

Oncology Payer Strategy “Checklist”

- **Identify Contracts “Manager”**
 - Identify the key physician that can make decisions about contracting
 - The contracts manager is *not* a secondary function
- **Review Current Contracts**
 - Compile all contracts in one place
 - Prioritize
 - Speak with billing – what administratively needs to change
- **Understand the Payer industry**
 - Types of plans (Commercial, Government)
 - Characteristics of types of plans (HMO, PPO, Gov, etc.)
- **Understand Your Local Marketplace**
 - Hospital suggestion (Go to hospital websites)
 - IPA (Independent physician associations)
- **Internal Review and Contract Vision**
 - Preparation & organization
 - Show various tools (Diary, fee schedules, quick guide, etc.)
- **Contract Negotiation or (Re-negotiation)**
 - Request to negotiate
 - Various contracting strategies (long term, rate freeze, evergreen)
 - Analyze the offer (quick vs. thorough financial evaluation)
 - What to do when it gets ugly
 - Negotiating tips
 - Tricks of their trade – what they do to keep their money

- **Review Formal Contracts**
 - Language review
 - Governance, laws, and regulations (Knox-Keene)
 - Payment methodologies & timelines
 - Administrative requirements (precert, auths, etc.)
 - Opt out clauses
 - Start credential process

- **Signing/Implementing the Contract**
 - Effective & end date
 - Evergreen
 - Signed by both parties copy
 - Who needs copy of contract internally & why

- **Monitoring Payer Compliance w/ Contract terms**
 - Orient staff to specifics of each contract (Contract Quick Guide)
 - Precertification & authorizations
 - Services restrictions
 - Payment rules, timelines, & interest for late payments
 - 365 day rule
 - Fee schedules & billing system
 - Billing relationship with payers
 - Follow up meetings at the contracting level

- **Closing**
 - Highlight key points