



## Swinging for the Fences

By [Dan Moore](#)

It's hard to believe that summer is almost over! It's been a busy month in our office as we had the pleasure of organizing an RBS Evolution Board Meeting for our physician partners. We met in Chicago to discuss how we can further our mission of bringing cancer care to rural, underserved areas - and even managed to fit in a baseball game! I am grateful to work with this exceptional group of physicians.



From left: Greg Merrill, Dan Moore, Julie Wyatt, Trip Leasure

I hope you enjoy the articles in this month's newsletter. Denise Gerlach shares her experience speaking at a local breast cancer survivor group, and Barbara Walker offers tips on how to navigate the payment process of one of the nation's largest payers.

As summer winds down and we look toward fall, I hope that you are able to slow down just a little bit and enjoy the change in seasons.

Grateful,

~*Dan*



## Sharing Our Passion

By [Denise Gerlach](#)

At RBS, we are committed to giving back - not only to the communities in which we serve, but also to the larger community of cancer patients and survivors. Recently, our local YMCA asked us to speak to their Breast Cancer Survivor Group. I was honored and delighted to spend some time with these special ladies.

One of the things that I shared with the group is the "RBS Book Club." This is a new program that we started this year for our clients; every month or so, we send our physician clients a few cancer-related books for their resource library, in the hope that it might be helpful for some of their patients. We were happy to provide the group a few samples of a recent book selection, "[Awesome After Cancer: A Prescription for Life](#)" by Dr. Tonya Echols Cole.

If you are a patient or survivor, what books have you found to be helpful in your journey? I'd love to hear your suggestions for future book club mailings. Please drop me a note at [Denise@RadiationBusiness.com](mailto:Denise@RadiationBusiness.com) with your favorites!

## Navigating the UHC Challenge

By [Barbara Walker, Patient Advocate Supervisor](#)

Have you seen an increase in payment delays for your United Healthcare (UHC) patients? United Healthcare is now citing medical records are required for almost all Radiation Oncology procedures.

Our clients began seeing these requests earlier this year. The requests for medical record review are for every claim on every radiation oncology patient. After the medical records are received, they are forwarded to Optum (a third party care coordination company) for review. Optum has 15 to 30 days to review the medical records before UHC will pay the claims.

Adding to the confusion, often we find that even after sending the requested records, UHC will insist that they were not received. This requires medical records to be mailed or faxed again, further delaying payment. This is a vicious cycle that is likely exhausting your resources and cash flow.

Besides the financial impact, let's not forget about the impact to the patient. Receipt of an explanation of benefits indicating that services were not "medically necessary" adds anxiety and stress to patients.

We have a solution to help your team navigate these seemingly endless requests and close the gap on the payment delays that are affecting your revenue cycle and your patients.

United Healthcare has created an online portal called LINK through UHCprovider.com to help streamline the process for in-network providers. Through this portal, medical records can be uploaded and attached to each claim. Additionally, the claims processing status is available and the ability to ask questions or request reprocessing is available. Using this portal ensures that UHC receives the requested records. If you are a network provider and have not registered for this portal, you could be losing time and money!

Unfortunately, out of network providers cannot access the portal. Therefore, medical records will still need to be faxed or mailed in and followed by a phone call on each claim to verify receipt of the records and claim status.

Keep fighting the fight for the patient and your practice. [Contact us](#) if we can be of assistance.

**Interested in joining our team? Click [here](#) to see current job openings.**



Barbara Walker, Patient Advocate Supervisor



## Grand Opening

We are proud to announce the Grand Opening of our newest cancer center, [Northeastern Oklahoma Cancer Institute](#) in Claremore, OK!

Dr. Diane Heaton, Dr. Terry Styles, and

their staff invite you to tour the newly designed center, featuring a brand new [Varian Halcyon](#) linear accelerator. We are excited to be one of the first freestanding cancer centers in the country to feature this new and innovative technology.

If you'll be in the Tulsa, OK area on September 15th, we hope you'll come by to celebrate with us!

## Upcoming Meetings:

Will you be at any of these events? If so, please be sure to say hello!

[ACCC National Oncology Conference](#)  
October 17 -19  
Phoenix, AZ

Visit [Robert LoBue](#) in booth #406



[ASTRO Annual Meeting](#)

October 21 - 24

San Antonio, TX

The RBS Team will be in Booth #1110! We hope to see you there!

## For Your Listening Pleasure!

At RBS, cancer patients come first! We want to reduce the financial anxiety of cancer patients by providing valuable information and education that helps to alleviate their concerns. Join host Josh Ledbetter for our podcast, "Care Connection by RBS." Every month, Josh explores a topic related to the patient financial experience. Be sure to tune in on your favorite podcast app!

Episode 4: Show notes are now available on our [website](#).

## Refer-A-Friend

Connect us with an oncology program that wants to grow! We'll pay a \$10,000 referral bonus for new clients that enter a contract with us for billing services, Market Track referral optimization program, or a Revenue Navigator program. For more information [contact us](#) at [Info@RadiationBusiness.com](mailto:Info@RadiationBusiness.com) or call 615-746-1705.

*Radiation Business Solutions creates value for oncology programs, while creating a better financial experience for cancer patients. Since 2004, we've provided oncology-specific strategies to physicians and hospital based programs, including total revenue cycle management, patient experience programs, referral optimization services, and new cancer center development.*

