

## Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient

### Contraceptive Access Change Package: Best Practice 4

<h3>How to Use This Guide</h3>	<p>This guide is designed to support facilitation of an interactive learning session on how to <b>Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient: Best Practice 4</b> from the Contraceptive Access Change Package, whose purpose is to drive improvement on the <a href="#">contraceptive care performance measures</a>.</p> <p>Facilitators should feel free to adapt and revise this guide. Facilitators may choose to:</p> <ul style="list-style-type: none"> <li>» Convene staff from one or more clinics for a standing meeting (e.g., monthly) to discuss each Best Practice (in order or as needed) from the Contraceptive Access Change Package. <i>(See other Best Practice discussion guides.)</i></li> <li>» Convene a one-time meeting with clinic staff about this topic.</li> </ul>
<h3>Learning Objectives</h3>	<p>By the end of the discussion, participants should be able to:</p> <ul style="list-style-type: none"> <li>» <b>Describe the rationale for reducing cost as a barrier to contraceptive services</b></li> <li>» <b>Identify at least one strategy to reduce cost as a barrier for access to contraception</b></li> <li>» <b>Identify at least one resource to support you in utilizing diverse payment options for contraceptive services</b></li> </ul>
<h3>Length</h3>	<p>At least <b>60 minutes</b>, with more time for discussion as schedules allow. Example discussion questions are provided; facilitators can use them based on participant interest.</p>
<h3>Materials</h3>	<ul style="list-style-type: none"> <li>» <b>Contraceptive Access Assessment:</b> Site-level assessment to identify strengths and areas of opportunity to increase access to contraceptive methods</li> <li>» <b>Contraceptive Access Change Package:</b> Summary of evidence-based recommendations for increasing access to contraceptive methods, strategies, case studies, tools, and resources</li> <li>» <b>PowerPoint Slides with Notes:</b> Slides with speaker notes and discussion questions</li> </ul>
<h3>Format</h3>	<p>Discussions can be facilitated <b>virtually or in person</b>.</p>
<h3>Suggested Participants</h3>	<p><b>Staff from one or more family planning clinics.</b> Involving multiple sites can facilitate peer-to-peer sharing. Having representation from clinical, administrative, and financial staff can help address system issues.</p>
<h3>Before you start...</h3>	<p>Participants should <b>complete the Contraceptive Access Assessment</b> and bring their completed assessments to the meeting. If this is not possible, the facilitator should provide printed assessments and an additional 10-15 minutes for participants to complete them during the meeting.</p>

## Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient

### Contraceptive Access Change Package: Best Practice 4

#### Orientation to Utilizing Diverse Payment Options: Topic and Objectives



5 minutes



Slides 1-5

#### Present Slide

#### Facilitate

- 1** Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient: Contraceptive Access Change Package: Best Practice 4
  - Activity:
    - » Conduct participant and facilitator introductions.
- 2** Introduction to the Contraceptive Access Change Package
- 3** Contraceptive Access Change Package: Best Practice 4
- 4** Meeting objectives
- 5** Rationale for utilizing diverse payment options

#### Cost-Related Challenges and Overview of Payment Strategies



10 minutes



Slides 6-10

#### Present Slide

#### Facilitate

- 6** Contraceptive Access Assessment
  - Activity:
    - » Participants will fill out or refer to the Contraceptive Access Assessment tool. Ask participants to fill out ahead of time, or provide 10-15 additional minutes to fill it out during the session.
- 7** Discussion of challenges
  - Discussion:
    - » Reflecting on the results of the Contraceptive Access Assessment, to what extent is cost a barrier for your patients? For your facility?
    - » What is challenging about ensuring that your patients have access to services, regardless of ability to pay? What method-specific challenges do you face?
- 8** Overview of strategies
- 9** Title X program requirements
- 10** Obtain third-party reimbursement

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### Contraceptive Access Change Package: Best Practice 4

#### Billing and Reimbursement from Third-Party Payers



25 minutes



Slides 11-21





Present Slide

Facilitate

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- 11** Case scenario: patient (Amy) wants a hormonal IUD. First, Amy opts to use her parents' insurance
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- 12** Billing and reimbursement: challenges
- Discussion:
- » What challenges do you have with billing third-party payers for LARC?
  - » Are you getting reimbursed for all methods (including LARC) for all insured patients successfully? For what methods are you having issues, and in what patient situations?
- 
- 13** Billing and reimbursement: strategies for quality assurance
- 
- 14** Billing and reimbursement for same-visit LARC
- Discussion:
- » Are you successfully obtaining reimbursement for LARC insertions provided same-visit? If yes, how are you doing it? If no, why not?
- 
- 15** Sample device tracking
- 
- 16** Common modifiers for LARC
- 
- 17** Same-visit modifiers
- 
- 18** Coding eLearning course (FPNTC)
- 
- 19** Coding podcast series (CTCFP)
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- 20** Coding palm card job aid (CTCFP)
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- 21** Billing and coding toolkits

## Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient



### Contraceptive Access Change Package: Best Practice 4

Reducing Cost as a Barrier for Self-Pay Patients  10 minutes  Slides 22-26

 Present Slide

Facilitate

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|---|--|
| <p><b>22</b> Case scenario: patient (Amy) now says she is not sure about using her parents' insurance</p> | <p>Discussion:</p> <ul style="list-style-type: none"> <li>» What challenges do you have related to confidential billing?</li> <li>» How do you ensure confidentiality for patients who require it?</li> <li>» What strategies have you used to ensure no EOB is sent?</li> </ul> |
| <p><b>23</b> Confidential Billing Staff Workflow (NFPRHA)</p>   |  |
| <p><b>24</b> Strategies for obtaining low-cost supplies</p>   |  |
| <p><b>25</b> 340B resources</p>   |  |
| <p><b>26</b> Use all available revenue sources</p>  |  |

Success Stories: Lessons Learned From the Field  5 minutes  Slides 27-28

 Present Slide

Facilitate

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| <p><b>27</b> Success story: engaging all staff in finance issues (<i>Family Health Council of Central PA</i>)</p>          | <p>Discussion:</p> <ul style="list-style-type: none"> <li>» What opportunities exist for you to increase staff engagement and reduce cost as a barrier?</li> </ul>                             |
| <p><b>28</b> Success story: comprehensive approach to reduce cost as a barrier (<i>Montana Dept. of Public Health</i>)</p> | <p>Discussion:</p> <ul style="list-style-type: none"> <li>» What is one strategy that we've talked about today that you may want to adapt or implement to reduce cost as a barrier?</li> </ul> |

## Utilize Diverse Payment Options to Reduce Cost as a Barrier for the Facility and the Patient

### Contraceptive Access Change Package: Best Practice 4

Conclusion



5 minutes



Slides 29-30



Present Slide

Facilitate

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**28** Closing and reflection

Discussion:

- » What other questions do you have for each other before we end? Are there other issues or challenges that we haven't discussed yet?
- » What is one thing you will take away from today's discussion?

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**29** Thank you