does that work?

NOTE Confidence: 0.9021661

00:13:25.110 --> 00:13:28.146 I think the first part of

NOTE Confidence: 0.9021661

00:13:28.146 --> 00:13:31.216 that question that I'd like to

NOTE Confidence: 0.9021661

00:13:31.216 --> 00:13:34.492 address has to do with what the

NOTE Confidence: 0.9021661

00:13:34.500 --> 00:13:37.852 income requirements are and

NOTE Confidence: 0.9021661

00:13:37.852 --> 00:13:40.890 historically, for many of these programs,

NOTE Confidence: 0.9021661

00:13:40.890 --> 00:13:43.530 the income requirement is quite high,

NOTE Confidence: 0.9021661

00:13:43.530 --> 00:13:46.578 so that should be of comfort

NOTE Confidence: 0.9021661

00:13:46.578 --> 00:13:49.040 to anyone who wants to

NOTE Confidence: 0.9021661

00:13:49.040 --> 00:13:50.840 apply for these programs as

NOTE Confidence: 0.9021661

00:13:50.840 --> 00:13:52.640 well as continue to work.

NOTE Confidence: 0.9021661

00:13:52.640 --> 00:13:54.775 Many of them are extremely high and

NOTE Confidence: 0.9021661

00:13:54.775 --> 00:13:57.244 I don't know how many patients

NOTE Confidence: 0.9021661

00:13:57.244 --> 00:13:59.470 currently that we have that don't

NOTE Confidence: 0.9021661

00:13:59.544 --> 00:14:01.998 get accepted because of their income,

NOTE Confidence: 0.9021661

00:14:02.000 --> 00:14:05.600 but the majority do get accepted.

NOTE Confidence: 0.9021661

00:14:05.600 --> 00:14:08.547 I guess I could say that I wouldn't

NOTE Confidence: 0.9021661

00:14:08.547 --> 00:14:11.186 recommend anyone quit a job unless that

NOTE Confidence: 0.9021661

00:14:11.186 --> 00:14:13.668 is their personal choice to do so.

NOTE Confidence: 0.9021661

00:14:13.670 --> 00:14:15.878 And a lot of our patients,

NOTE Confidence: 0.9021661

00:14:15.880 --> 00:14:18.808 if you are being treated for chronic disease,

NOTE Confidence: 0.9021661

00:14:18.810 --> 00:14:21.070 often have

NOTE Confidence: 0.9021661

00:14:21.070 --> 00:14:24.360 issues with working anyway because

NOTE Confidence: 0.9021661

00:14:24.360 --> 00:14:28.170 you are in constant treatment and

00:14:28.998 --> 00:14:31.896 even if it's a temporary time frame,

NOTE Confidence: 0.9021661

00:14:31.900 --> 00:14:35.204 we can also petition these companies as well,

NOTE Confidence: 0.9021661

00:14:35.210 --> 00:14:37.694 or the patient can for exceptions

NOTE Confidence: 0.9021661

00:14:37.694 --> 00:14:40.433 so their tax return last year may

NOTE Confidence: 0.9021661

00:14:40.433 --> 00:14:43.341 be far higher than it is this year

NOTE Confidence: 0.9021661

00:14:43.341 --> 00:14:45.245 because they unfortunately

NOTE Confidence: 0.9021661

00:14:45.245 --> 00:14:48.043 became ill and they they cannot

NOTE Confidence: 0.9021661

00:14:48.043 --> 00:14:50.108 hold their job any longer.

NOTE Confidence: 0.9021661

00:14:50.110 --> 00:14:52.180 So there are other options.

NOTE Confidence: 0.9021661

00:14:52.180 --> 00:14:55.078 There are also foundation programs as well,

NOTE Confidence: 0.9021661

00:14:55.080 --> 00:14:58.188 so the manufacturers are one.

NOTE Confidence: 0.9021661

00:14:58.190 --> 00:15:00.120 There are grant programs which

NOTE Confidence: 0.9021661

00:15:00.120 --> 00:15:02.050 fall under the foundation category.

NOTE Confidence: 0.9021661

00:15:02.050 --> 00:15:04.745 That's another option as well for patients.

NOTE Confidence: 0.8563808

00:15:05.470 --> 00:15:06.974 All good information.

NOTE Confidence: 0.8563808

00:15:06.974 --> 00:15:09.230 We're going to pick up this

NOTE Confidence: 0.8563808

00:15:09.303 --> 00:15:11.625 conversation right after we take a

NOTE Confidence: 0.8563808

00:15:11.630 --> 00:15:13.660 short break for medical minute.

NOTE Confidence: 0.8563808

00:15:13.660 --> 00:15:15.690 Support for Yale Cancer Answers

NOTE Confidence: 0.8563808

00:15:15.765 --> 00:15:17.967 comes from AstraZeneca, working to

NOTE Confidence: 0.8563808

00:15:17.967 --> 00:15:20.490 eliminate cancer as a cause of death.

NOTE Confidence: 0.8563808

00:15:20.490 --> 00:15:23.878 Learn more at astrazeneca-us.com.

NOTE Confidence: 0.8563808

00:15:23.880 --> 00:15:25.755 This is a medical minute

NOTE Confidence: 0.8563808

00:15:25.755 --> 00:15:26.880 about colorectal cancer.

NOTE Confidence: 0.8563808

00:15:26.880 --> 00:15:28.164 When detected early,

NOTE Confidence: 0.8563808

00:15:28.164 --> 00:15:30.304 colorectal cancer is easily treated

NOTE Confidence: 0.8563808

00:15:30.304 --> 00:15:32.917 and highly curable and as a result

NOTE Confidence: 0.8563808

00:15:32.917 --> 00:15:35.023 it's recommended that men and women

NOTE Confidence: 0.8563808

00:15:35.023 --> 00:15:37.438 over the age of 45 have regular

NOTE Confidence: 0.8563808

00:15:37.438 --> 00:15:39.898 colonoscopies to screen for the disease.

NOTE Confidence: 0.8563808

00:15:39.898 --> 00:15:42.108 Tumor gene analysis has helped

NOTE Confidence: 0.8563808

00:15:42.108 --> 00:15:44.151 improve management of colorectal

NOTE Confidence: 0.8563808

00:15:44.151 --> 00:15:46.686 cancer by identifying the patients

NOTE Confidence: 0.8563808

00:15:46.686 --> 00:15:49.245 most likely to benefit from

NOTE Confidence: 0.8563808

00:15:49.245 --> 00:15:51.700 chemotherapy and newer targeted agents,

NOTE Confidence: 0.8563808

00:15:51.700 --> 00:15:53.600 resulting in more patient

NOTE Confidence: 0.8563808

00:15:53.600 --> 00:15:54.550 specific treatments.

NOTE Confidence: 0.8563808

00:15:54.550 --> 00:15:56.450 More information is available

NOTE Confidence: 0.8563808

00:15:56.450 --> 00:15:57.400 at yalecancercenter.org.

NOTE Confidence: 0.8563808

00:15:57.400 --> 00:16:00.250 You're listening to Connecticut public radio.

NOTE Confidence: 0.8155958

00:16:02.550 --> 00:16:04.880 Welcome back to Yale Cancer Answers.

NOTE Confidence: 0.8155958

00:16:04.880 --> 00:16:07.028 This is doctor Anees Chagpar

NOTE Confidence: 0.8155958

00:16:07.028 --> 00:16:09.160 and I'm joined tonight

NOTE Confidence: 0.8155958

00:16:09.160 --> 00:16:11.110 by my guests

NOTE Confidence: 0.8155958

00:16:11.110 --> 00:16:13.540 Nancy Beaulieu and Brenda Sepulveda

NOTE Confidence: 0.8155958

00:16:13.540 --> 00:16:16.010 and we are talking about oncology pharmacy services and particularly

NOTE Confidence: 0.8155958

00:16:16.010 --> 00:16:18.644 the financial toxicity that many patients

NOTE Confidence: 0.8155958

00:16:18.644 --> 00:16:20.980 face when undergoing cancer therapy.

25

NOTE Confidence: 0.8155958

00:16:20.980 --> 00:16:23.290 Right before the break we

NOTE Confidence: 0.8155958

00:16:23.290 --> 00:16:25.476 were talking about some financial

NOTE Confidence: 0.8155958

00:16:25.476 --> 00:16:27.760 assistance programs and Nancy,

NOTE Confidence: 0.8155958

00:16:27.760 --> 00:16:31.225 it was so great to hear that

NOTE Confidence: 0.8155958

00:16:31.230 --> 00:16:34.416 the income requirements

NOTE Confidence: 0.8155958

00:16:34.416 --> 00:16:37.519 for assistance are actually quite high,

NOTE Confidence: 0.8155958

00:16:37.520 --> 00:16:41.984 so if you are in financial distress

NOTE Confidence: 0.8155958

00:16:41.984 --> 00:16:46.426 when you get the bill for your medications,

NOTE Confidence: 0.8155958

00:16:46.430 --> 00:16:50.408 you can go to the

NOTE Confidence: 0.8155958

00:16:50.408 --> 00:16:52.735 pharmaceutical manufacturers website to

NOTE Confidence: 0.8155958

00:16:52.735 --> 00:16:56.907 try to find a patient assistance program.

NOTE Confidence: 0.8155958

00:16:56.910 --> 00:16:59.565 Talk to your provider and

NOTE Confidence: 0.8155958

00:16:59.565 --> 00:17:02.720 certainly at Smilow there is the

NOTE Confidence: 0.8155958

00:17:02.720 --> 00:17:05.530 Medication assistance program that

NOTE Confidence: 0.8155958

00:17:05.530 --> 00:17:08.858 you mentioned. Brenda, my question to

NOTE Confidence: 0.8155958

00:17:08.858 --> 00:17:11.438 you is are all medications covered?

NOTE Confidence: 0.8155958

00:17:11.440 --> 00:17:12.976 So for example,

NOTE Confidence: 0.8155958

00:17:12.976 --> 00:17:15.024 are all chemotherapies covered?

NOTE Confidence: 0.8155958

00:17:15.030 --> 00:17:18.108 Does that only include IV therapies?

NOTE Confidence: 0.8155958

00:17:18.110 --> 00:17:20.242 What about oral therapies?

NOTE Confidence: 0.8155958

00:17:20.242 --> 00:17:22.907 Are there certain medications that

NOTE Confidence: 0.8155958

00:17:22.907 --> 00:17:25.906 don't have a patient assistance program

NOTE Confidence: 0.8155958

00:17:25.906 --> 00:17:29.870 like novel immunotherapies?

NOTE Confidence: 0.8155958

00:17:29.870 --> 00:17:32.920 What's included and what isn't?

00:17:33.330 --> 00:17:35.940 While there are hundreds of

NOTE Confidence: 0.8911614

00:17:35.940 --> 00:17:38.107 medications that are covered and

NOTE Confidence: 0.8911614

00:17:38.107 --> 00:17:40.536 we often find a lot of eligible

NOTE Confidence: 0.8911614

00:17:40.536 --> 00:17:43.148 programs to assist our patients with,

NOTE Confidence: 0.8911614

00:17:43.150 --> 00:17:45.774 there will be some that will have some

NOTE Confidence: 0.8911614

00:17:45.774 --> 00:17:48.867 type of restrictions or some requirement.

NOTE Confidence: 0.8911614

00:17:48.870 --> 00:17:51.702 We find that a lot of the immuno

NOTE Confidence: 0.8911614

00:17:51.702 --> 00:17:54.597 therapies are eligible for these programs,

NOTE Confidence: 0.8911614

00:17:54.600 --> 00:17:56.670 but it's really something that

NOTE Confidence: 0.8911614

00:17:56.670 --> 00:17:59.594 we will research and know at the

NOTE Confidence: 0.8911614

00:17:59.594 --> 00:18:01.544 time of the current treatment,

NOTE Confidence: 0.8911614

00:18:01.550 --> 00:18:03.960 so there will be other factors there

NOTE Confidence: 0.8911614

00:18:03.960 --> 00:18:06.186 that will have to look

NOTE Confidence: 0.8911614

00:18:06.186 --> 00:18:08.864 at and see if there's an eligibility

NOTE Confidence: 0.8911614

00:18:08.864 --> 00:18:11.342 requirement that will allow them to

NOTE Confidence: 0.8911614

00:18:11.412 --> 00:18:14.187 participate in the manufacturer programs,

NOTE Confidence: 0.8911614

00:18:14.190 --> 00:18:15.822 but there's definitely hundreds

NOTE Confidence: 0.8911614

00:18:15.822 --> 00:18:17.862 of programs available for the

NOTE Confidence: 0.8774376

00:18:17.870 --> 00:18:20.726 chemotherapies.

NOTE Confidence: 0.8774376

00:18:20.730 --> 00:18:23.250 Nancy, is this something that is

NOTE Confidence: 0.8774376

00:18:23.250 --> 00:18:25.260 discussed with the patient and

NOTE Confidence: 0.8774376

00:18:25.260 --> 00:18:27.405 the provider before the provider

NOTE Confidence: 0.8774376

00:18:27.405 --> 00:18:29.320 makes a treatment regimen?

NOTE Confidence: 0.8774376

00:18:29.320 --> 00:18:32.098 Or is this something that the

NOTE Confidence: 0.8774376

00:18:32.098 --> 00:18:34.509 patients are then scrambling to do

NOTE Confidence: 0.8774376

00:18:34.510 --> 00:18:36.580 after the provider has written

NOTE Confidence: 0.8774376

00:18:36.580 --> 00:18:38.236 out their recommended treatment?

NOTE Confidence: 0.9007538

00:18:40.790 --> 00:18:43.260 The providers generally write out

NOTE Confidence: 0.9007538

00:18:43.260 --> 00:18:45.236 what's recommended because that

NOTE Confidence: 0.9007538

00:18:45.236 --> 00:18:48.547 is where we want to go with the

NOTE Confidence: 0.9007538

00:18:48.547 --> 00:18:50.670 therapeutic direction for the patient.

NOTE Confidence: 0.9007538

00:18:50.670 --> 00:18:51.846 After that, however,

NOTE Confidence: 0.9007538

00:18:51.846 --> 00:18:55.101 quite often we have to assure that the

NOTE Confidence: 0.9007538

00:18:55.101 --> 00:18:58.153 patient's medications are going to be covered.

NOTE Confidence: 0.9007538

00:18:58.160 --> 00:19:00.240 That's the first step.

NOTE Confidence: 0.9007538

00:19:00.240 --> 00:19:03.152 If a patient is insured and if

NOTE Confidence: 0.9007538

00:19:03.152 --> 00:19:05.692 we get denials, then we step in.

NOTE Confidence: 0.9007538

00:19:05.692 --> 00:19:08.189 We do have what's called a medication

NOTE Confidence: 0.9007538

00:19:08.189 --> 00:19:10.594 assistance program brochure that we

NOTE Confidence: 0.9007538

00:19:10.594 --> 00:19:14.307 provide in all of our offices so they

NOTE Confidence: 0.9007538

00:19:14.307 --> 00:19:16.875 are available to patients before they

NOTE Confidence: 0.9007538

00:19:16.880 --> 00:19:21.437 ever even go into the physician practice.

NOTE Confidence: 0.9007538

00:19:21.440 --> 00:19:25.160 Many times the

NOTE Confidence: 0.9007538

00:19:25.160 --> 00:19:27.280 program coordinators are working

NOTE Confidence: 0.9007538

00:19:27.280 --> 00:19:29.400 on the back end,

NOTE Confidence: 0.9007538

00:19:29.400 --> 00:19:34.146 so in our program we work with

NOTE Confidence: 0.9007538

00:19:34.150 --> 00:19:38.010 determining how much of a

NOTE Confidence: 0.9007538

00:19:38.010 --> 00:19:40.410 bill that the patient may have

NOTE Confidence: 0.9007538

00:19:40.410 --> 00:19:42.490 once insurance has gone through

NOTE Confidence: 0.9007538

00:19:42.490 --> 00:19:45.339 and then we go and pinpoint certain

NOTE Confidence: 0.9007538

00:19:45.339 --> 00:19:47.319 programs for those patients.

NOTE Confidence: 0.9007538

00:19:47.320 --> 00:19:49.762 We actually have a software that

NOTE Confidence: 0.9007538

00:19:49.762 --> 00:19:52.338 assists us with that as well

NOTE Confidence: 0.9007538

00:19:52.338 --> 00:19:54.078 in the general population.

NOTE Confidence: 0.9007538

00:19:54.080 --> 00:19:56.200 Again, as you had mentioned,

NOTE Confidence: 0.9007538

00:19:56.200 --> 00:19:58.310 patients can go to websites.

NOTE Confidence: 0.9007538

00:19:58.310 --> 00:20:00.848 Always include your provider on what

NOTE Confidence: 0.9007538

00:20:00.850 --> 00:20:03.594 forms you have filled out to

NOTE Confidence: 0.9007538

00:20:03.594 --> 00:20:05.930 make sure there's not

NOTE Confidence: 0.9007538

00:20:05.930 --> 00:20:08.040 duplicative work going on there,

NOTE Confidence: 0.9007538

00:20:08.040 --> 00:20:12.128 which has happened to us in the past.

NOTE Confidence: 0.9007538

00:20:12.130 --> 00:20:14.699 So that these patients can get the

NOTE Confidence: 0.9007538

00:20:14.699 --> 00:20:17.253 most out of these programs.

NOTE Confidence: 0.9007538

00:20:17.253 --> 00:20:20.428 To do a little bit of a spin in regards

NOTE Confidence: 0.9007538

00:20:20.428 --> 00:20:23.018 to your previous question about

NOTE Confidence: 0.9007538

00:20:23.018 --> 00:20:25.741 availability and drugs that have programs,

NOTE Confidence: 0.9007538

00:20:25.741 --> 00:20:28.063 what we find is anything that

NOTE Confidence: 0.9007538

00:20:28.063 --> 00:20:30.388 is new and highly expensive.

NOTE Confidence: 0.9007538

00:20:30.390 --> 00:20:32.470 Definitely have patient assistance programs.

NOTE Confidence: 0.9007538

00:20:32.470 --> 00:20:36.187 Many of the older therapies that are.

NOTE Confidence: 0.9007538

00:20:36.190 --> 00:20:39.046 Generic at this point may not.

NOTE Confidence: 0.9007538

00:20:39.050 --> 00:20:42.032 It's really focused quite often on the

NOTE Confidence: 0.9007538

00:20:42.032 --> 00:20:45.249 higher cost or higher end medications,

NOTE Confidence: 0.9007538

00:20:45.250 --> 00:20:47.635 and there are definitely medication

NOTE Confidence: 0.9007538

00:20:47.635 --> 00:20:50.020 assistance programs for oral medications.

NOTE Confidence: 0.9007538

00:20:50.020 --> 00:20:53.156 Even at your

NOTE Confidence: 0.9007538

00:20:53.156 --> 00:20:55.692 local CVS or Walgreens patients

NOTE Confidence: 0.9007538

00:20:55.692 --> 00:20:58.457 should always be asking what's

NOTE Confidence: 0.9007538

00:20:58.457 --> 00:21:00.990 out there to assist them.

NOTE Confidence: 0.9007538

00:21:00.990 --> 00:21:03.375 If they can't afford any

NOTE Confidence: 0.9007538

00:21:03.375 --> 00:21:05.760 medication that they may need.

NOTE Confidence: 0.8415599

00:21:06.530 --> 00:21:10.114 And so when you determine

NOTE Confidence: 0.8415599

00:21:10.114 --> 00:21:14.208 upfront what the cost of therapy would be,

NOTE Confidence: 0.8415599

00:21:14.210 --> 00:21:17.282 is that done before the therapy

NOTE Confidence: 0.8415599

00:21:17.282 --> 00:21:20.850 actually starts?

NOTE Confidence: 0.8415599

00:21:20.850 --> 00:21:23.670 Brenda are you intervening before

NOTE Confidence: 0.8415599

00:21:23.670 --> 00:21:26.199 a treatment starts to say OK,

NOTE Confidence: 0.8415599

00:21:26.200 --> 00:21:29.315 this is what the cost would be.

NOTE Confidence: 0.8415599

00:21:29.320 --> 00:21:32.888 Can you afford it or can you not?

NOTE Confidence: 0.8415599

00:21:32.890 --> 00:21:35.851 Can we get all of these programs

NOTE Confidence: 0.8415599

00:21:35.851 --> 00:21:38.049 and the applications into

NOTE Confidence: 0.8415599

00:21:38.049 --> 00:21:40.164 assistance before you start so

NOTE Confidence: 0.8415599

00:21:40.164 --> 00:21:43.433 that the damage is

NOTE Confidence: 0.8415599

00:21:43.433 --> 00:21:45.828 going to be financially afterwards?

NOTE Confidence: 0.8415599

00:21:45.830 --> 00:21:48.920 Or is this something that is

NOTE Confidence: 0.8415599

00:21:48.920 --> 00:21:50.980 kind of being done

NOTE Confidence: 0.8415599

00:21:50.980 --> 00:21:52.710 after I've already started therapy

NOTE Confidence: 0.8415599

00:21:52.710 --> 00:21:55.331 and in tandem with that so that I

NOTE Confidence: 0.8415599

00:21:55.331 --> 00:21:56.981 don't really have a choice except

NOTE Confidence: 0.8415599

00:21:56.981 --> 00:21:58.806 to hope that I get accepted.

NOTE Confidence: 0.8547436

00:22:00.930 --> 00:22:02.049 Typically, as Nancy

NOTE Confidence: 0.8547436

00:22:02.050 --> 00:22:03.905 mentioned, once the treatment plan

NOTE Confidence: 0.8547436

00:22:03.905 --> 00:22:06.509 is in place by the provider,

NOTE Confidence: 0.8547436

00:22:06.510 --> 00:22:08.918 and we know that this is the

NOTE Confidence: 0.8547436

00:22:08.918 --> 00:22:10.600 preferred course of therapy,

NOTE Confidence: 0.8547436

00:22:10.600 --> 00:22:13.672 it's going to undergo that if there's an

NOTE Confidence: 0.8547436

00:22:13.672 --> 00:22:15.808 insurance involvement or lack of insurance,

NOTE Confidence: 0.8547436

00:22:15.810 --> 00:22:18.407 it'll go through that process of referral,

NOTE Confidence: 0.8547436

00:22:18.410 --> 00:22:21.018 and that will sort of let us know

NOTE Confidence: 0.8547436

00:22:21.018 --> 00:22:23.988 when we necessarily need to step in,

NOTE Confidence: 0.8547436

00:22:23.990 --> 00:22:27.105 and if there will be high cost

NOTE Confidence: 0.8547436

00:22:27.105 --> 00:22:30.298 towards the treatment plan.

NOTE Confidence: 0.8547436

00:22:30.300 --> 00:22:33.148 We do have our own software where we

NOTE Confidence: 0.8547436

00:22:33.148 --> 00:22:37.195 on the back end try to capture as many

NOTE Confidence: 0.8547436

00:22:37.195 --> 00:22:40.328 patients beforehand, when this isn't possible,

NOTE Confidence: 0.8547436

00:22:40.330 --> 00:22:43.078 what's great about the programs is

NOTE Confidence: 0.8547436

00:22:43.078 --> 00:22:46.213 that some of them have look back

NOTE Confidence: 0.8547436

00:22:46.213 --> 00:22:49.048 periods that go up to 180 days.

NOTE Confidence: 0.8547436

00:22:49.050 --> 00:22:51.660 So even if a patient has

NOTE Confidence: 0.8547436

00:22:51.660 --> 00:22:52.965 initiated the treatment,

NOTE Confidence: 0.8547436

00:22:52.970 --> 00:22:55.652 there's still time for enrollment and

NOTE Confidence: 0.8547436

00:22:55.652 --> 00:22:58.912 to capture that date of service that

NOTE Confidence: 0.8547436

00:22:58.912 --> 00:23:01.690 was already served or infused

NOTE Confidence: 0.8547436

00:23:01.690 --> 00:23:04.066 prior to the enrollment for the

NOTE Confidence: 0.865916

00:23:04.070 --> 00:23:05.654 programs.

NOTE Confidence: 0.865916

00:23:05.654 --> 00:23:08.030 Nancy, my question is,

NOTE Confidence: 0.865916

00:23:08.030 --> 00:23:10.184 it's great that there's a look

NOTE Confidence: 0.865916

00:23:10.184 --> 00:23:12.079 back program in that maybe

NOTE Confidence: 0.865916

00:23:12.079 --> 00:23:14.788 you'll be able to apply for that

NOTE Confidence: 0.865916

00:23:14.788 --> 00:23:16.340 assistance going backwards.

NOTE Confidence: 0.865916

00:23:16.340 --> 00:23:18.716 But what if, even with assistance,

NOTE Confidence: 0.865916

00:23:18.720 --> 00:23:21.708 it is still too expensive?

00:23:22.942 --> 00:23:24.790 One would anticipate that

NOTE Confidence: 0.865916

00:23:24.863 --> 00:23:26.898 making all of those applications

NOTE Confidence: 0.865916

00:23:26.898 --> 00:23:28.933 to these pharma companies and

NOTE Confidence: 0.865916

00:23:29.002 --> 00:23:31.158 getting all of the

NOTE Confidence: 0.865916

00:23:31.158 --> 00:23:33.128 T's crossed and I's dotted to

NOTE Confidence: 0.865916

00:23:33.128 --> 00:23:34.858 get assistance takes some time.

NOTE Confidence: 0.865916

00:23:34.860 --> 00:23:35.770 So meanwhile,

NOTE Confidence: 0.865916

00:23:35.770 --> 00:23:37.590 you're starting therapy without

NOTE Confidence: 0.865916

00:23:37.590 --> 00:23:39.410 knowing whether you're going

NOTE Confidence: 0.865916

00:23:39.471 --> 00:23:41.091 to get assistance and how much

NOTE Confidence: 0.865916

00:23:41.091 --> 00:23:43.158 and so at the end of the day,

NOTE Confidence: 0.865916

00:23:43.160 --> 00:23:45.928 you may still be left with the bill.

NOTE Confidence: 0.865916

00:23:45.930 --> 00:23:47.242 On the other hand,

NOTE Confidence: 0.865916

00:23:47.242 --> 00:23:49.698 if you try to apply for all

NOTE Confidence: 0.865916

00:23:49.698 --> 00:23:51.718 of the assistance up front,

NOTE Confidence: 0.865916

00:23:51.720 --> 00:23:53.220 you're now delaying your treatment,

NOTE Confidence: 0.865916

00:23:53.220 --> 00:23:57.108 and it's kind of a bit of a tug.

NOTE Confidence: 0.865916

00:23:57.110 --> 00:23:58.610 How do you work

NOTE Confidence: 0.86207634

00:23:58.610 --> 00:24:01.214 around that?

NOTE Confidence: 0.86207634

00:24:01.220 --> 00:24:03.922 The way we process treatment plan orders

NOTE Confidence: 0.86207634

00:24:03.922 --> 00:24:06.199 once the physician decides what the

NOTE Confidence: 0.86207634

00:24:06.199 --> 00:24:09.079 best course of therapy is, they go to

NOTE Confidence: 0.86207634

00:24:09.079 --> 00:24:11.317 what's called a patient account Rep.

NOTE Confidence: 0.86207634

00:24:11.320 --> 00:24:13.190 That person does an insurance

NOTE Confidence: 0.86207634

00:24:13.190 --> 00:24:15.060 verification on the patient's therapy.

NOTE Confidence: 0.86207634

00:24:15.060 --> 00:24:16.930 So before a patient gets treated,

NOTE Confidence: 0.86207634

00:24:16.930 --> 00:24:20.050 they have to have a pre

NOTE Confidence: 0.86207634

00:24:20.050 --> 00:24:22.130 certification of those meds.

NOTE Confidence: 0.86207634

00:24:22.130 --> 00:24:24.405 If, for example, an insurance says no,

NOTE Confidence: 0.86207634

00:24:24.410 --> 00:24:26.468 we're not paying for a certain Med

NOTE Confidence: 0.86207634

00:24:26.468 --> 00:24:29.299 that is a trigger for the MAP program.

NOTE Confidence: 0.86207634

00:24:29.300 --> 00:24:31.225 All of the providers are fully well

NOTE Confidence: 0.86207634

00:24:31.225 --> 00:24:33.539 aware of our MAP program coordinators,

NOTE Confidence: 0.86207634

00:24:33.540 --> 00:24:35.626 and they know that they can reach

NOTE Confidence: 0.86207634

00:24:35.626 --> 00:24:37.779 out if they think this

NOTE Confidence: 0.86207634

00:24:37.780 --> 00:24:39.370 patient needs a specific

NOTE Confidence: 0.86207634

00:24:39.370 --> 00:24:41.677 drug they will reach out to the

NOTE Confidence: 0.86207634

00:24:41.677 --> 00:24:43.317 MAP program coordinator and say,

NOTE Confidence: 0.86207634

00:24:43.320 --> 00:24:45.276 hey this got denied by insurance.

NOTE Confidence: 0.86207634

00:24:45.280 --> 00:24:47.604 Can you help and those are some

NOTE Confidence: 0.86207634

00:24:47.604 --> 00:24:49.510 of the routes we go down,

NOTE Confidence: 0.86207634

00:24:49.510 --> 00:24:51.220 but in patients whose insurance

NOTE Confidence: 0.86207634

00:24:51.220 --> 00:24:53.150 companies say they're not going to,

00:24:54.570 --> 00:24:56.130 we'll know upfront before they

NOTE Confidence: 0.86207634

00:24:56.130 --> 00:24:57.066 ever get treated.

NOTE Confidence: 0.87484753

00:24:59.500 --> 00:25:04.228 When we enroll patients in the MAP programs

NOTE Confidence: 0.87484753

00:25:04.230 --> 00:25:06.240 that is usually an acceptance,

NOTE Confidence: 0.87484753

00:25:06.240 --> 00:25:08.490 or at least the coordinator knows

NOTE Confidence: 0.87484753

00:25:08.490 --> 00:25:10.660 that the patient meets criteria.

NOTE Confidence: 0.87484753

00:25:10.660 --> 00:25:13.508 So there is some level of comfort there

NOTE Confidence: 0.87484753

00:25:13.508 --> 00:25:16.368 that that person will get into that

NOTE Confidence: 0.87484753

00:25:16.368 --> 00:25:19.100 program before they start being treated.

NOTE Confidence: 0.87484753

00:25:19.100 --> 00:25:21.940 Some of the programs we actually have to

NOTE Confidence: 0.87484753

00:25:21.940 --> 00:25:24.816 treat the patient first, have the insurance

NOTE Confidence: 0.87484753

00:25:24.816 --> 00:25:27.550 deny the bill before the program.

NOTE Confidence: 0.87484753

00:25:27.550 --> 00:25:30.532 One of the ways we get assistance

NOTE Confidence: 0.87484753

00:25:30.532 --> 00:25:33.247 is they actually send us the

NOTE Confidence: 0.87484753

00:25:33.247 --> 00:25:35.047 physical drug vials back

NOTE Confidence: 0.87484753

00:25:35.050 --> 00:25:37.927 to replenish our supply so the patient

NOTE Confidence: 0.87484753

00:25:37.927 --> 00:25:41.067 never gets billed for that particular drug,

NOTE Confidence: 0.87484753

00:25:41.070 --> 00:25:43.220 so that's another way there's

NOTE Confidence: 0.87484753

00:25:43.220 --> 00:25:44.940 copay assistance where they

NOTE Confidence: 0.87484753

00:25:44.940 --> 00:25:47.090 actually assist with insured copay.

NOTE Confidence: 0.87484753

00:25:47.090 --> 00:25:49.874 There's also the medication vial assistance

NOTE Confidence: 0.87484753

00:25:49.874 --> 00:25:52.557 where the actual physical drug gets

NOTE Confidence: 0.87484753

00:25:52.557 --> 00:25:54.825 replaced after the patient gets it,

NOTE Confidence: 0.87484753

00:25:54.830 --> 00:25:56.550 and is insurance denied.

NOTE Confidence: 0.87484753

00:25:56.550 --> 00:25:57.840 Yeah, but that

NOTE Confidence: 0.8357259

00:25:57.840 --> 00:26:00.904 must be scary for the patient to you

NOTE Confidence: 0.8357259

00:26:00.904 --> 00:26:03.629 know now gets their insurance denied

NOTE Confidence: 0.8357259

00:26:03.629 --> 00:26:08.066 and are thinking Oh my God, am I

NOTE Confidence: 0.8357259

00:26:08.066 --> 00:26:11.318 responsible for that cost.

NOTE Confidence: 0.8357259

00:26:11.320 --> 00:26:13.830 So back to you Brenda.

NOTE Confidence: 0.8357259

00:26:13.830 --> 00:26:16.842 You know we've talked a little

NOTE Confidence: 0.8357259

00:26:16.842 --> 00:26:18.850 bit about the outpatient,

NOTE Confidence: 0.8357259

00:26:18.850 --> 00:26:20.356 the infusion chemotherapy.

NOTE Confidence: 0.8357259

00:26:20.356 --> 00:26:22.364 Nancy mentioned that oral

NOTE Confidence: 0.8357259

00:26:22.364 --> 00:26:23.870 therapies are covered.

NOTE Confidence: 0.8357259

00:26:23.870 --> 00:26:26.480 What about in emergent situations

NOTE Confidence: 0.8357259

00:26:26.480 --> 00:26:29.748 where patients are in the hospital

NOTE Confidence: 0.8357259

00:26:29.748 --> 00:26:33.710 and may not be having these in-depth

NOTE Confidence: 0.8357259

00:26:33.710 --> 00:26:35.875 conversations with their physician

NOTE Confidence: 0.8357259

00:26:35.875 --> 00:26:39.627 about how much this is going to cost?

NOTE Confidence: 0.8357259

00:26:39.630 --> 00:26:42.570 Do these programs cover patients

NOTE Confidence: 0.8357259

00:26:42.570 --> 00:26:44.334 in that situation?

NOTE Confidence: 0.8357259

00:26:44.340 --> 00:26:45.568 And if not,

NOTE Confidence: 0.8357259

00:26:45.568 --> 00:26:49.312 how do they deal with that on top of an

NOTE Confidence: 0.8357259

00:26:49.312 --> 00:26:51.140 overwhelming cost of hospitalization?

NOTE Confidence: 0.8788957

00:26:53.290 --> 00:26:56.856 A lot of the programs are geared towards

NOTE Confidence: 0.8788957

00:26:56.856 --> 00:26:58.640 the outpatient ambulatory status,

NOTE Confidence: 0.8788957

00:26:58.640 --> 00:27:01.466 where MAP can essentially interfere

NOTE Confidence: 0.8788957

00:27:01.466 --> 00:27:04.748 or give some advice.

NOTE Confidence: 0.8788957

00:27:04.748 --> 00:27:07.807 If there is already a discharge

NOTE Confidence: 0.8788957

00:27:07.897 --> 00:27:11.193 plan and we need to look ahead for

NOTE Confidence: 0.8788957

00:27:11.193 --> 00:27:13.289 that treatment course when there

NOTE Confidence: 0.8788957

00:27:13.289 --> 00:27:15.404 is a hospitalization already taken

NOTE Confidence: 0.8788957

00:27:15.404 --> 00:27:17.819 place and it requires treatment,

NOTE Confidence: 0.8788957

00:27:17.820 --> 00:27:20.478 there may be other financial assistance

NOTE Confidence: 0.8788957

00:27:20.478 --> 00:27:23.230 that can go through billing too.

00:27:24.538 --> 00:27:26.718 But the manufacturing programs are

NOTE Confidence: 0.8788957

00:27:26.718 --> 00:27:28.904 essentially here to our outpatient

NOTE Confidence: 0.8788957

00:27:28.904 --> 00:27:30.984 infusion status with the oral

NOTE Confidence: 0.8788957

00:27:30.984 --> 00:27:33.524 medications going towards the pharmacy

NOTE Confidence: 0.8788957

00:27:33.524 --> 00:27:35.159 medication assistance program.

NOTE Confidence: 0.8788957

00:27:35.160 --> 00:27:37.560 So there is a difference there

NOTE Confidence: 0.8788957

00:27:37.560 --> 00:27:40.703 when it comes to an inpatient and

NOTE Confidence: 0.8788957

00:27:40.703 --> 00:27:43.128 outpatient and who is eligible

NOTE Confidence: 0.8788957

00:27:43.128 --> 00:27:45.720 for these types of programs.

NOTE Confidence: 0.8788957

00:27:45.720 --> 00:27:47.560 So Nancy, what

NOTE Confidence: 0.8652998

00:27:47.560 --> 00:27:50.242 advice do you have for patients

NOTE Confidence: 0.8652998

00:27:50.242 --> 00:27:53.102 who might be facing

NOTE Confidence: 0.8652998

00:27:53.102 --> 00:27:55.066 a cancer diagnosis and

NOTE Confidence: 0.8652998

00:27:55.070 --> 00:27:56.560 might be worried

NOTE Confidence: 0.8652998

00:27:56.560 --> 00:27:58.050 not only about their cancer,

NOTE Confidence: 0.8652998

00:27:58.050 --> 00:28:00.200 but also about the cost?

NOTE Confidence: 0.8652998

00:28:00.200 --> 00:28:01.310 What should they do?

NOTE Confidence: 0.86008865

00:28:01.310 --> 00:28:04.246 My greatest advice would be to become

NOTE Confidence: 0.86008865

00:28:04.246 --> 00:28:06.709 as informed as you possibly can.

NOTE Confidence: 0.86008865

00:28:06.709 --> 00:28:09.479 Know the names of your drugs you're getting.

NOTE Confidence: 0.86008865

00:28:09.480 --> 00:28:12.443 Get on to those websites, see what their

NOTE Confidence: 0.86008865

00:28:12.443 --> 00:28:13.927 patient assistance programs offer.

NOTE Confidence: 0.86008865

00:28:13.930 --> 00:28:15.410 Talk with your physicians,

NOTE Confidence: 0.86008865

00:28:15.410 --> 00:28:17.958 their nurses, their front desk staff.

NOTE Confidence: 0.86008865

00:28:17.958 --> 00:28:20.670 And hopefully then they can actually

NOTE Confidence: 0.86008865

00:28:20.756 --> 00:28:23.115 assist and know what they are able

NOTE Confidence: 0.86008865

00:28:23.115 --> 00:28:25.745 to get up front and know that there

NOTE Confidence: 0.86008865

00:28:25.745 --> 00:28:28.584 is a way and a safety net for them

NOTE Confidence: 0.86008865

00:28:28.584 --> 00:28:31.056 when those bills do come in to

NOTE Confidence: 0.86008865

00:28:31.056 --> 00:28:32.848 avoid this financial toxicity.

NOTE Confidence: 0.86074

00:28:33.400 --> 00:28:35.445 Nancy is associate

NOTE Confidence: 0.86074

00:28:35.445 --> 00:28:37.081 director of oncology pharmacy

NOTE Confidence: 0.86074

00:28:37.081 --> 00:28:38.959 services for the Smilow network.

NOTE Confidence: 0.86074

00:28:38.960 --> 00:28:40.940 And Brenda Sepulveda is medication

NOTE Confidence: 0.86074

00:28:40.940 --> 00:28:42.128 assistance program coordinator.

NOTE Confidence: 0.86074

00:28:42.130 --> 00:28:43.726 If you have questions,

NOTE Confidence: 0.86074

00:28:43.726 --> 00:28:45.322 the address is canceranswers@yale.edu

NOTE Confidence: 0.86074

00:28:45.322 --> 00:28:47.519 and past editions of the program

NOTE Confidence: 0.86074

00:28:47.519 --> 00:28:49.529 are available in audio and written

NOTE Confidence: 0.86074

00:28:49.592 --> 00:28:51.269 form at yalecancercenter.org.

NOTE Confidence: 0.86074

00:28:51.270 --> 00:28:54.182 We hope you'll join us next week to

NOTE Confidence: 0.86074

00:28:54.182 --> 00:28:57.025 learn more about the fight against

NOTE Confidence: 0.86074

00:28:57.025 --> 00:29:00.067 cancer here on Connecticut Public Radio.