

New Features to Streamline Practice Operations

EMPOWERING OPERATIONAL TEAMS



Lauren Smith
Product Design,
Flatiron Health



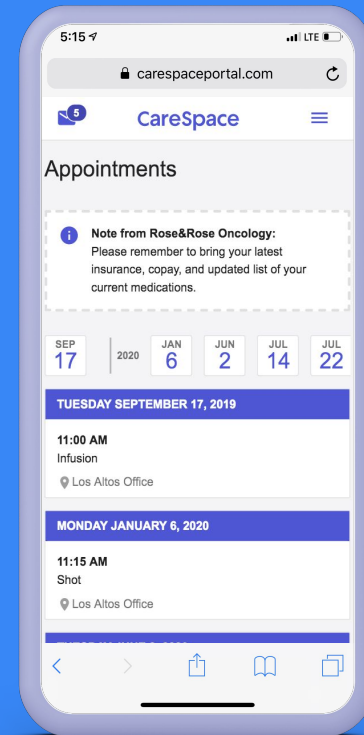
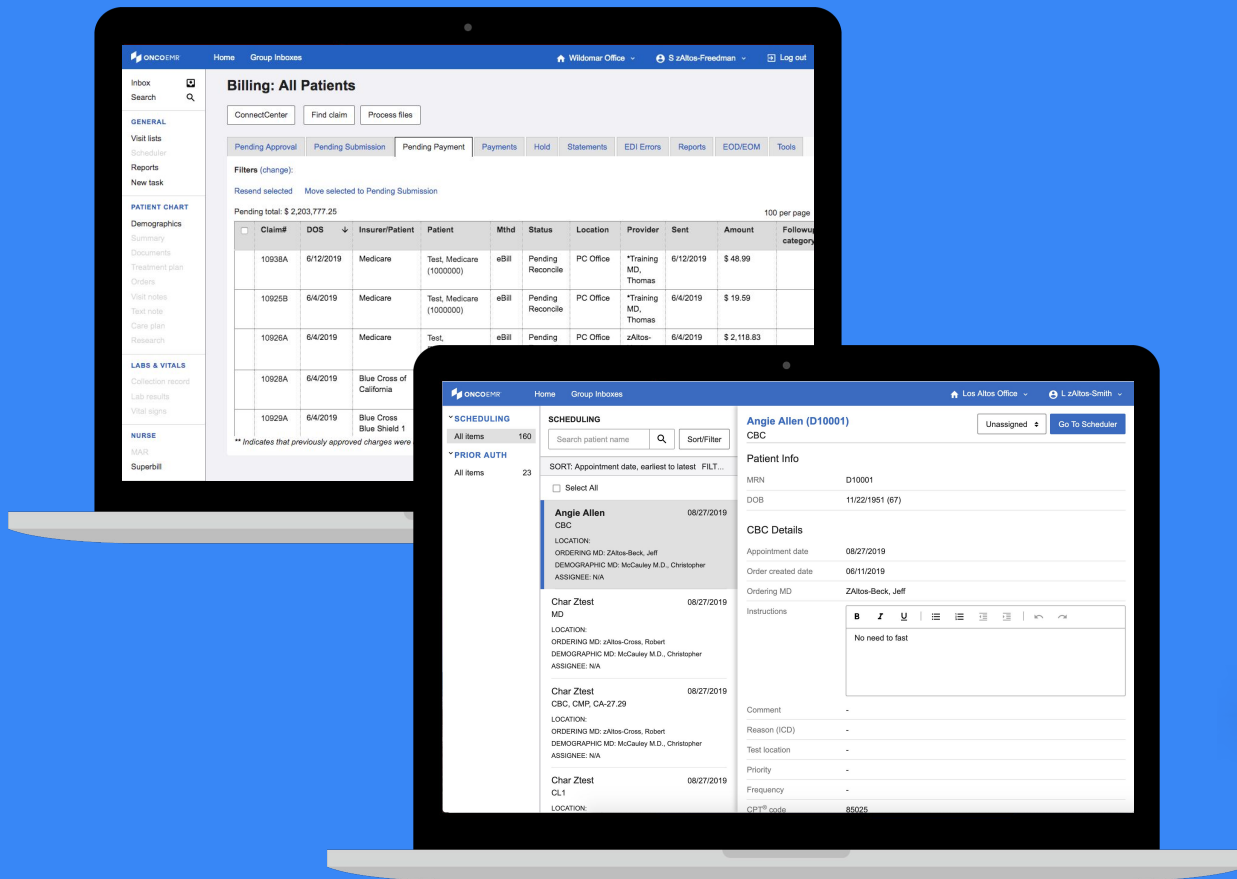
Kate Estep
Product Manager,
Flatiron Health



Simon Freedman
Product Manager,
Flatiron Health

Agenda

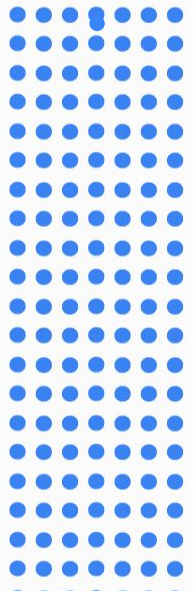
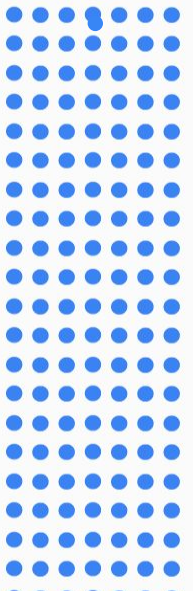
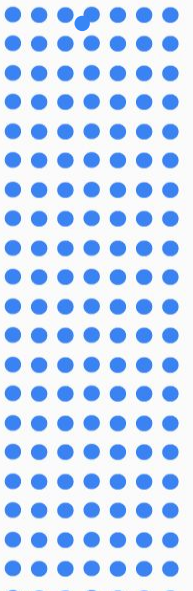
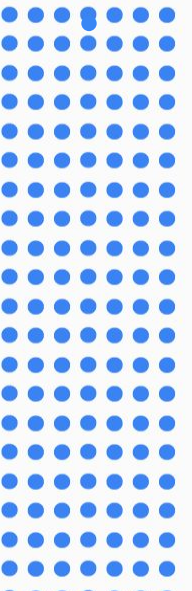
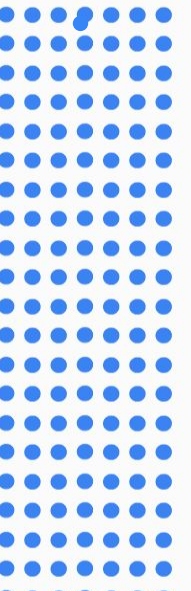
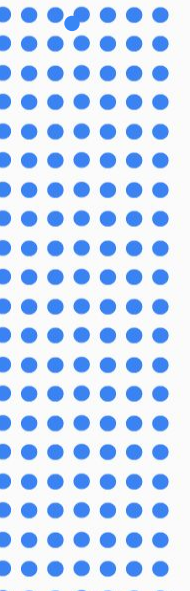
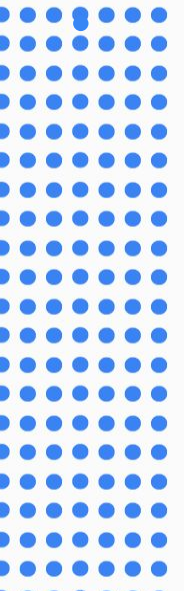
- Introduction
5 MINUTES
- Patient Scheduling and Prior Authorization
10 MINUTES
- Patient Communication
10 MINUTES
- Billing
10 MINUTES
- Close and Q&A
5 MINUTES

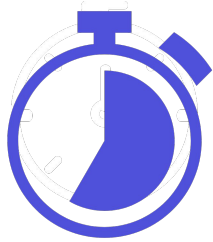


Operational teams are
critical to quality care
delivery

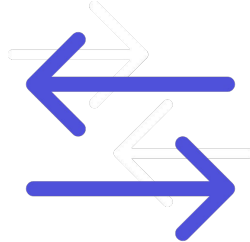




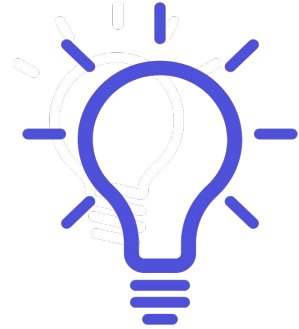
Scheduling: First Visit	Prior Auth: Insurance	Scheduling: Labs	Scheduling: MD Appt & Treatment	Prescriptions	Patient Comms (CareSpace)	Billing
						



Feel
efficient



Enhance
communication



Act
intelligent

Patient Scheduling and Prior Authorization

Group Inboxes

A dynamic worklist tool built to provide a more intuitive and automated way to manage outstanding orders.

The screenshot displays the ONCOEMR Group Inboxes interface. The top navigation bar includes the ONCOEMR logo, 'Home', 'Group Inboxes', and user information for 'Los Altos Office' and 'L. zAltos-Smith'. The left sidebar shows a navigation menu with 'SCHEDULING' (160 items) and 'PRIOR AUTH' (23 items). The main content area is divided into two sections. The top section, titled 'SCHEDULING', contains a search bar, a 'Sort/Filter' button, and a list of orders. The first order is for 'Angie Allen' (D10001) on 08/27/2019, with details: CBC, LOCATION: ZAltos-Beck, Jeff, ORDERING MD: ZAltos-Beck, Jeff, DEMOGRAPHIC MD: McCauley M.D., Christopher, and ASSIGNEE: N/A. Below this are two more orders for 'Char Ztest' on 08/27/2019, one for MD and one for CBC, both with similar details. The bottom section, titled 'Angie Allen (D10001) CBC', shows patient information (MRN: D10001, DOB: 11/22/1951 (67)), CBC details (Appointment date: 08/27/2019, Order created date: 06/11/2019, Ordering MD: ZAltos-Beck, Jeff), instructions ('No need to fast'), and a comment field. The bottom right corner shows the CPT® code 85025.

ONCOEMR Home Group Inboxes Los Altos Office L. zAltos-Smith

SCHEDULING
All items 160

PRIOR AUTH
All items 23

SCHEDULING
Search patient name [] Sort/Filter
SORT: Appointment date, earliest to latest FILT...
☐ Select All

Angie Allen 08/27/2019
CBC
LOCATION: ZAltos-Beck, Jeff
ORDERING MD: ZAltos-Beck, Jeff
DEMOGRAPHIC MD: McCauley M.D., Christopher
ASSIGNEE: N/A

Char Ztest 08/27/2019
MD
LOCATION: ZAltos-Beck, Jeff
ORDERING MD: ZAltos-Beck, Jeff
DEMOGRAPHIC MD: McCauley M.D., Christopher
ASSIGNEE: N/A

Char Ztest 08/27/2019
CBC, CMP, CA-27.29
LOCATION: ZAltos-Beck, Jeff
ORDERING MD: ZAltos-Beck, Jeff
DEMOGRAPHIC MD: McCauley M.D., Christopher
ASSIGNEE: N/A

Char Ztest 08/27/2019
CL1
LOCATION: ZAltos-Beck, Jeff

Angie Allen (D10001) CBC
Unassigned Go To Scheduler

Patient Info
MRN D10001
DOB 11/22/1951 (67)

CBC Details
Appointment date 08/27/2019
Order created date 06/11/2019
Ordering MD ZAltos-Beck, Jeff

Instructions
B I U | | | | |
No need to fast

Comment -

Reason (ICD) -

Test location -

Priority -

Frequency -

CPT® code 85025

Dynamic sorting and filtering

Customize worklists by searching across all unscheduled test, radiology, and other activities, as well as based on rolling dates.

The screenshot shows the 'Change sort and filters' dialog box in the ONCOEMR application. The dialog is overlaid on a sidebar containing a list of worklist items under 'SCHEDULING' and 'PRIOR AUTH' sections. The dialog has a title bar with 'ONCOEMR', 'Home', and 'Group Inboxes'. The main content area is titled 'Change sort and filters' and contains two sections: 'Sort by' and 'Filter by'. The 'Sort by' section has radio buttons for 'Appointment date, earliest to latest' (selected), 'Appointment date, latest to earliest', 'Order created date, earliest to latest', 'Order created date, latest to earliest', 'Patient MRN, ascending', and 'Patient MRN, descending'. The 'Filter by' section has a 'Clear filters' link and three filter groups: 'Appointment date' with 'Exact' (selected) and 'Rolling' radio buttons, a date range selector showing 'Tue, 9/17/2019' to 'Enter Date', and a 'Clear' button; 'Location' with a dropdown menu set to 'All'; and 'In house/outside' with a dropdown menu set to 'Any'. There are also filters for 'Order created date', 'Demographic MD', 'Ordering MD', and 'Value', each with a dropdown menu set to 'All'. At the bottom right of the dialog are buttons for 'Save as new view', 'Cancel', and 'Save'.

ONCOEMR Home Group Inboxes Los Altos Office L zAltos-Smith

SCHEDULING All items 267 Search pattern

PRIOR AUTH All items 1

Select All

Jane zzTest
CBC,PLT,DIFF
LOCATION: Los
ORDERING MD:
DEMOGRAPHIC
ASSIGNEE: N/A

Jane zzTest
CL2
LOCATION: Los
ORDERING MD:
DEMOGRAPHIC
ASSIGNEE: N/A

Char ZTest
CL3
LOCATION: Los
ORDERING MD:
DEMOGRAPHIC
ASSIGNEE: N/A

Catherine A

Change sort and filters

Sort by

- ☒ Appointment date, earliest to latest
- ☐ Appointment date, latest to earliest
- ☐ Order created date, earliest to latest
- ☐ Order created date, latest to earliest
- ☐ Patient MRN, ascending
- ☐ Patient MRN, descending

Filter by [Clear filters](#)

Appointment date
☒ Exact ☐ Rolling
Tue, 9/17/2019 to Enter Date Clear

Location
All

In house/outside
Any

Order name

Order created date
☒ Exact ☐ Rolling
Enter Date to Enter Date Clear

Demographic MD
All

Ordering MD
All

Value

[Save as new view](#) [Cancel](#) [Save](#)

Create Custom and Shared Views

Save your searches by creating views for yourself, or to share with your team for continued use.

The screenshot shows the 'Change sort and filters' dialog box in the ONCOEMR application. The dialog is overlaid on a sidebar containing navigation links like 'SCHEDULING', 'MY VIEWS', and 'PRIOR AUTH'. The dialog itself has a title bar with 'ONCOEMR', 'Home', and 'Group Inboxes'. The main content area is divided into sections for sorting and filtering. The 'Sort by' section has radio buttons for 'Appointment date, earliest to latest' (selected), 'Appointment date, latest to earliest', 'Order created date, earliest to latest', 'Order created date, latest to earliest', 'Patient MRN, ascending', and 'Patient MRN, descending'. The 'Filter by' section has a 'Clear filters' link and several filter groups. The 'Appointment date' group has radio buttons for 'Exact' and 'Rolling' (selected), with 'Select day' dropdowns and 'business days from today to' text. The 'Location' group has a dropdown menu set to 'All'. The 'In house/outside' group has a dropdown menu set to 'Any'. The 'Order created date' group has radio buttons for 'Exact' (selected) and 'Rolling', with 'Enter Date' input fields and a 'Clear' button. The 'Demographic MD' group has a dropdown menu set to 'All'. The 'Ordering MD' group has a dropdown menu set to 'All'. At the bottom right of the dialog are buttons for 'Save as new view', 'Cancel', and 'Save'.

ONCOEMR Home Group Inboxes Los Altos Office L zAltos-Smith

Change sort and filters

Sort by

- ☒ Appointment date, earliest to latest
- ☐ Appointment date, latest to earliest
- ☐ Order created date, earliest to latest
- ☐ Order created date, latest to earliest
- ☐ Patient MRN, ascending
- ☐ Patient MRN, descending

Filter by [Clear filters](#)

Appointment date

- ☐ Exact
- ☒ Rolling

Select day business days from today to

Select day business days from today [Clear](#)

Location

All

In house/outside

Any

Order created date

- ☒ Exact
- ☐ Rolling

Enter Date to Enter Date [Clear](#)

Demographic MD

All

Ordering MD

All

[Save as new view](#) [Cancel](#) [Save](#)

Add an Assignee

Avoid duplicate work and promote efficiency by assigning orders to a specific user to complete.

The screenshot displays a web application interface for managing medical orders. At the top, there's a header with a search bar and a dropdown menu labeled 'Unassigned'. Below this, the main content area is divided into two sections: 'Business Office Activity' and 'Basic Information'. The 'Business Office Activity' section contains a table with fields for Appointment date, Appointment time, Order created date, Visit location, Ordering MD, and Value. The 'Basic Information' section contains a table with fields for MRN, DOB, Demographic MD, and Primary diagnosis (stage). A search dropdown menu is open on the right side of the 'Business Office Activity' section, showing a list of names: Smith, Jennie; Smith, RN OCN, Catherine; Eckels, Dave; Eckels, Dave; Faulken, Colleen; Best, Wayne; Locum, Physician; Binford, MD, Lyndsi; and Digory MD, Cedrick. The search bar has a 'Search' button and a 'Clear' button.

Business Office Activity	
Appointment date	08/28/2019
Appointment time	Not yet scheduled
Order created date	08/28/2019
Visit location	Los Altos Office
Ordering MD	McCauley M.D., Christopher
Value	Required
Instructions	<p>B I U ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡</p>

Basic Information	
MRN	123449
DOB	01/01/1955 (64)
Demographic MD	McCauley M.D., Christopher
Primary diagnosis (stage)	Breast Cancer (Breast Cancer)

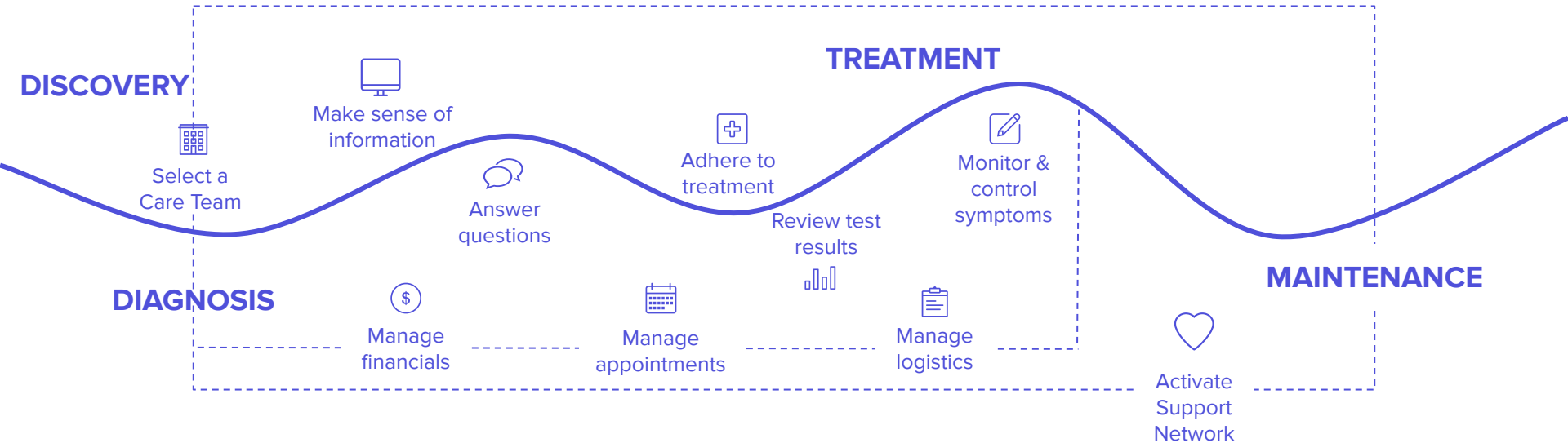
Quickly identify orders with badges that indicate an order has changed, including a reference history attached to the order.

History ⓘ



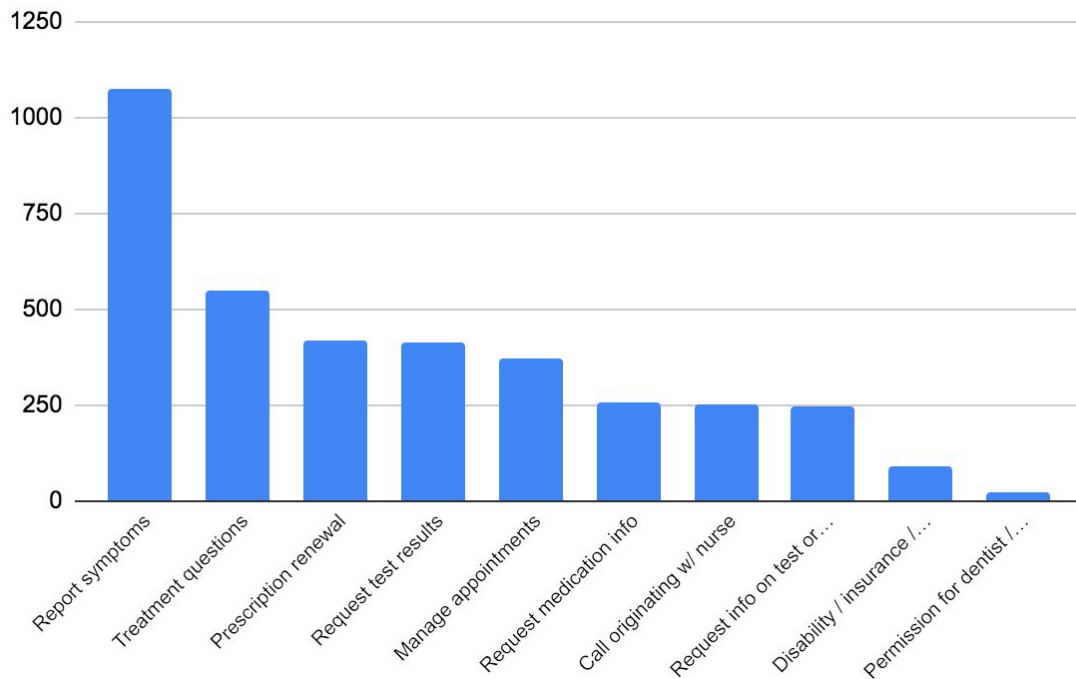
Patient Communication (CareSpace)

Andrew's patient experience continues when he leaves the clinic



Getting help

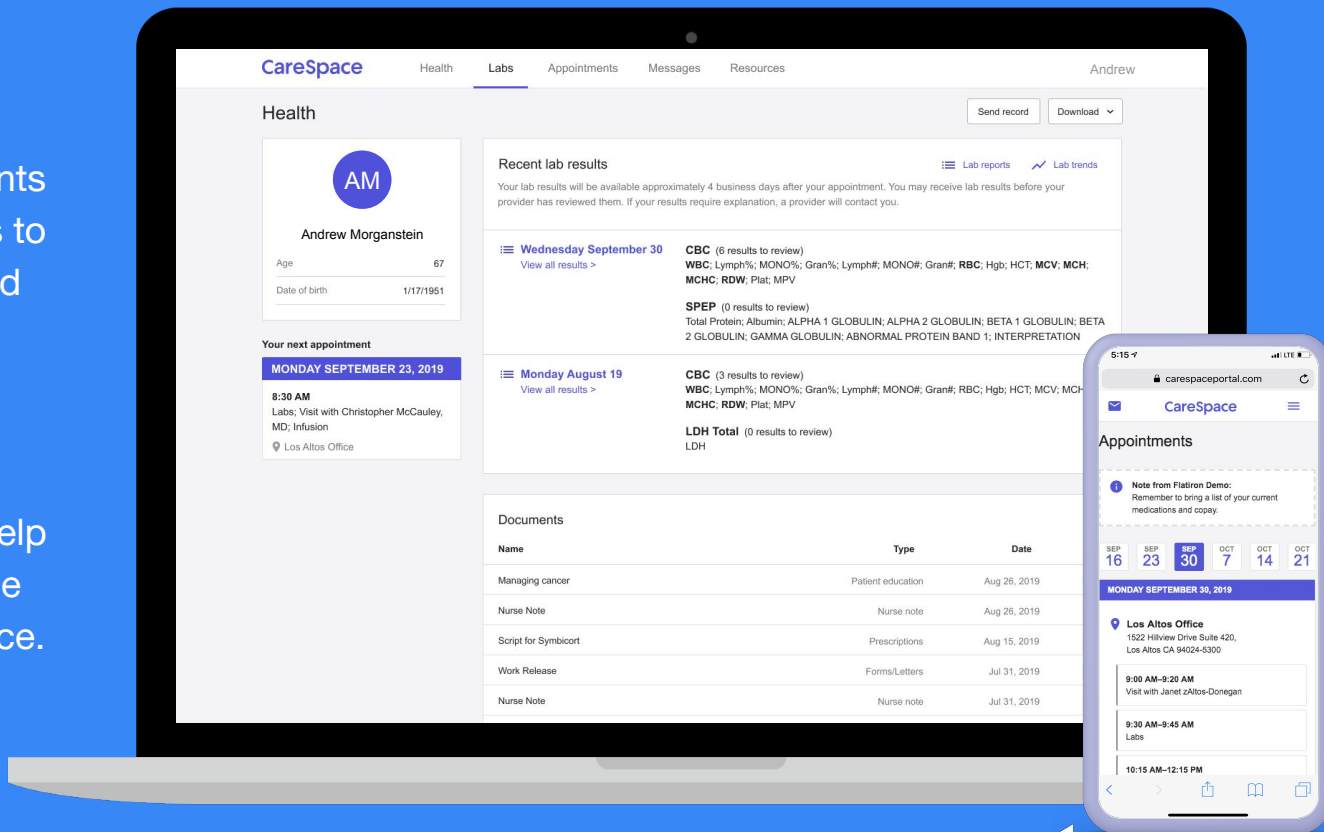
Patients often call the clinic for answers or support with needs that are not met during their visit or at home.



CareSpace

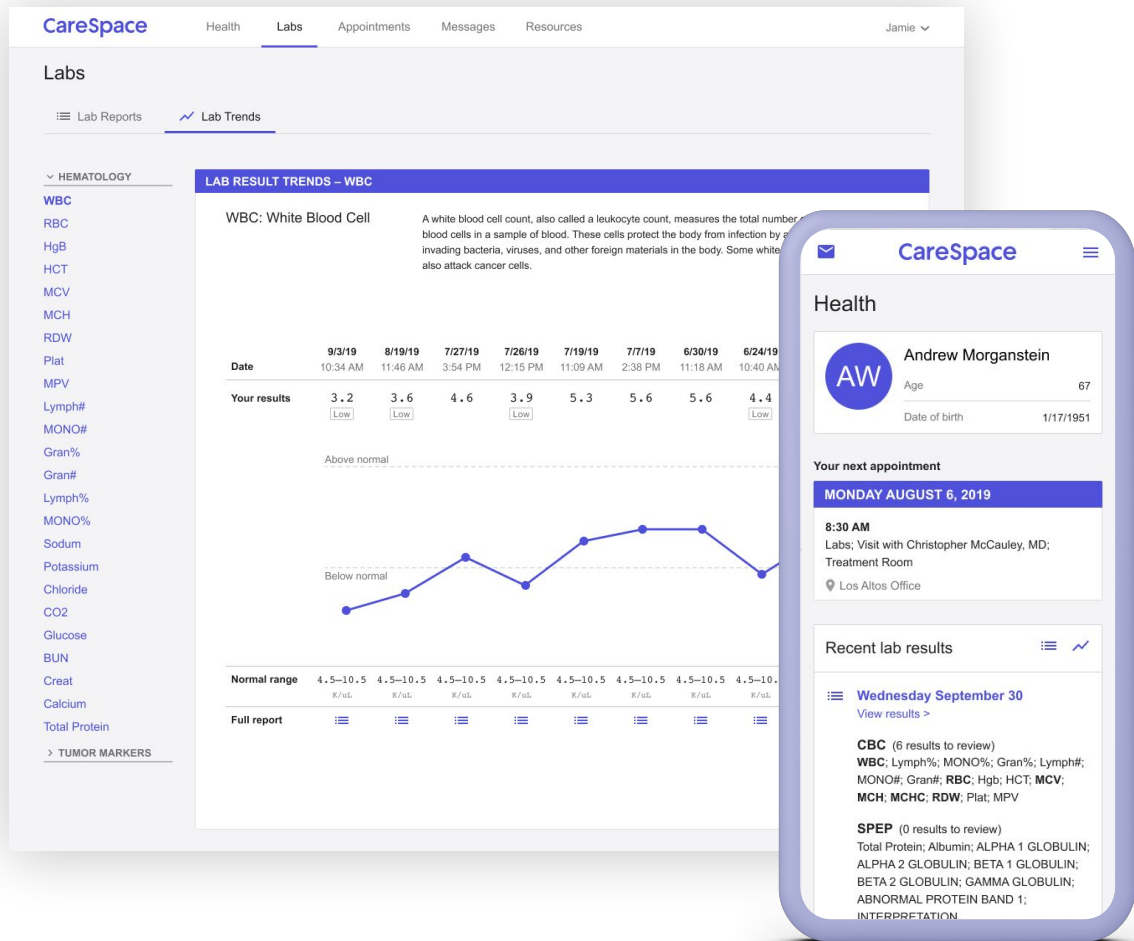
CareSpace provides patients with secure, online access to their health information and care team.

Fully integrated within OncoEMR, CareSpace enables your practice to help patients answer the 'simple questions' outside the office.



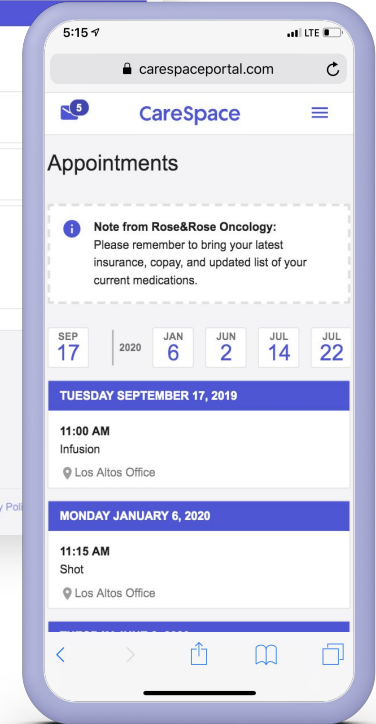
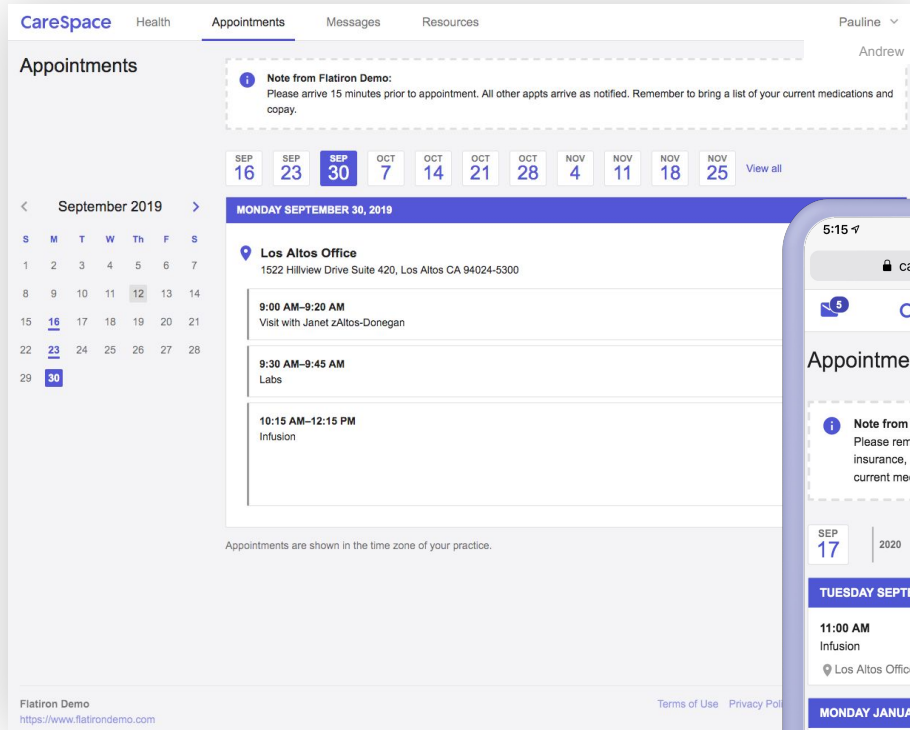
How are my recent lab results?

Andrew's lab results are released to CareSpace automatically after provider review.



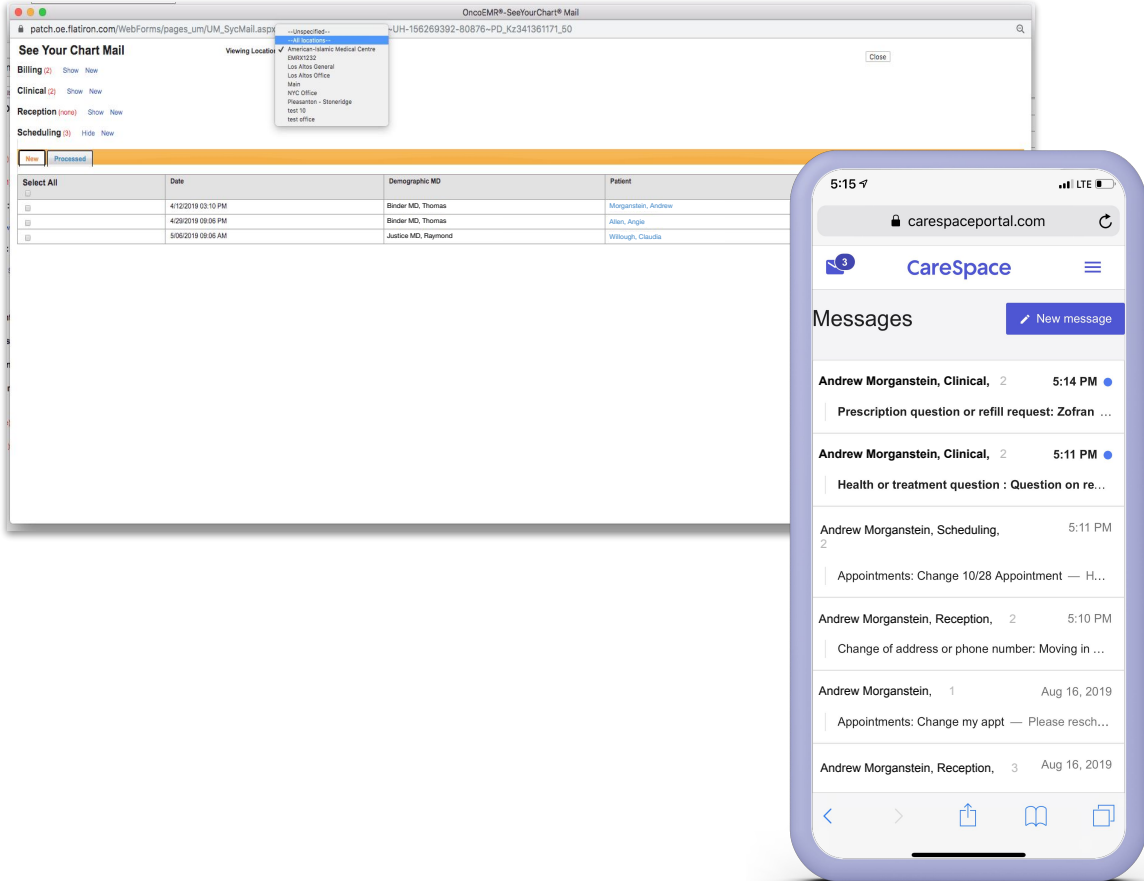
When is my next appointment?

Andrew can easily view his upcoming appointment information.

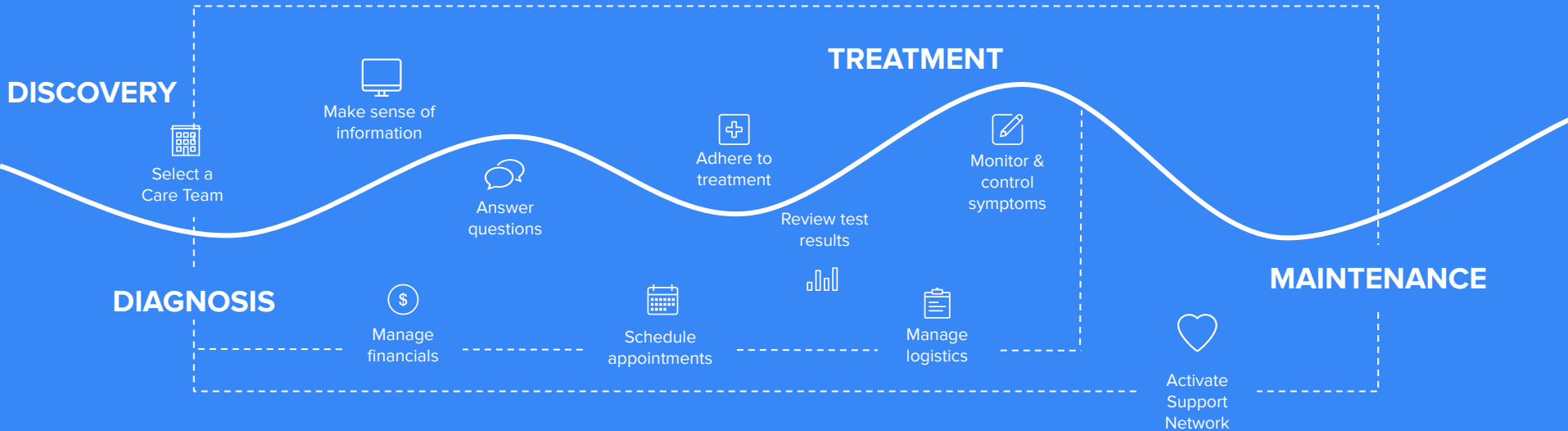


Can I use ginseng to help with fatigue?

Andrew uses CareSpace to send his practice specific questions about his treatment and care.



CareSpace helps Andrew answer the simple questions on his own

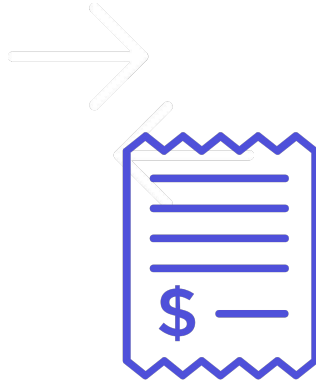


Billing

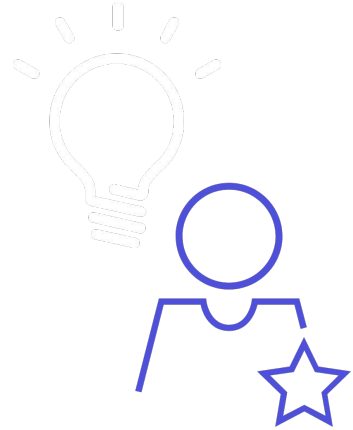
There is increasing financial pressure on community oncology



Margins are being compressed



Billing is complicated, high risk and highly specialized

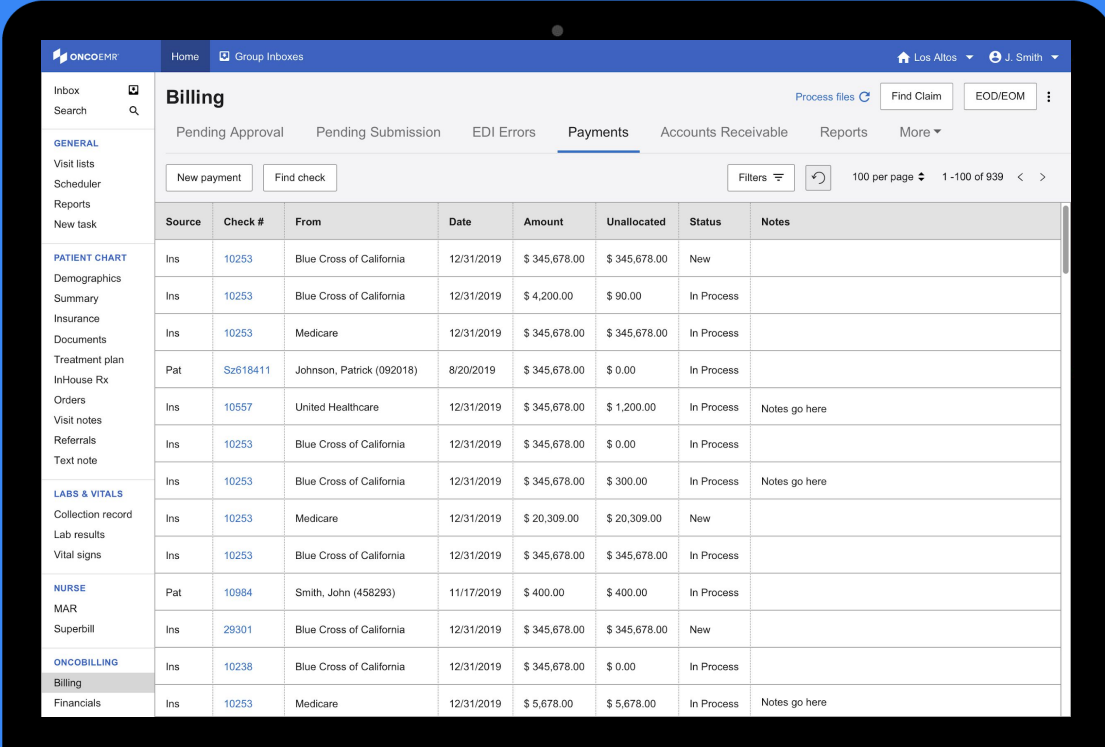


Billing talent is hard to find, retain, and scale

OncoBilling

OncoBilling is a practice management system that is fully integrated with OncoEMR.

This provides a single platform, oncology specific solution for clinical and financial workflows.



The screenshot displays the OncoBilling interface within the OncoEMR system. The top navigation bar includes 'Home' and 'Group Inboxes'. The left sidebar lists various modules: INBOX, Search, GENERAL (Visit lists, Scheduler, Reports, New task), PATIENT CHART (Demographics, Summary, Insurance, Documents, Treatment plan, InHouse Rx, Orders, Visit notes, Referrals, Text note), LABS & VITALS (Collection record, Lab results, Vital signs), NURSE (MAR, Superbill), ONCOBILLING (Billing, Financials), and PATIENT CHART. The main content area is titled 'Billing' and shows a table of billing transactions. The table has columns for Source, Check #, From, Date, Amount, Unallocated, Status, and Notes. The data is filtered by 'Payments' and shows 100 per page, with 1-100 of 939 records displayed.

Source	Check #	From	Date	Amount	Unallocated	Status	Notes
PATIENT CHART							
Demographics							
Summary							
Insurance							
Documents							
Treatment plan							
InHouse Rx							
Orders							
Visit notes							
Referrals							
Text note							
LABS & VITALS							
Collection record							
Lab results							
Vital signs							
NURSE							
MAR							
Superbill							
ONCOBILLING							
Billing							
Financials							

New Features in OncoBilling

Payment Posting Intelligence

	Code (Qty) [Mod] / Alert Description	Fee Paid Prior
n, John	✓ Complies with rules	\$94.5
n, John		\$11.0
al/takeback	80053 (1) CMP ⚠ Unexpected payment amount 1 more	\$11.0
		\$0.0
e M	✓ Complies with rules	\$85.0
e M	✓ Complies with rules	\$85.0

Accounts Receivable Management

Pending Approval	Pending Submission	Payment	Hold	Statements
0-30 \$1,614,176	31-60 \$236,233	61-90 \$53,350	91-120 \$36,631	121+ \$112,570
				Total \$2,052,960
Filter (3)	Start Date 7/20/2019	Patient Name a - t	Assignee Ariel Bourke	
<input type="checkbox"/>	Patient	Ticket	Service date ↑	Current payer
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare

New Features in OncoBilling

Payment Posting Intelligence

	Code (Qty) [Mod] / Alert Description	Fee Paid Prior
n, John	✔ Complies with rules	\$94.5
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Accounts Receivable Management

Accurately identify problem payments with automated intelligence

Alert of potentially problematic claims/ charges

Flag 'clean' claims

4 out of every 5 claims on a payment are acceptable

Claims with Alerts
For Review

	Code (Qty) [Mod] / Alert Description		Fee Paid Prior
n, John	✓ Complies with rules		\$94.50
n, John			\$11.00
al/takeback	80053 (1) CMP		\$11.00
	⚠ Unexpected payment amount	1 more	\$0.00
e M	✓ Complies with rules		\$85.00
e M	✓ Complies with rules		\$85.00

Accurately identify problem payments with automated intelligence

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e M	✔ Complies with rules	\$85.0
e M	✔ Complies with rules	\$85.0

Clean Claim,
No Review Required

Reimbursement is complex. We make it simple.

200+

Billers in the
OncoBilling Network

230

Years in-house experts'
combined experience

1.2M

Payment-charges
analyzed to-date

New Features in OncoBilling

Payment Posting Intelligence

	Code (Qty) [Mod] / Alert Description	Fee Paid Prior
n, John	✔ Complies with rules	\$94.5
n, John		\$11.0
al/takeback	80053 (1) CMP	\$11.0
	⚠ Unexpected payment amount 1 more	\$0.0
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Accounts Receivable Management

</

New Features in OncoBilling

Payment Posting Intelligence

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n, John	✔ Complies with rules	\$94.5
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Accounts Receivable Management

Pending Approval	Pending Submission ▼	Payment	Hold	Statements
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<input type="checkbox"/>	Patient	Ticket	Service date ↑	Current payer
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare

Accounts Receivable Management

Easily view and collaborate on outstanding AR in real-time with OncoBilling

Comprehensive dashboard

Task assignment

ONCOEMR

Home

Group Inboxes

Inbox

Search

Q

GENERAL

Visit lists

Scheduler

Reports

New task

PATIENT CHART

Demographics

Summary

Documents

Treatment plan

Orders

Visit notes

Text note

Care plan

Research

LABS & VITALS

Collection record

Lab results

Vital signs

NURSE

MAR

Superbill

ONCOBILLING

Billing

Financials

Los Altos

Yuki.C

Billing

Process files

Find Claim

EOD/EOM

Pending Approval

Pending Submission

EDI Errors

Payments

Accounts Receivable

Reports

More

Days in AR

0-30

31-60

61-90

91-120

121+

Total

\$1,214,176

\$236,233

\$53,350

\$30,631

\$112,570

\$1,022,360

Based on Selected Filters

Set Follow Up Date

Assign Tickets

Change Status

3 filters selected

100 per page

1 - 100 of 939

<input type="checkbox"/>	Patient	Ticket	Service date	Current payer	Balance	Status	Last Submission	To Follow up
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Processing	6/17/19	9/17/19
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Processing	6/17/19	9/17/19
<input type="checkbox"/>	Jordan Sharon 1234567	129392	3/06/19	United Healthcare	5,600	Denied	7/02/19	9/18/19
<input type="checkbox"/>	Smith, Lawarence 1234567	100017	5/19/19	Medicare	\$3,057	Pending Payment	6/17/19	9/17/19
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Processing	6/17/19	9/17/19
<input type="checkbox"/>	Martin, Christine 1234567	100017	5/19/19	Blue Cross Blue Shield	\$5,720	Rebilled	6/17/19	9/25/19
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Processing	6/17/19	9/17/19
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Appeal Submitted	6/17/19	9/17/19
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare	\$3,057	Processing	6/17/19	9/17/19

New Features in OncoBilling

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<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare
<input type="checkbox"/>	Herrera, Robert 1234567	100017	5/19/19	Medicare

New Features

FRIDAY

1:00pm – 3:45pm

SATURDAY

7:45am – 1:00pm

2:45pm – 5:45pm

SUNDAY

9:00am – 12:00pm



Questions