



# When Crisis Strikes

To ensure uninterrupted patient care, community oncology practices lean on The US Oncology Network



Our network spans 700+ sites of care across 30 states, with approximately 3,300 providers serving over 1.8 million patients annually. This reach fosters a connected oncology ecosystem that benefits practices and patients alike.



## CASE STUDY

Learn how The Network supported its practices during the Change Healthcare crisis

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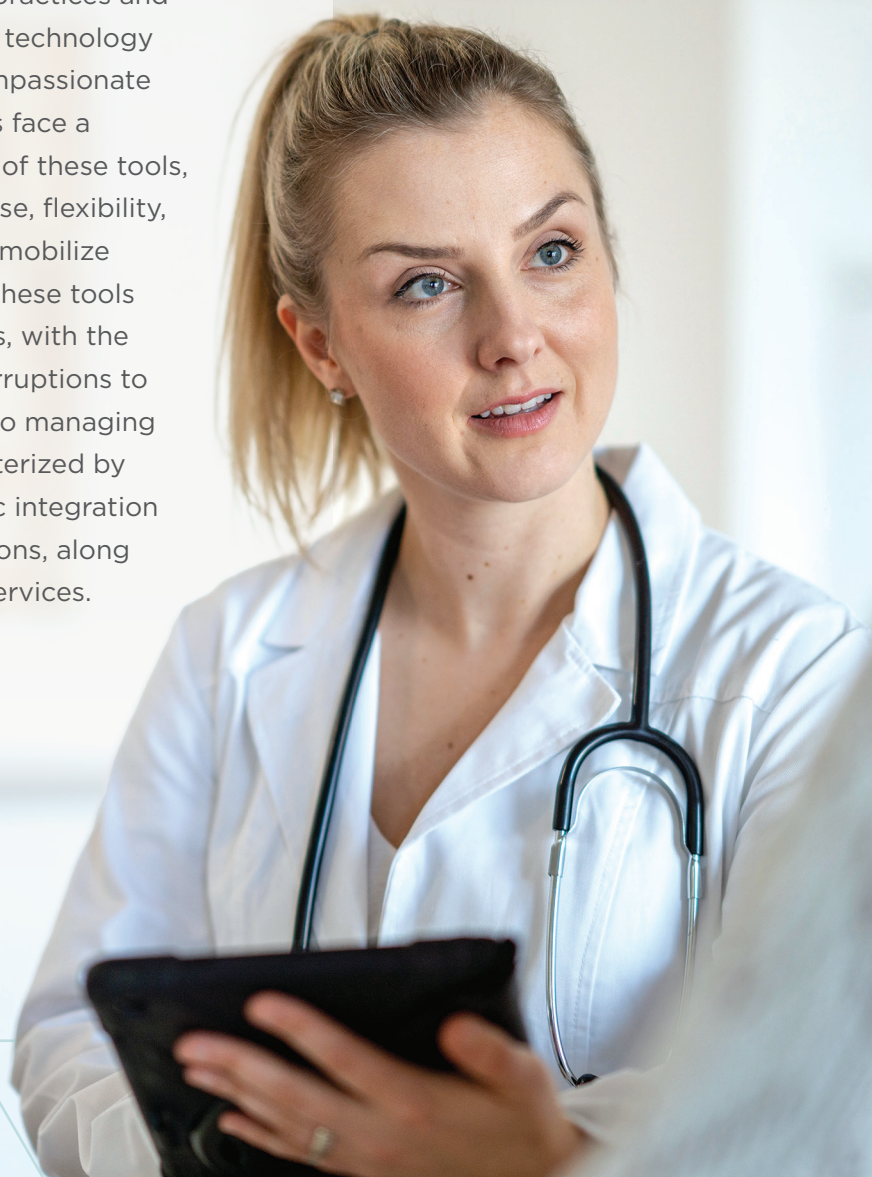


**At The US Oncology Network (The Network), we thrive on collaboration and innovation, continuously evolving to meet the needs of practices and the communities they serve, driving meaningful progress in cancer care. As the leading independent community-based oncology network, we empower physicians to focus on delivering exceptional, evidence-based care, while optimizing operational support, financial stability, and clinical resources. Every challenge faced is an opportunity for innovation.**

The oncology landscape is driven by data more than ever before, and practices and physicians rely on advanced technology to provide personalized, compassionate patient care. When practices face a high-stress systemic outage of these tools, The Network has the expertise, flexibility, and infrastructure to swiftly mobilize dedicated teams to restore these tools and support daily operations, with the primary goal of limiting interruptions to patient care. Our approach to managing any crisis situation is characterized by comprehensive and strategic integration of advanced technical solutions, along with personalized support services.

**“The Network is business oriented to patient care.”**

Mitul Gandhi, MD, Virginia Cancer Specialists





## Change Healthcare Case Study

**The Change Healthcare outage of 2024 caused a significant disruption in healthcare services affecting patients, providers and payers. It led to nationwide delays in patient care, benefits confirmation, and claims processing, creating operational challenges for many practices in The Network.**

In a crisis such as the Change Healthcare outage, The Network plays a pivotal role in ensuring seamless continuity in healthcare operations. Every practice in The Network had some facet of their day-to-day operations impacted by the outage and our multifaceted team demonstrated unwavering support for these practices by:

- Swiftly implementing contingency plans to ensure continuity of care and minimize practice-level disruptions.
- Leveraging our robust infrastructure and resources to provide alternative workflows.
- Proactively disconnecting from the Intelligent Healthcare Network™ platform 24 hours before receiving the official directive from Change Healthcare, mitigating further risk of exposure.
- Engaging in real-time communications to cascade updates to practices and providers and engage in rapid decision-making.
- Facilitating the integration of disparate systems, ensuring continuity of essential programs in order to provide comprehensive patient care.
- Seamlessly coordinating technical assistance, safeguarding data, ensuring continuous access to integral network information and making critical data accessible.
- Hosting ongoing individual calls to answer questions, taking the operational complexities of each practice into account while providing real-time guidance and support.
- Ensuring claims were filed for practices and revenues were appropriately reconciled and stabilized. In some cases, this was done via around-the-clock manual workarounds by The Network teams.
- Providing assistance on cybersecurity insurance claims.

Our swift response to supporting providers during the Change Healthcare outage underscores our resilience and dedication to patient-centric service in times of crisis.

## Patient Care Prioritization

Continuous patient access must remain the focus, even as challenging circumstances arise — visits must be scheduled, patients must be seen, therapies must be administered, and claims must continue to be processed without interruption.

We ensure patients facing cancer can access the providers and the treatment they need by:



Standardizing operating procedures so that patients can schedule appointments with their providers



Providing continuous access to support services for patients navigating cancer diagnosis and treatment



Ensuring providers are able to document patient treatments and file insurance claims



Safeguarding EMR access



## Expertise Practices Can Rely On

A sudden, significant event can severely impact a practice, causing a ripple effect that influences almost every element of day-to-day operations. During that time, the primary focus of the practice is continuity of care. So, who handles the rest? Community practices, often smaller, independent businesses, tend to rely on practice management organizations that offer expertise at every level to manage things like cybersecurity, tech support, revenue cycle management and government advocacy.

Backed by the strength of McKesson, a Fortune 9 company, and over 25 years at the forefront of oncology practice management, The Network's proactive approach and deep expertise mitigates unpredictable dynamics, taking the pressure off providers so they can concentrate on what matters most — their patients. In times of crisis, The Network's ability to act quickly and strategically ensures practices continue to deliver exceptional care with minimal interruption.

**“Every challenge is an opportunity. It’s an opportunity to demonstrate our strength and to show up for practices and patients. The Network teams have a history of ensuring continuity of care through times of crisis. Without hesitation, they secure, strategize, and support every step of the way to ensure providers can continue to care for their patients. This team not only manages crises but continues to set a new standard for what we can accomplish together.”**

*Devon Womack, President, The US Oncology Network*

## Swift Action and Collaboration

When challenges arise, we act quickly to support practices holistically with revenue cycle management, operational support, IT infrastructure, and cybersecurity teams to develop workarounds and secure alternative systems for practice management and patient care continuity during disaster recovery. The Network's experts play a pivotal role in guiding practices with concerted action and collaborative efforts, while also defining and executing strategies that keep them running. The Network supports everyday business operations through:



### Revenue Cycle Management

Close collaboration with our revenue cycle management team and IT department allows us to identify alternative systems and processes to ensure a continuous flow of revenue, minimizing financial impact during system disruptions.



### Regular Communication

Through clear and ongoing communication with practices and leadership, The Network ensures that everyone stays informed during evolving situations. Streamlined, real-time updates facilitate the sharing of best practices and keep all parties apprised of developments, contingency plans, status updates and planned workflows.



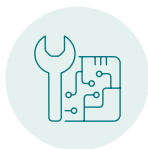
### Cybersecurity Engagement

Our cybersecurity team implements robust measures to protect patient data and ensure the integrity of practice management systems, safeguarding against potential threats.



### Innovation and Adaptability

The Network is driven by a culture of continuous innovation. We regularly review and update workflows and best practices to stay ahead of the curve in a rapidly changing business and healthcare landscape.



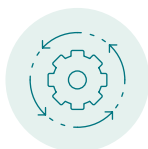
### Active IT Collaboration

Our internal IT team proactively addresses issues in practice management and patient care systems to ensure rapid resolution and continuity of care. During a crisis, scalable technology solutions are quickly implemented with The Network IT team collaborating closely with practices to align with recommendations, ensuring a secure environment for daily operations.



### Operational Coordination

Our operations and IT teams work together seamlessly to develop effective solutions, mitigating any disruptions in practice management and patient care systems. This collaboration includes continuous monitoring of system performance, identifying potential vulnerabilities, and implementing proactive measures to prevent issues before they arise. By leveraging the expertise of both teams, we ensure that technology and operational processes are fully integrated, enabling flexibility and swift responses to any challenges.



### Contingency Planning

We develop detailed contingency plans and workflows that outline specific steps for each team to ensure a quick response and effective resolution during system disruptions or other incidents.

## Financial Support and Guidance

When facing uncertainty, practices can count on The Network's financial strength and timely guidance, giving them access to vital resources and reducing financial pressures. We optimize how oncology practices operate, bringing value to every practice and its patients. Our efforts make work more efficient and effective while managing the pressures of financial viability during challenging times.

Major outages can introduce many unknowns to community practices. During these outages, we provide financial support to ensure continuity of care and stabilize the practice's business:



### Advocating for Providers

When providers face difficulties submitting insurance claims, The Network steps in to ensure their issues are resolved quickly. We advocate on their behalf before the U.S. Senate Finance Committee, pushing for enhanced support to protect our practices.



### Securing Dedicated Resources

Funds are allocated to support practices, ensuring they have the financial backing needed to navigate complex challenges. Along with the backing of McKesson's corporate treasury, we are able to secure additional support from partners and vendors to financially support our practices during the outage.



### Aiding in Reconciliation

We assist practices with reimbursement and reconciliation, streamlining processes to maintain financial stability. The Network sends out \$32 billion in claims annually.



### Contingency Management

The Network helps vendors and manufacturers develop and implement strategic plans to respond effectively and maintain operations during (and after) disruptive events. The goal is to ensure practices can continue critical operations and recover as quickly as possible.

“From a revenue cycle perspective, the best thing we can do to plan for unforeseen financial challenges is be **aware of current market issues and formulate proactive solutions** and provide support around those issues.”

*Kristin England, VP, Revenue Cycle Operations, The US Oncology Network*



## Regular, Transparent Communication

During a crisis, we provide continuous updates to practices through multichannel communication — emails, network-wide calls, and one-on-one conversations. Practices have full access to leadership and experts to ensure everyone is aligned and receives the attention and support they need. This proactive approach enables us to provide timely education on recent developments and quickly implement changes at the practice level, ensuring continuity of operations.

Communication support is provided by:

- Coordinating access to McKesson and The Network leadership teams.
- An open, honest approach that puts trust at the center of The Network's ability to respond to a crisis.
- Scheduling touch-base meetings to keep everyone organized and on task while cascading information and answering any practice-related questions.
- Equipping practices with customizable communication tools, including talking points and templates, to effectively inform staff, patients, and partners during challenging situations.



**Practices have full access to leadership and experts to ensure everyone is aligned and receives the attention and support they need.**



**With our vast network of expert oncologists, administrators, and support staff, The Network's invaluable resources and expertise helps practices adapt and thrive in challenging circumstances. Whether it's implementing innovative technologies, streamlining workflows, or establishing standard operating procedures, we provide tailored solutions that enhance practice efficiency, improve patient access, and achieve better outcomes.**

By leveraging our extensive support network and fostering collaborative capabilities, practices are empowered to overcome systemic challenges, ensuring they can continue to deliver high-quality care to cancer patients. Our commitment to continuous improvement and proactive guidance drives critical advancement in oncology care, ensuring practices have what they need to succeed today — and evolve for the future.

Through any crisis, The Network is there — allowing practices maintain status quo, while we continuously work behind the scenes and manage any lingering issues. While we focus on the issues at hand, practices are able to focus on what truly matters... patient care.

To learn more, visit us at  
**[usoncology.com](https://usoncology.com)**