



# *Transforming Oncology Care* Through Medically Integrated Collaboration

2025 NCODA INTERNATIONAL SPRING FORUM

# ***CPT Navigation: Enhancing Patient Experience and Oncology Outcomes***

**Danielle Brown, MBA, BSN, RN, OCN, CN-BN,  
Florida Cancer Specialists & Research Institute**

Vice President of Clinical Services

# OBJECTIVES

1. Understand the Benefits of Navigation
2. Review CMS Billable Principal Illness Navigation Codes
3. Share Lessons Learned from PIN Code Utilization

# Patient Benefits to Navigation

- **Personalized Guidance and Advocacy:**  
Cancer care is overwhelming. ONNs help patients understand their diagnosis, treatment options, and next steps.
- **Holistic Support:**  
ONNs offer emotional support and identify and address barriers to care.
- **Better Outcomes:**  
ONNs ensure seamless communication between patients and the healthcare team, leading to improved adherence to care plans, better survival rates and quality of life.
- [Patient Navigation in Cancer Treatment](#)





# Provider Benefits

- **Improved Communication:**  
ONNs act as communication bridge between patients, physicians, and other care team members, ensuring everyone is aligned on patient care.
- **Fewer Missed Appointments:**  
When barriers to care are addressed, patient compliance improves, leading to fewer no-shows and treatment delays.
- **Increased Provider Efficiency:**  
ONNs enable providers to dedicate more time to direct patient care by being the "go-to" person for patients and caregivers.
- **Support Bi-Specific Program:**  
work closely with the Bi-Specific treatment board to identify specific navigation needs.



# Practice Benefits

- **Cost Savings:**  
By reducing ER visits, preventable hospital admissions, and treatment delays, ONNs lower overall healthcare costs.
- **Improved Patient Satisfaction:**  
ONNs improve patient experience by providing a single point of contact and personalized attention.
- **Increased Revenue Capture:**  
PIN billing & opportunities
- **Stronger Reputation:**  
ONNs are a differentiator for cancer programs, demonstrating a commitment to patient-centered care.
- **Payer satisfaction metric**





# What Can Be Measured?

DOMAIN	10 NAVIGATION STUDY METRICS (WITH MEASUREMENT TASKS)
Care Coordination/Care Transition	<b>Barriers to Care:</b> Measure the number and list the specific barriers to care identified by navigator per month.
Care Coordination/Care Transition	<b>Diagnosis to Initial Treatment:</b> Measure the number of business days from diagnosis (date pathology results delivered) to initial modality (date of 1st treatment).
Operation Management Organizational Development Health Economics	<b>Navigation Caseload:</b> Measure the number of new cases, open cases, and closed cases navigated per month.
Operation Management Organizational Development Health Economics	<b>Measure the number of navigated patients readmitted to the hospital at 30, 60, 90 days.</b>
Psychosocial Support Services/Assessment	<b>Psychosocial Distress Screening:</b> Measure the number of navigated patients per month who received psychosocial distress screening at a pivotal medical visit, using <b>the National Comprehensive Cancer Network distress screening tool</b> (See <a href="#">Appendix 5</a> ).
Psychosocial Support Services/Assessment	<b>Social Support Referrals:</b> Measure the number of navigated patients referred to support network per month.
Survivorship/End of Life	<b>Palliative Care Referral:</b> Measure the number of navigated patients referred for palliative care per month.
Patient Advocacy/Patient Empowerment	<b>Identify Learning Style Preference:</b> Measure the number of navigated patients per month whose preferred learning style was discussed during the intake process. (A validated tool must be identified).
Professional Roles and Responsibilities	<b>Navigation Knowledge at Time of Orientation:</b> Measure the percentage of new hires who have completed institutionally developed navigator core competencies.
Research Quality/ Performance Improvement	<b>Patient Experience/Patient Satisfaction with Care:</b> Measure patient experience or patient satisfaction results per month, using the <a href="#">Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Cancer Care Survey</a> .

# CMS Rule Summary

	Purpose	HCPCS Codes (i.e., billing codes)
<b>Principal Illness Navigation (PIN) Services</b>	Assist Medicare enrollees <b>with high-risk conditions</b> identify and connect with clinical and support services	<b>G0023</b> – PIN services 60 minutes/month <b>G0024</b> – PIN services, additional 30 minutes  <b>G0140</b> – PIN- Peer Support, 60 minutes/month <b>G0146</b> – PIN- Peer Support, additional 30 minutes  <b>G0511</b> – Payment of PIN services in FQHCs/RHCs
<b>Community Health Integration (CHI) Services</b>	Address <b>unmet health-related social needs (HRSN)</b> that affect diagnosis and treatment of a Medicare enrollee’s medical conditions	<b>G0019</b> – CHI services 60 minutes/month <b>G0022</b> – CHI services, additional 30 minutes  <b>G0511</b> – Payment of CHI services in FQHCs/RHCs
<b>Social Determinants of Health (SDOH) Risk Assessment</b>	<b>Assessment</b> of Medicare enrollee’s SDOH/social risk factors that influence diagnosis or treatment of medical conditions	<b>G0136</b> – SDOH risk assessment 5-15 minutes, not more than every 6 months



# PIN Challenges & Lessons Learned



## ORGANIZATIONAL ROI ALIGNMENT

*Estimating cost  
avoidance*



## DOCUMENTATION REQUIREMENTS

*Electronic medical  
record (EMR)*



## TIMING

*Must hit 60 minutes  
before using G0023*



## PATIENT CONSENT



## PATIENT COST-SHARING



## STAFFING



## MANUAL BILLING PROCESS

# SUMMARY

- For additional information or questions, please stop by the AstraZeneca booth in the exhibit hall.
- Enhancing Oncology Care: The Role of Principal Illness Navigation in Improving Patient Outcomes
  - White Paper
  - eLearning Module

