



American Cancer Society National Navigation Roundtable (ACS NNRT)

Three-Year Roadmap

May 4, 2026

Housekeeping



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Questions? Type them in the Question-and-Answer box at the bottom of your screen.

Ground Rules

1 **Nonpartisan Commitment & Discussion Guidelines**

ACS/ACS CAN is a nonprofit, nonpartisan organization. We believe everyone should have a fair and just opportunity to prevent, detect, treat, and survive cancer. We therefore ask that you avoid partisan topics and opinions today.

2 **ACS National Roundtable Rules for Engagement**

Rules for engagement clarify the expectations for participation by members and representatives of the ACS NNRT. Members are expected to respect and comply with these Rules and all other applicable ACS policies.

You can reference the Rules for Engagement anytime on our [website](#).

3 **Confidentiality**

This webinar is being recorded. Please be mindful of our conversation and respectful of others' privacy. Do not identify or discuss specific patients by name.

Agenda



1 Overview, History, & Structure

What is the ACS NNRT & why is it critical?

2 Navigation Sustainability

The reason we are here and why we will advance our work, including:
Our Mission, Vision, and Strategic Aim.

3 Three-Year Roadmap

The process and our priorities, activities, and outcomes of the strategic plan.

4 Priority Teams & Next Steps

How we'll achieve our goals of the NNRT.

5 Resources

Learn about our patient navigation resources and what's on the horizon for 2026-2027.



Overview & Structure of Our Roundtable

ACS NNRT Snapshot



History: Established by the ACS in 2017 as a national coalition of multidisciplinary organizations and individuals who are dedicated to advancing the sustainability of patient navigation.



Mission: ACS 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.



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



Values: Equity-driven, patient-centered, collaborative, evidence-based and sustainable work to advance high-quality cancer navigation for all.



Membership: Collaborative partnership of 180 member organizations, including advocacy organizations, professional societies, cancer centers and health systems, state and federal government agencies, state coalitions and roundtables, health plans, and industry partners.



Operations: Work is conducted year-round by Task Groups (Transitioning to Priority Teams) with the ACS as the backbone and administrative support for the leadership and membership of the Roundtable.



Convening: Host convening opportunities throughout the year that include, in-person and virtual national meetings, summits, monthly task group, steering and executive committee meetings, and educational webinars.



**Shanthi Sivendran, MD,
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Andi Dwyer, BS, MPH



Linda Fleisher, PhD, MPH

ACS NNRT Executive Committee



**ACS NNRT
Steering Committee**



ACS National Navigation Roundtable Members





Innovative Persistence

The “Why” & “How” of
our work together



Patient Navigation Sustainability is Critical

- Cancer care complexity and system barriers.
- Evidence-based intervention to improve access to timely care.
- Essential to health equity in cancer care.
- Connecting clinical care to psychosocial supports.
- Sustainable navigation strengthens health systems.

Collective action is needed to scale impact.



Working in Collaboration



- We are an organization of organizations, and we can do more together than separately.
- We bring a diverse group of experts, thought leaders and advocates in collaborative partnerships to advance sustainable patient navigation.
- We are grounded in a shared vision that high-quality cancer care for all is achieved through evidence-based patient navigation.
- By providing the leadership, expertise, and framework needed to guide collective action, we elevate and sustain patient navigation to reduce barriers and achieve access and health equity.

We rely on our members, volunteers, and partners to assist us in:

- Amplifying the evidence and best practices
- Identifying barriers and plans to build resources to support navigation sustainability
- Addressing gaps in health equity

We then design and develop activities that directly address these needs:

- Webinars & trainings
- National Meetings & Summits
- Toolkits, guidelines, and briefs
- Sustainability & Implementation Guides

Looking Ahead: ACS NNRT's Next Strategic Roadmap

Importance of Developing a Strategic Roadmap

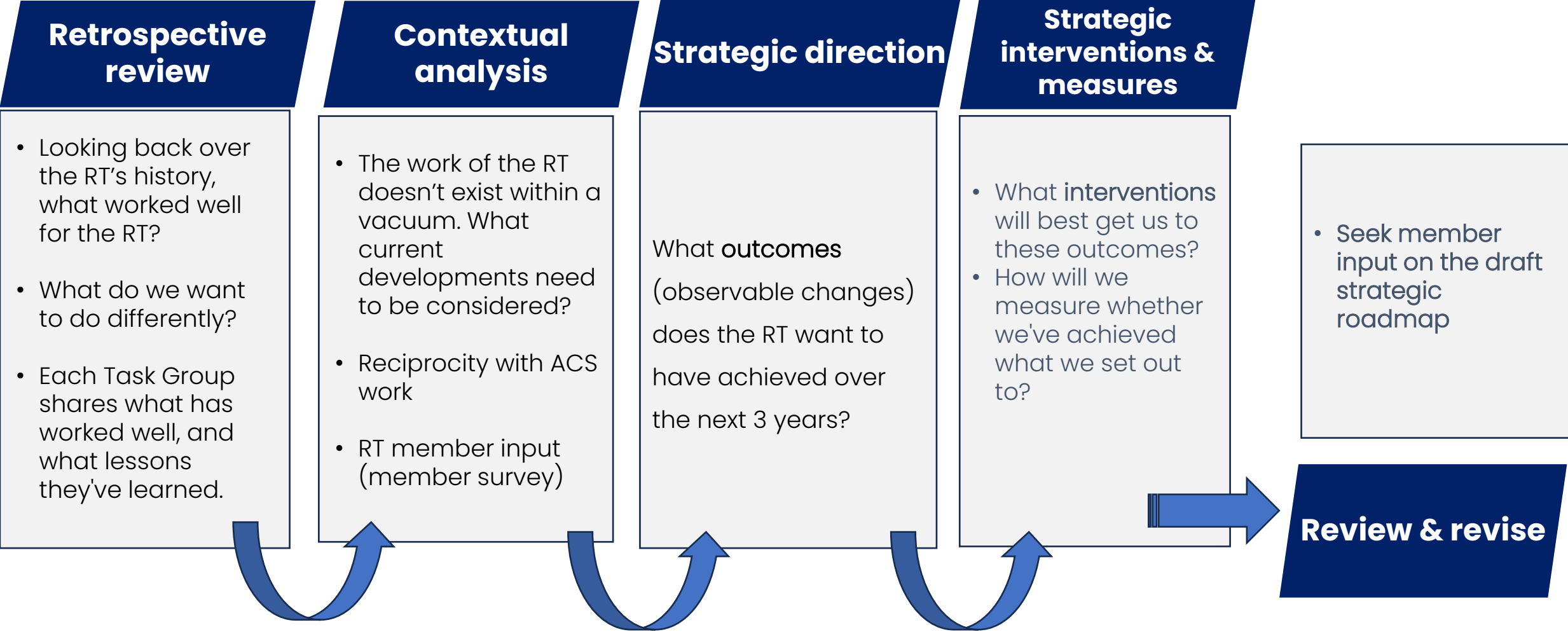
- Grounding our work in established and agreed upon goals and objectives.
- Support the sustainability patient navigation and the NNRT.
- Improve transparency on scope, activities, and actions.
- Enhance clarity of roles, responsibilities, and capacity.
- Align our focus so that we can work as efficiently and effectively as possible.
- Allow space to maneuver when new opportunities arise.
- Lean into what makes the ACS NNRT vital and exceptional!



Three-Year Roadmap Planning Acknowledgements

- Steering Committee
- Task Group Co-Chairs
- Membership
- Volunteer & ACS Staff collaboration

Strategy Refresh Process



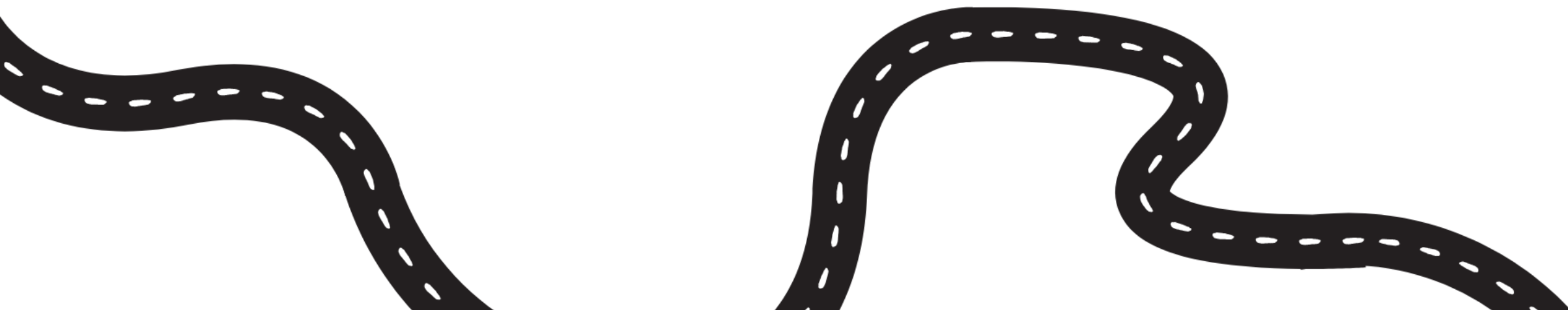


ACS NNRT At a Glance



OUR STRATEGIC AIM

Collective action to sustain oncology patient navigation to achieve access and health equity across the continuum of cancer care.





Roundtable Functions



Convening Partners

Facilitate member dialogue, host cross-sector summits, and engage ACS Roundtables.



Developing National Strategies

Align goals across priority teams and create national guidance for reimbursement.



Building Evidence

Conduct barrier analyses, perform landscape assessments, and publish case studies.

Professional Education

Amplify Oncology Navigation Standards of Professional Practice, develop webinars, and create educational tools.



System, Practice & Policy Changes

Update the "Promising Practices" guide and advocate for policy solutions with ACS CAN.



Strategic Roadmap 2026-2029



- **Priorities**
- **Outcomes**
- **Activities**

ACS NNRT Strategic Roadmap



1
Sustainable Navigation in Action - Overcoming Barriers to Implementation

3
Enhance Strategic Collaboration and Member Engagement

2
Strengthen and Diversify the Navigation Workforce & Leadership

4
Advance Sustainable Funding and Policy Solutions for Evidence-Based Navigation

5
Strategically Integrate Digital Tools and AI to Enhance Patient Navigation

Priority One

Sustainable Navigation in Action –
Overcoming Barriers to
Implementation



What We're Working Toward

- ✓ Implementation barriers are identified, prioritized and reduced across member organizations
- ✓ Exemplary navigation programs are recognized and featured as practical models of sustainable navigation
- ✓ More member sites successfully implementing sustainable navigation infrastructure and reimbursement practices

How We'll Get There

- ✓ Conduct barrier analyses to explore high-impact challenges in navigation reimbursement, standards implementation, and sustainability practices to guide resources development
- ✓ Disseminate results and show case promising practices
- ✓ Develop implementation tools to address the top three identified barriers



Priority Two

Strengthening and Elevating
Navigation as a Core Driver of
Equitable Cancer Care

What We're Working Toward

- ✓ Systemic recognition by health systems and policymakers that navigation is a core clinical and equity function embedded in care
- ✓ Standardized alignment and adoption of the Oncology Navigation Standards of Professional Practice
- ✓ Cross-sector integration to strengthen partnerships between ACS Roundtables and equity partners to advance sustainable navigation

How We'll Get There

- ✓ Amplify professional standards through educational sessions and tools to define types of navigation and core navigation functions nationwide
- ✓ Foster roundtable collaboration and cross-sector collaboration with NNRT and other ACS Roundtables to increase knowledge of navigation as an equity driver
- ✓ Continue to contribute and update evidence of the clinical and equity impacts of navigation through collaborative research and partnerships

Priority Three

Strategic Alliances and
Member Engagement



What We're Working Toward

- ✓ Collective impact with increased member engagement and cross-sector collaboration across navigation-focused organizations
- ✓ A unified voice that is strategically aligned with partners that will expand the Roundtable's influence across oncology and non-traditional sectors
- ✓ Coordinated strategy with goals and timelines that are aligned across priority teams to reduce duplication and enhance collective action

How We'll Get There

- ✓ Improvements in member onboarding by creating modules and primers to educate new members on the NNRT priorities
- ✓ Expand our strategic partnerships beyond our membership with groups such as payers, revenue cycle experts, health IT companies, CBOs, and licensing bodies to advance our knowledge and reach
- ✓ Facilitate peer learning by hosting workforce experts and educational sessions to improve our knowledge in special areas (health policy, philanthropy, population health, and health innovation) to spark peer-sharing and collaboration



Priority Four

Advance Sustainable Funding
and Policy Solutions

What We're Working Toward

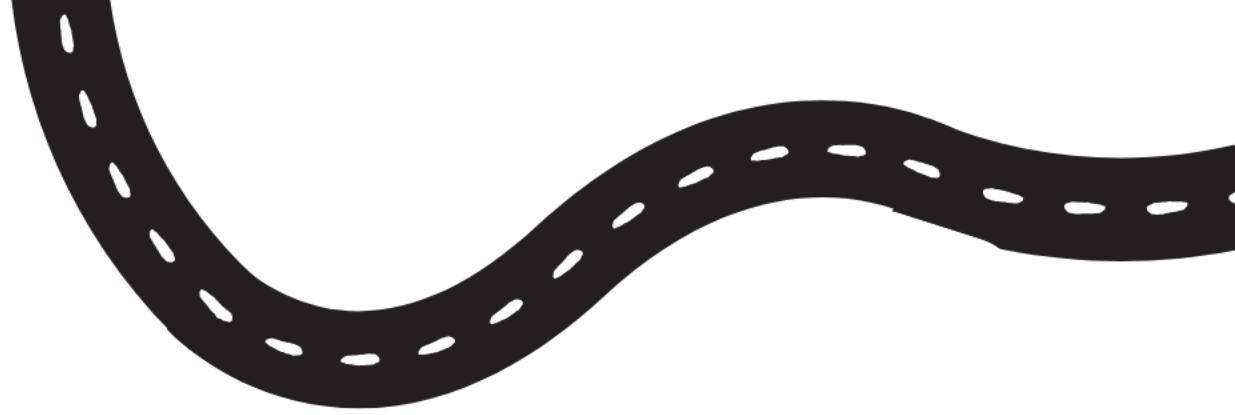
- ✓ Reimbursement pathways are protected, strengthened, and consistently implemented
- ✓ New funding and coverage pathways for navigation in both clinical and community settings are identified and advanced
- ✓ Health system leaders are provided with evidence-based guidance on value and ROI to make decisions to sustain navigation

How We'll Get There

- ✓ Analyze PIN survey data to illustrate the current landscape and make recommendations via webinars, publications, and tools to increase PIN implementation
- ✓ Collaborate with ACS CAN to update advocacy toolkits and support legislative efforts to fund navigation services
- ✓ Convene funding experts by hosting a cross-sector summit to inform, educate, and disseminate best practices

Priority Five

Ethical Integration of Digital
Technology in Navigation



What We're Working Toward

- ✓ Ethical and equitable standards to guide the use of digital technology including AI in navigation
- ✓ Consensus of roundtable members and partners who align around shared principles and standards for technology adoption in oncology navigation
- ✓ Informed practice so that navigators and health systems have clear guidance on how to use technology to improve not replace human connection and the patient experience

How We'll Get There

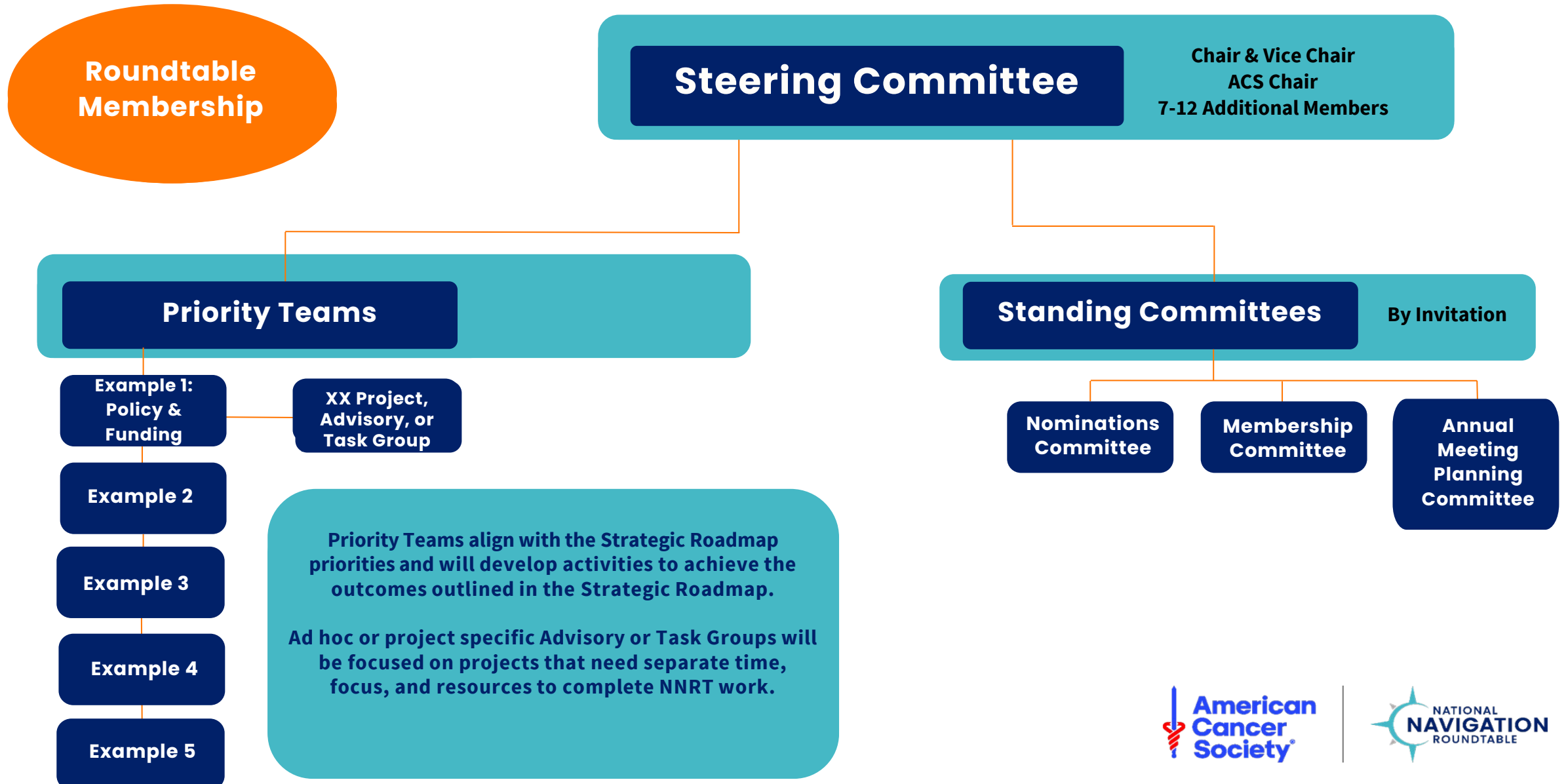
- ✓ Convene health care leaders and navigators with technology experts and users to identify shared values and ethical priorities for technology in navigation
- ✓ Disseminate ethical guidance by creating and showcasing case studies of ethical tech adoption that benefit both patients and navigators
- ✓ Conduct a landscape analysis of current digital tool usage to identify opportunities where technology can best enhance health equity

Priority Teams

How We'll Work Together



ACS NNRT Volunteer Leadership Structure



Priority Teams for ACS NNRT Three-Year Roadmap

Current Task Groups

- Evidence Based Promising Practices
- **Workforce Development**
- Public Awareness & Communication
- Policy

2026 Roadmap Priority Teams

- Sustainability (Evidence Through Implementation) (Priority 1)
- **Elevating Navigation to Drive Equity (Priority 2)**
- Strategic Alliances & Member Engagement (Priority 3)
- Policy Solutions & Funding Stability (Priority 4)
- **NEW! Technology & Innovation (Priority 5)**



Next Steps



- **Priority Teams**
 - **Leadership and Sign-Ups**
 - **Newsletter Sign-Up Forms**
- **Kick-off Meetings of Priority Teams**
- **Recording, Deck, and Roadmap posted on [NNRT.org](https://www.nnrt.org)**



Resources, Tools & Engagement

ACS NNRT Website & Resource Center

The [NNRT Resource Center](#) contains evidence-based resources and tools for patient navigation sustainability.



Who We Are

Patient Navigation

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Resource Center

Thank you to the American Cancer Society National Navigation Roundtable (ACS NNRT) members and leaders in the patient navigation community for sharing the following resources to support the community. The ACS NNRT will continue to update this resource list based on references and input from the navigation community. To add your information or share existing valuable resources, please contact nrrt@cancer.org.

Job Descriptions by Oncology Patient Navigator Experience

→

Patient Navigation Sustainability Assessment Tool (PNSAT)

→

- Filters [Clear All](#)
- Common Keywords
 - Content Type
 - Resource Type
 - Sustainability Model
 - Training

NEW!
[ACS NNRT Pulse Survey 2025 Final Results](#)

NEW!
[Driving Impact: Professional Standards in Oncology Navigation](#)

The Driving Impact: Professional Standards in Oncology Navigation infographic was developed by the American Cancer Society National Navigation Roundtable (ACS NNRT) Workforce Development Task Group as a resource for patient navigation programs. The Oncology Navigation Standards of Professional Practice were created by the Professional Oncology Navigation Task Force (PONT) team. These standards give clinical oncology [...]

[Navigating Patients Across The Care & Treatment Continuum: Winter 2024 Impact Report](#)

[Isn't there enough evidence on the benefits of patient navigation? \(Editorial\)](#)

[Evaluating the Effectiveness of the National Oncology Navigation Acuity Tool: Insights From a Multisite Quality Initiative](#)

[Sustainably Funding Patient Navigation ACS CAN Factsheet](#)

[Patient Navigation and the Landmark CMS Reimbursement Decision by AONN+ \(Dec 2024\)](#)

In the December 2024 issue of the Journal of Navigation & Survivorship, Monica Dean, HON-OPN-CG, of the Academy of Oncology Nurse & Patient Navigators, explores the significance of the recent CMS reimbursement decision for patient navigation services. In "Patient Navigation and the Landmark CMS Reimbursement Decision," Dean outlines the journey toward this milestone, its implications [...]

[Enhancing Sustainability in Patient Navigation Programs](#)

The ACS NNRT and AONN+ have collaborated to explore the critical issue of sustainability capacity within patient navigation programs. Through a series of activities, we gathered insights from patient navigators and program administrators on challenges, needs, and best practices. This article examines sustainability capacity through the lens of the Patient Navigation Sustainability Framework. [Read the full article.](#)

[Back to Resources](#)

Job Descriptions by Oncology Patient Navigator Experience

Job descriptions by oncology patient navigator experience

Entry	Intermediate	Advanced
<p>One to two years or equivalent experience. Starting a new position without experience in navigation and builds on resources for addressing barriers (logistical, economic, cultural & linguistic, communication, and provider centered) and basic Oncology Patient Navigator-Certified Generalist (OPN-CG) principles to guide practice.</p>	<p>Three to four years or equivalent to such effort. Possesses a basic understanding of patient care flow within job boundaries, matching resources to the unique needs of the patient, identifying resources lacking in the community of care, beginning to analyze needs and gaps, and exploring/collaborating with multidisciplinary team members to advocate for resources for unmet needs for community or clinical setting.</p>	<p>Five or more years. Skilled in the ability to perceive patient situations holistically based on past experiences, focusing in on the unique aspects of the patient assessment, and uses critical thinking and decision-making skills pertaining to navigation processes. Builds on and includes all knowledge, skills, roles, and responsibilities from Entry and Intermediate navigators.</p>

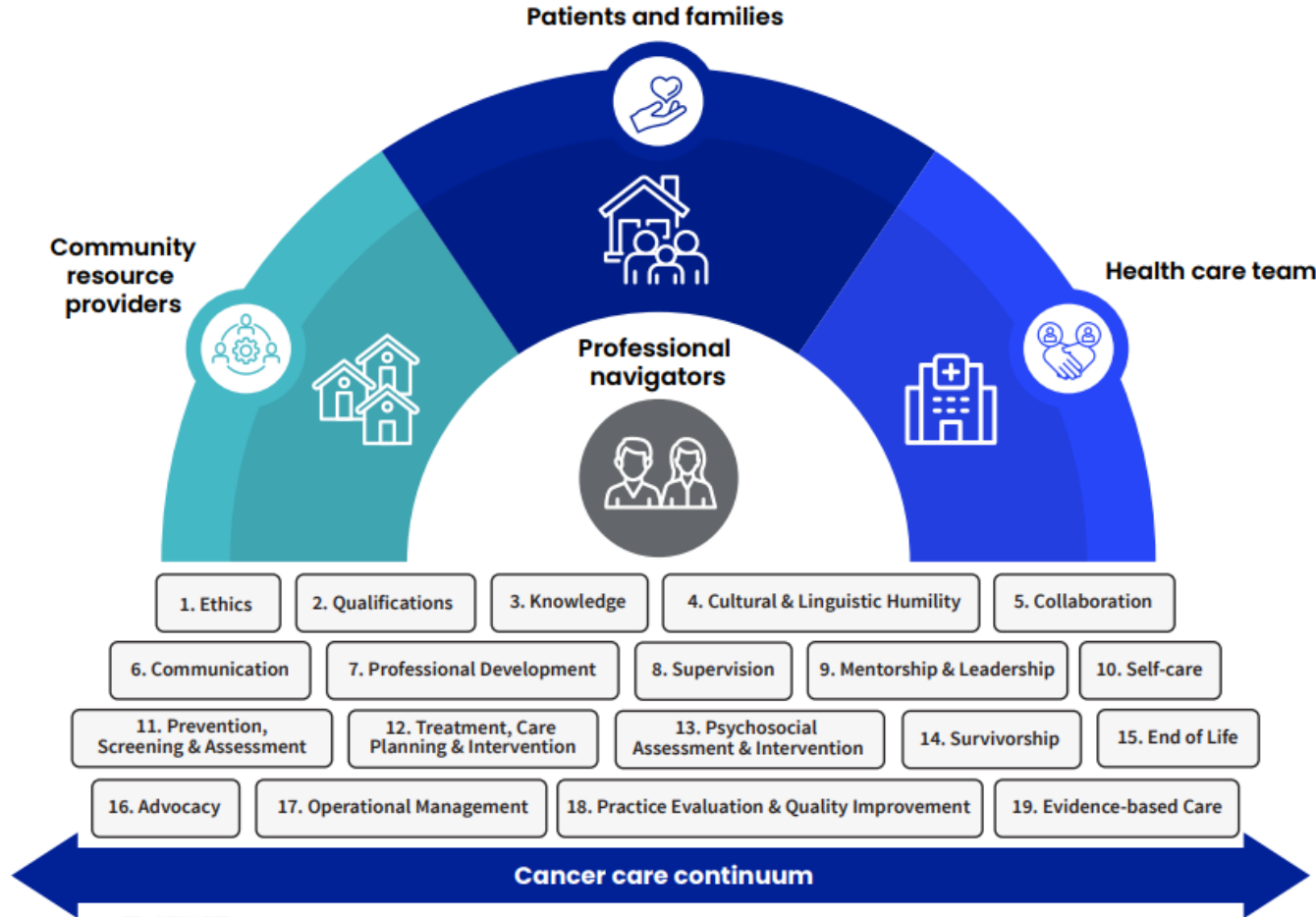
Patient navigator roles and responsibilities progress from entry through advanced levels beginning with outreach in the community and learning how to identify and address barriers.

Cancer, Volume 131, Issue 4, First published: 12 February 2025, DOI: 10.5892/cncr.35764

Creating Clear Pathways for Patient Navigators

The ACS National Navigation Roundtable (ACS NNRT) Workforce Development Task Group has developed guidance to support the creation of patient navigator job descriptions aligned with levels of expertise—entry, intermediate, and advanced. These descriptions, informed by real-world experience, provide a structured framework for professional growth and skill development. Administrators can use the 2024 proficiency table to map a clear progression of responsibilities, ensuring navigators are equipped to evolve in their roles and enhance patient support.

Driving Impact: Professional Standards in Oncology Navigation



Scan the QR code to learn more about how the [Oncology Navigation Standards of Professional Practice](#) provide the foundation to enhance the quality of professional navigation services.

ACS NNRT Events & Webinars



navigationroundtable.org/news-events/events/



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<p>NEW!</p> <p>ACS NNRT Pulse Survey Trends →</p> <p>March 27, 2026</p>	<p>NEW!</p> <p>Stronger Together: Connecting Clinical and Community Navigators to Transform the Patient Experience →</p> <p>February 18, 2026</p>	<p>Advancing Navigation Sustainability: Reimbursement Implementation for Principal Illness Navigation (PIN) →</p> <p>December 20, 2025</p>
<p>Technology with Purpose: How Navigators Can Lead Ethically, Strategically, and Equitably →</p> <p>November 19, 2025</p>	<p>Promising Practices Supporting The Sustainability of Patient Navigation: An Implementation Guide →</p> <p>October 22, 2025</p>	<p>"From Publication to Practice: Lessons in Building and Implementing Sustainable Patient Navigation Programs" →</p> <p>June 25, 2025</p>
<p>"Understanding the Impact of New Billing Codes on Patient Navigation: Survey Insights and Recommendations" →</p> <p>January 7, 2025</p>	<p>"Building a Business Case for the Investment and Sustainability of Patient Navigation" archived webinar →</p> <p>December 11, 2024</p>	<p>"Leveraging Technology to Benefit Patient Navigation Capitol!" →</p> <p>November 19, 2024</p>
<p>"Workflow Integration and Sustainability: Implementation within Existing Systems and Technologies" →</p> <p>October 29, 2024</p>	<p>"Policy in Action: Preparing for and Utilizing PIN Codes & Implementation of Organizational Policy." Archived Webinar →</p> <p>October 24, 2024</p>	<p>ACS NNRT Webinar "Enhancing Colorectal Cancer Screening Through Effective Patient Navigation: Integrating CPSTF Recommendations for Economic Impact" →</p> <p>September 30, 2024</p>
<p>Empowering Patient Care: Navigating Out-of-Pocket Costs for Medicare PIN Services →</p> <p>April 4, 2024</p>	<p>Pursuing Patient Navigation Policy Landscape</p>  <p>December 6, 2023, 2 p.m. - 3:15 p.m.</p> <p>2023 Call To Action Session #4: Pursuing Patient Navigation Policy Landscape Call →</p>	<p>Here's the Evidence Panorama</p>  <p>November 8, 2023, 3:30 p.m. - 4:45 p.m.</p> <p>2023 Call To Action Session #3: Here's the Evidence Panorama →</p>



Promising Practices Supporting the Sustainability of Patient Navigation: An Implementation Guide



2025 PIN Pulse Survey Results Summary



2025 PIN Code Reimbursement Survey Results Summary

The American Cancer Society National Navigation Roundtable (ACS NNRT) conducted a brief survey to gather feedback on the implementation, utilization, and barriers related to navigation reimbursement. The survey inquired about [Principal Illness Navigation \(PIN\) and Principal Care Management \(PCM\) codes](#), focusing primarily on PIN reimbursement. A total of 126 responses were included in the final dataset and are summarized below.

PIN Code Implementation

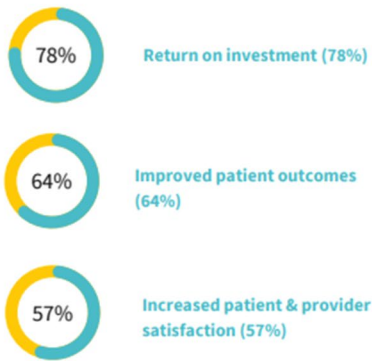
43% of respondents are working towards implementing PIN and/or PCM codes

20% of respondents are currently implementing the codes.

Impact of New Codes on Business Model to Support Navigation Program - Highlight
[It] has shown our leadership that Navigators can generate revenue. We did a navigation pilot and it was very successful from a reimbursement and patient satisfaction point of view.

80 respondents are currently implementing or working towards **billing code implementation**. This group provided insight on the expected benefits and challenges (see below).

Expected PIN Code Benefits



PIN Code Challenges



2025 PIN Code Survey Results



Program Plans

Overall, the majority of those implementing or working towards it **plan to use PIN codes to support current programs and/ or their expansion.**

81% support existing navigation program/staff

64% support expansion of existing navigation program

10% create a new navigation program

Additional comments about experience with reimbursement pathways for navigation so far.

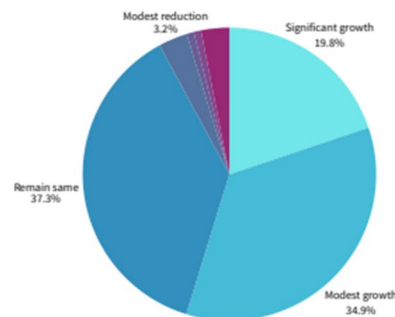
Our program is brand new and the process of working and trying to build has been very challenging and now our financial situation is much worse that we were initially told at this point I feel like I just may need to work as long as I can but this position may go away

So far great and able to provide more individualized care coordination with our patients

The process to establish billing is opaque and confusing for community based organizations; and yet, we are the most likely to have a funding need AND the capacity to serve more patients with better results that navigation programs inside the traditional clinical model.

Program Size

The majority of navigation programs **expanded** (55%) or **remained the same** (37%) since January 2025.



PIN Code Implementation Barriers

32 respondents indicated they are **not implementing reimbursement code strategies**. They selected the following factors that impact their institution's decision to not implement the CMS PIN and/or the CPT PCM codes at this time:

- Administrative burden of documentation/billing (34%)
- Patient out-of-pocket costs (i.e., cost-sharing) (31%)
- Challenges in integrating into Electronic Medical Record (EMR) (22%)
- Workflow Challenges (25%)
- Other (38%)



Questions

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Thank You



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