

Understanding the Impact of New Billing Codes on Patient Navigation: Survey Insights and Recommendations



January 7, 2025

The American Cancer Society National Navigation Roundtable (ACS NNRT) was established in 2017. The ACS NNRT is a national coalition of 80 member organizations to advance navigation efforts that eliminate barriers to quality care, reduce disparities, and foster ongoing health equity across the cancer continuum. The American Cancer Society provides organizational leadership and expert staff support to the ACS NNRT.

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The objectives of this session are to:

1

Overview of PIN Codes

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What are the PIN codes?

2

Overview of Survey Findings, Insights & Challenges

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Share key findings, insights and challenges noted in the survey regarding implementation of the new PIN codes

3

Implementation Strategies & Resources

a

Discuss strategies to enhance adoption and implementation of PIN codes



MISSION

High quality cancer care for all through evidence-based patient navigation

VISION

NNRT is a collaboration that advances patient navigation efforts to eliminate barriers for quality care, reduce disparities in health outcomes and foster ongoing health equity across the cancer continuum.

Five-Year AIM (2021-2026)

To support the creation of a sustainable model for oncology patient navigation to achieve health equity across the continuum of cancer care.

<https://navigationroundtable.org/>

Presenters:



Gladys Arias, MPA
Principal for Health Equity Policy Analysis
and Legislative Support
American Cancer Society
Cancer Action Network (ACS CAN)



Katie Garfield, JD
Director of Whole Person Care
Clinical Instructor, Health Law and Policy Clinic
Center For Health Law Policy Innovation Of Harvard Law School



Sarah Long
Project Manager, Survey Administration and Analysis
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Cancer Action Network (ACS CAN)



Overview of Principal Illness Navigation (PIN) Codes

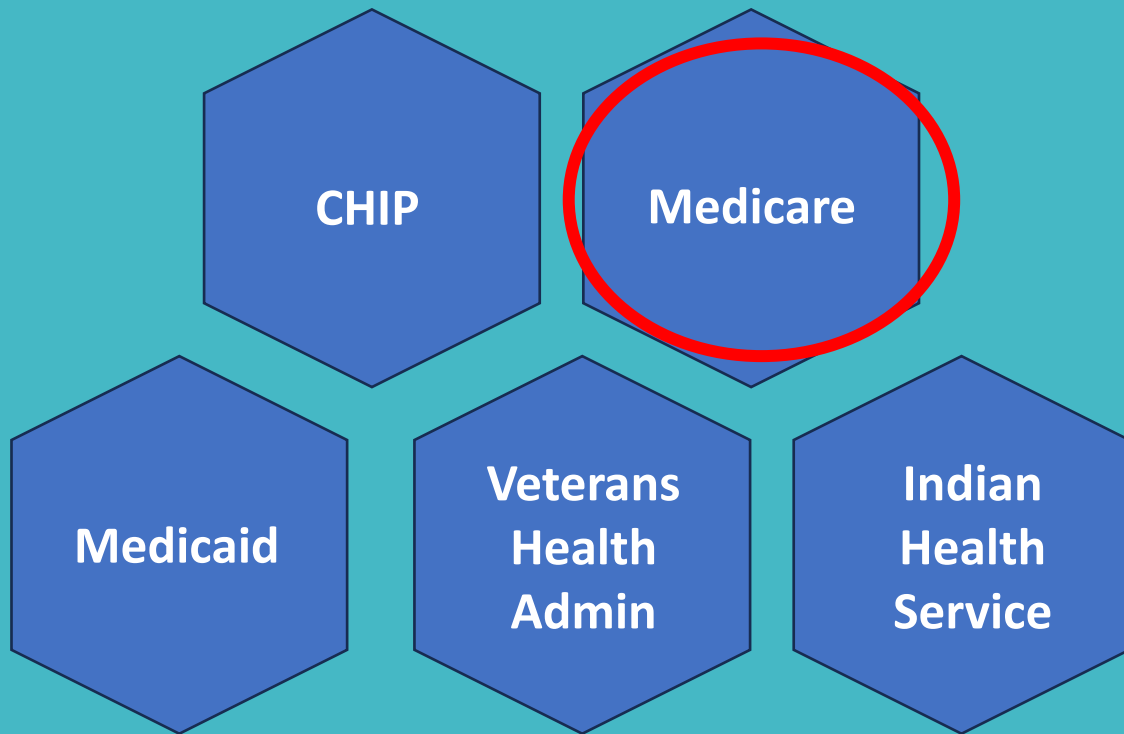
Katie Garfield

Director of Whole Person Care

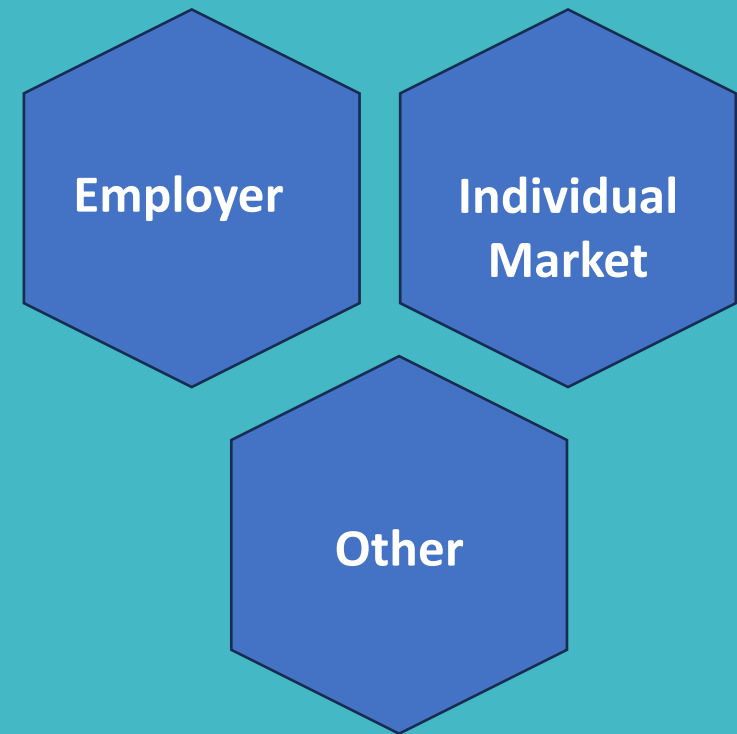
CHLPI

U.S. Health Insurance Landscape

Public Health Insurance



Private Health Insurance



Medicare: An Overview

- **Medicare:**
 - Serves individuals aged 65+ or who are living with disabilities or End Stage Renal Disease (ESRD)
- **Broken into 4 Parts:**
 - **Part A:** Hospital Insurance
 - **Part B:** Medical Insurance
 - **Part C:** Medicare Advantage (Private Health Plans)
 - **Part D:** Prescription Drug Coverage

Physician Fee Schedule

Medicare reimburses physicians (and other enrolled health care providers) for services provided under Medicare Part B based on the Physician Fee Schedule

- Lists more than 10,000 unique covered service codes and their payment rates
- Payment policies in the PFS are updated annually via the rulemaking process (i.e., the process used to create new regulations)

CY 2024 PFS – New Navigation Billing Codes

	HCPCS Codes (i.e., billing codes)
Principal Illness Navigation (PIN) Services	G0023: PIN services by certified or trained auxiliary personnel under the direction of a physician or other practitioner, including a patient navigator; 60 minutes per calendar month, in the following activities...
	G0024: Principal Illness Navigation services, additional 30 minutes per calendar month
PIN - Peer Support Services	G0140: PIN- Peer Support by certified or trained auxiliary personnel under the direction of a physician or other practitioner, including a certified peer specialist; 60 minutes per calendar month, in the following activities...
	G0146: PIN - Peer Support, additional 30 minutes per calendar month
PIN Services when Offered at FQHCs/RHCs	G0511: General care management (code that can be used to support PIN services in FQHCs/RHCs) (**Note: Changing to use codes above by July 1, 2025**)

Process for Providing PIN Services



Key Resources

- **MLN Matters:** <https://www.cms.gov/files/document/mln9201074-health-equity-services-2024-physician-fee-schedule-final-rule.pdf-0>
- **CMS FAQ Document:** <https://www.cms.gov/files/document/health-related-social-needs-faq.pdf>
- **NNRT FAQ:** https://navigationroundtable.org/wp-content/uploads/NNRT-PIN-PCM-Codes-FAQ_05.23.2024.pdf
- **ASCO: Care Management Services and Patient Navigation Services: A Comparison:** <https://society.asco.org/sites/new-www.asco.org/files/content-files/practice-patients/documents/Care-Management-SDOH-CHI-PIN-Comparison.pdf>



Overview of Survey Findings, Insights & Challenges

Sarah Long

Project Manager, Survey Administration
and Analysis American Cancer Society

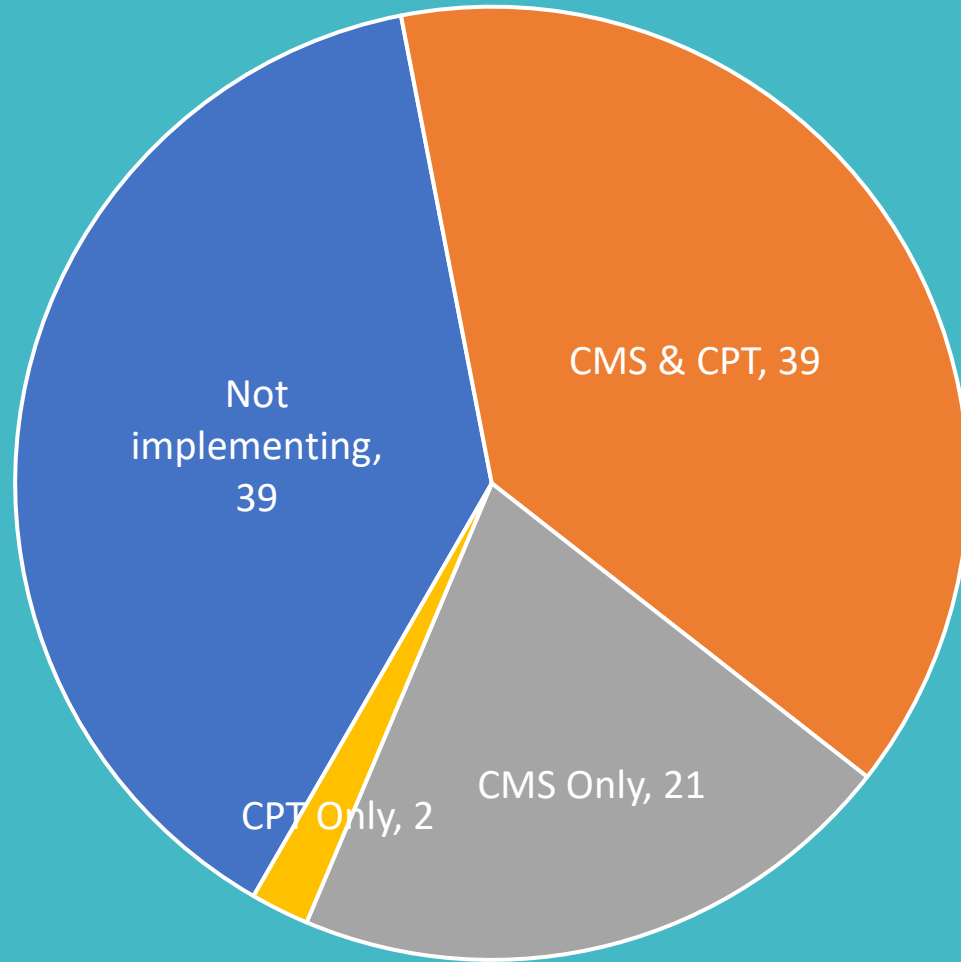


Survey Findings

- The ACS NNRT fielded a survey to **175 organizations** with patient navigation programs to gather information about the use of the CMS PIN codes since the codes went into effect January 1, 2024.
- Survey respondents are **geographically distributed** across the US and represent a wide range of institutions

Over 60% are Currently Implementing or Working Toward Implementing Codes

Not yet working toward implementation
39%

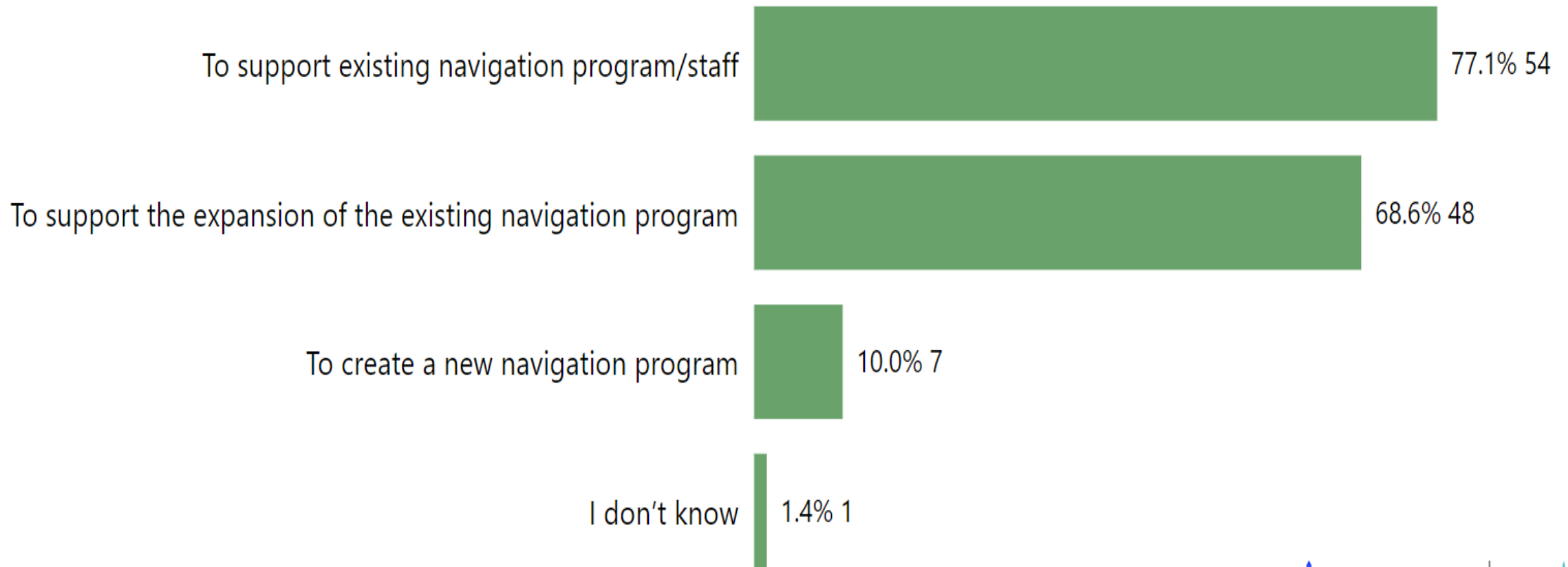


Combined working toward implementation
61%



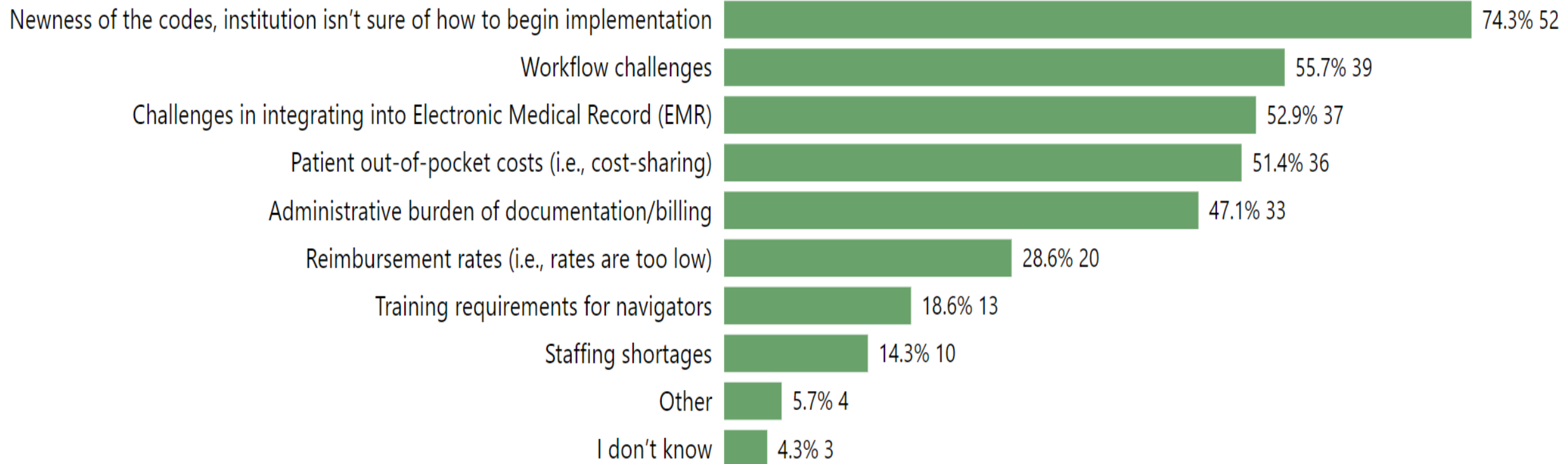
Survey Findings

How Codes Will Be Used (Among Those Implementing or Working Towards, 70n)



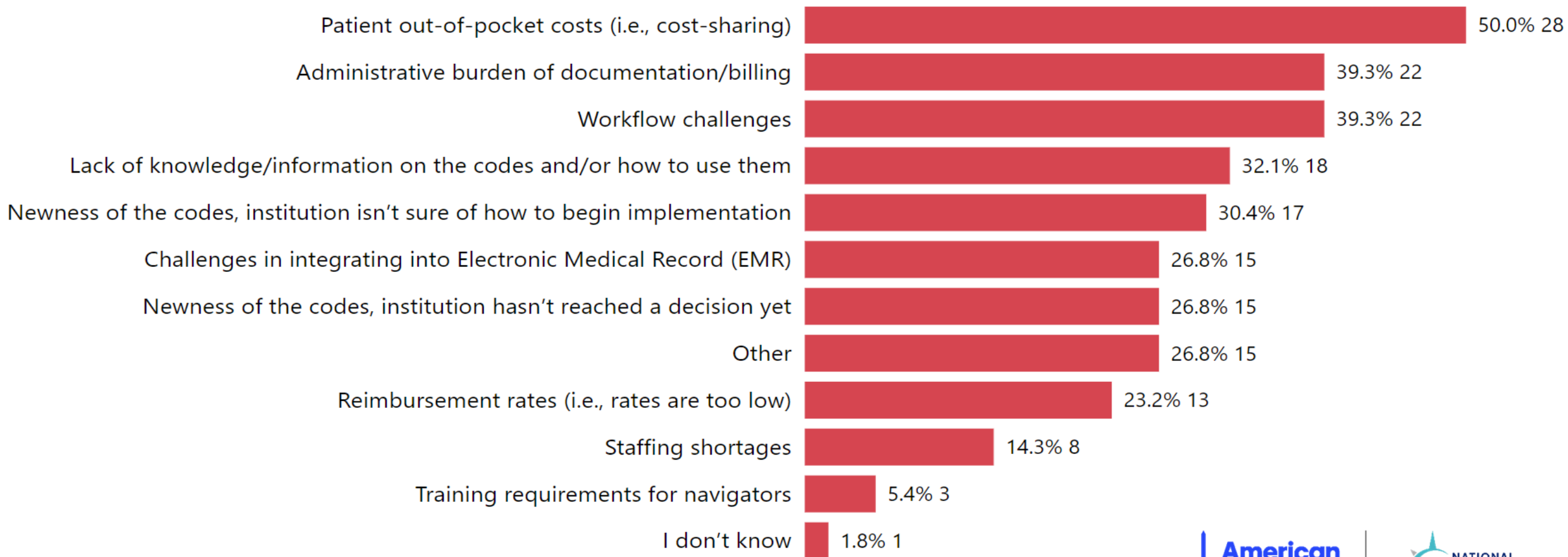
Survey Findings

Greatest Challenges (Among Those Implementing or Working Towards, 70n)



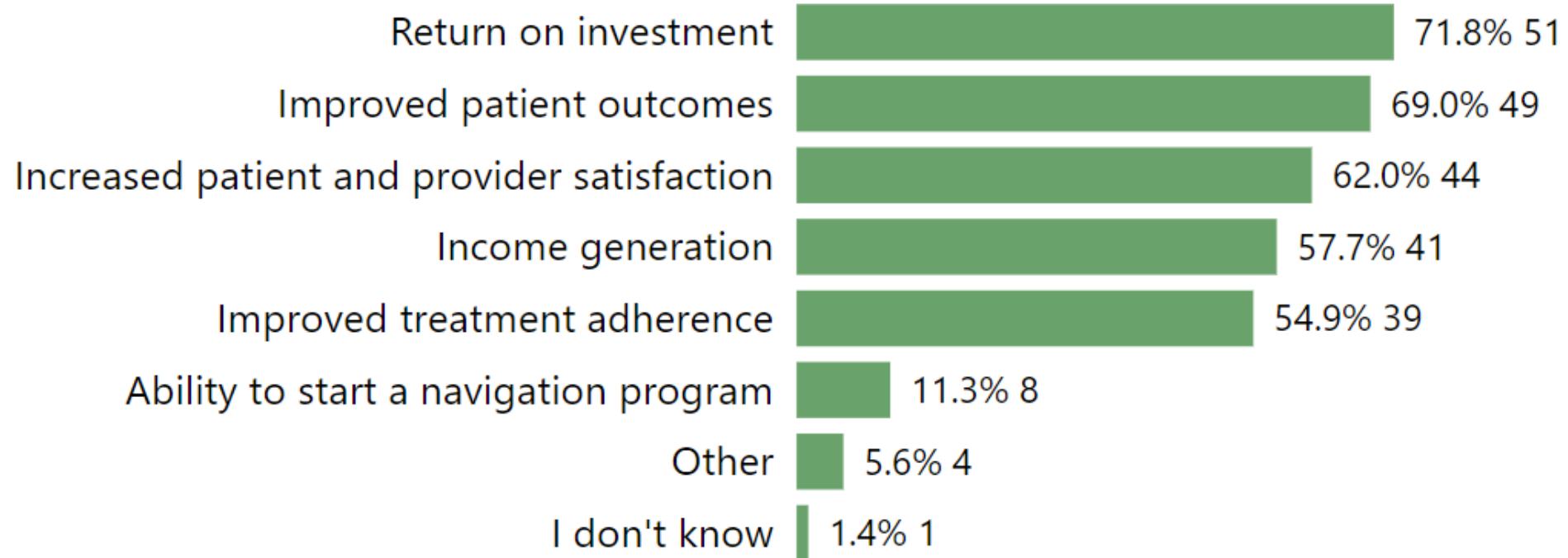
Survey Findings

Factors Influencing Institutions Not Yet Working Toward Implementation (56n)



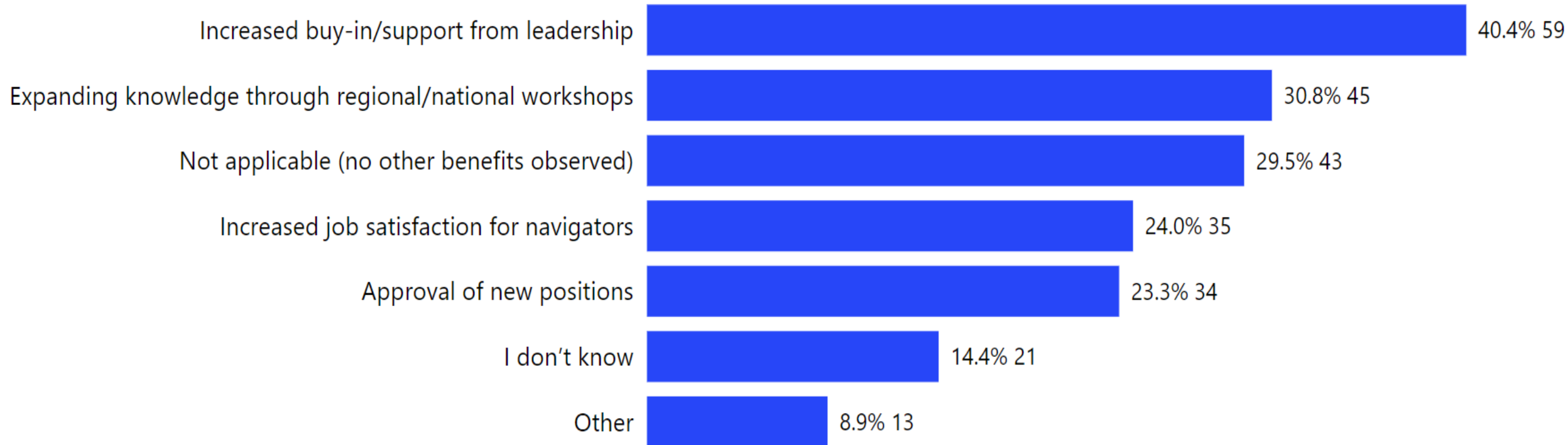
Survey Findings

Anticipated Benefits (Among Those Implementing or Working Towards, 71n)



Survey Findings

Other Benefits (Asked of all, 146n)



Survey Findings



Implementation Strategies & Resources

Gladys Arias, MPA

Principal for Health Equity Policy
Analysis and Legislative Support

Insights & Challenges

The ACS NNRT **will continue to collect this survey data** over the coming months to elucidate readiness of uptake, current use, and any challenges in utilizing the PIN codes. We want to use these **data as resource to CMS** to continue to build upon the progress to date.



Implementation Strategies and Resources



ACS NNRT Patient Navigation Legislative Toolkit (November 2024)

Principal Illness Navigation and Principal Care Management Codes FAQ (May 2024)

Empowering Patient Care: Navigating Out-of-Pocket Costs for Medicare PIN Services Webinar (April 2024)

Patient Advocate Foundation Social Needs Assessment Intervention Fund



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Question and Answer



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