Navigating Principal Illness Navigation Services (PIN)

How to use:
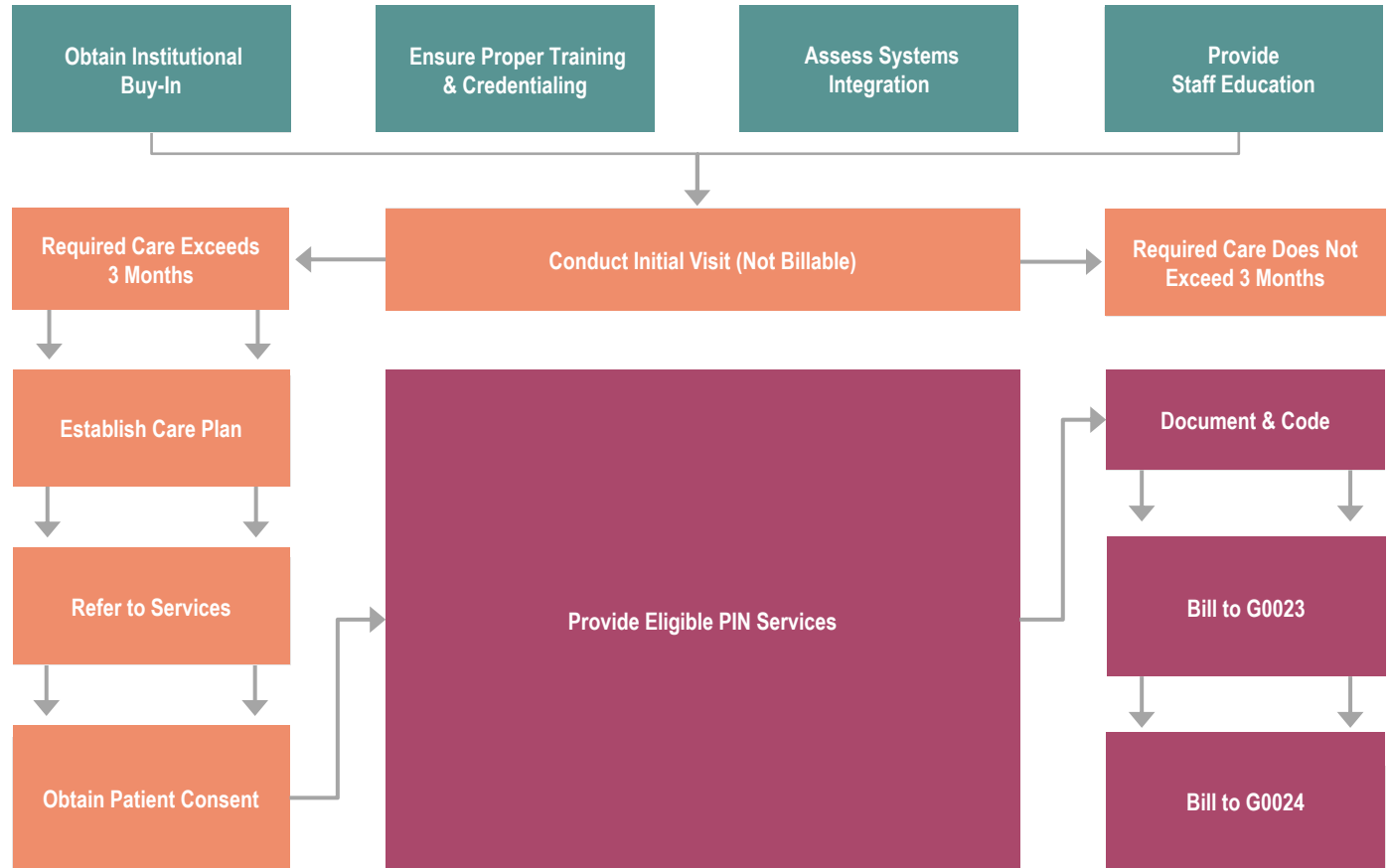*To learn more about each PIN billing phase, select a header from the left sidebar below.*

Pre-billing Readiness

Eligibility

Billing Implementation

PIN Code Resources

Obtain Institutional Buy-In

Ensure Proper Training & Credentialing

Assess Systems Integration

Provide Staff Education

Conduct Initial Visit (Not Billable)

Required Care Exceeds 3 Months

Required Care Does Not Exceed 3 Months

Establish Care Plan

Refer to Services

Obtain Patient Consent

Provide Eligible PIN Services

Document & Code

Bill to G0023

Bill to G0024

Alliance for Equity in Cancer Care
an initiative funded by Merck Foundation

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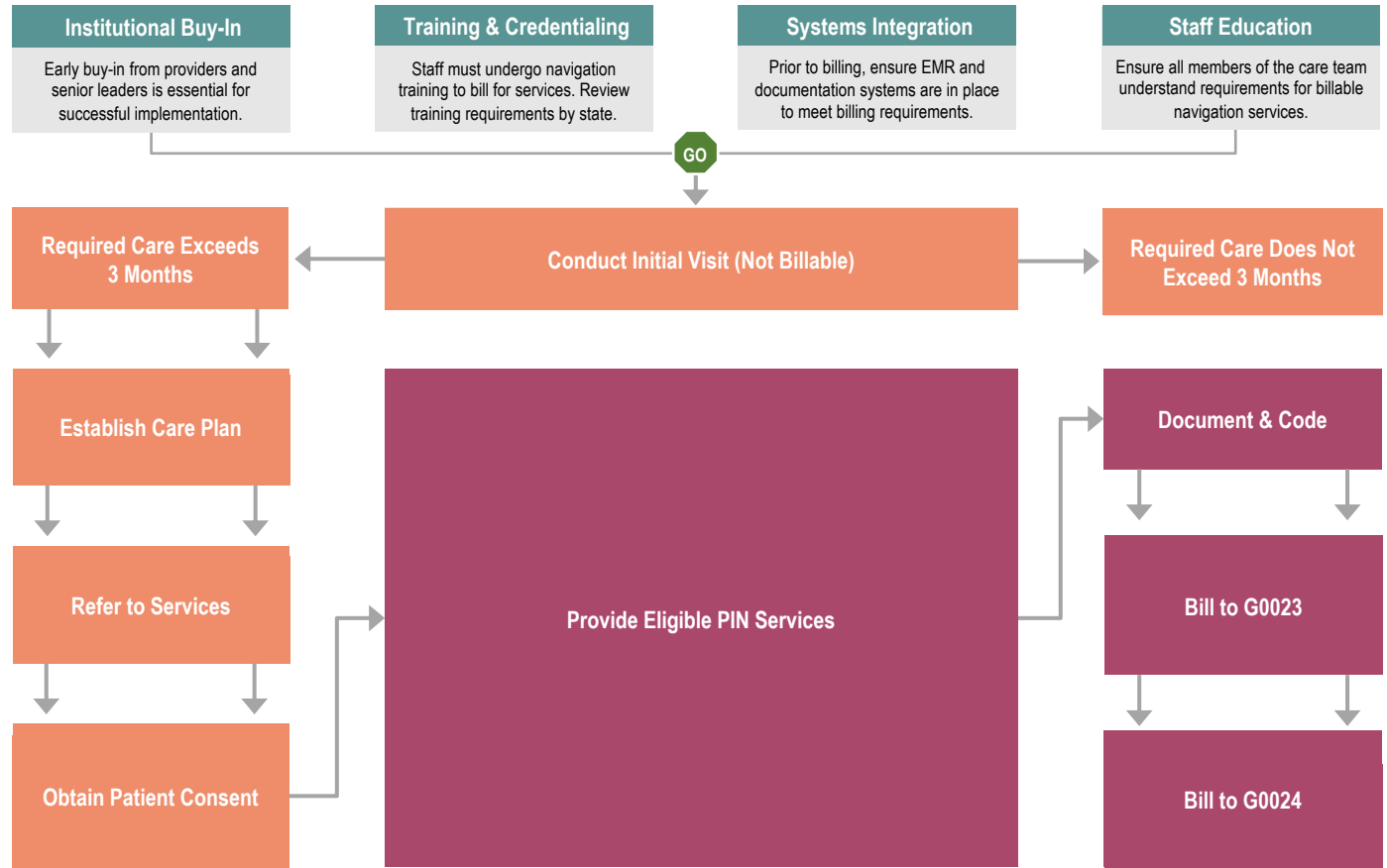*To learn more about each PIN billing phase, select a header from the left sidebar below.*

Pre-billing Readiness

Eligibility

Billing Implementation

PIN Code Resources

Institutional Buy-In
Early buy-in from providers and senior leaders is essential for successful implementation.

Training & Credentialing
Staff must undergo navigation training to bill for services. Review training requirements by state.

Systems Integration
Prior to billing, ensure EMR and documentation systems are in place to meet billing requirements.

Staff Education
Ensure all members of the care team understand requirements for billable navigation services.

GO

Required Care Exceeds 3 Months ← **Conduct Initial Visit (Not Billable)** → **Required Care Does Not Exceed 3 Months**

Establish Care Plan

Provide Eligible PIN Services

Document & Code

Refer to Services

Bill to G0023

Obtain Patient Consent

Bill to G0024

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Ensure all members of the care team understand requirements for billable navigation services.

GO

Required Care: 3+ mos
Serious, high-risk illnesses with services lasting **3+ months.**

Initial Visit (Not Billable)
The initial visit is typically the patient's first time meeting with their care team. During this visit, a care plan may be established, which is required for future billable PIN services.

Required Care: < 3 mos
Less serious illness, services are expected to last **3 months or less**.

STOP

GO

Care Plan
A **clinical care plan** must be determined and discussed among the patient and provider.

STOP

GO

Document & Code

Referral to Services
A **referral to navigation services** must be made on behalf of the patient by the provider.

STOP

GO

Provide Eligible PIN Services

Bill to G0023

Patient Consent
Written or verbal consent must be obtained from the patient and documented by a billing provider or their auxiliary personnel.

STOP

GO

Bill to G0024

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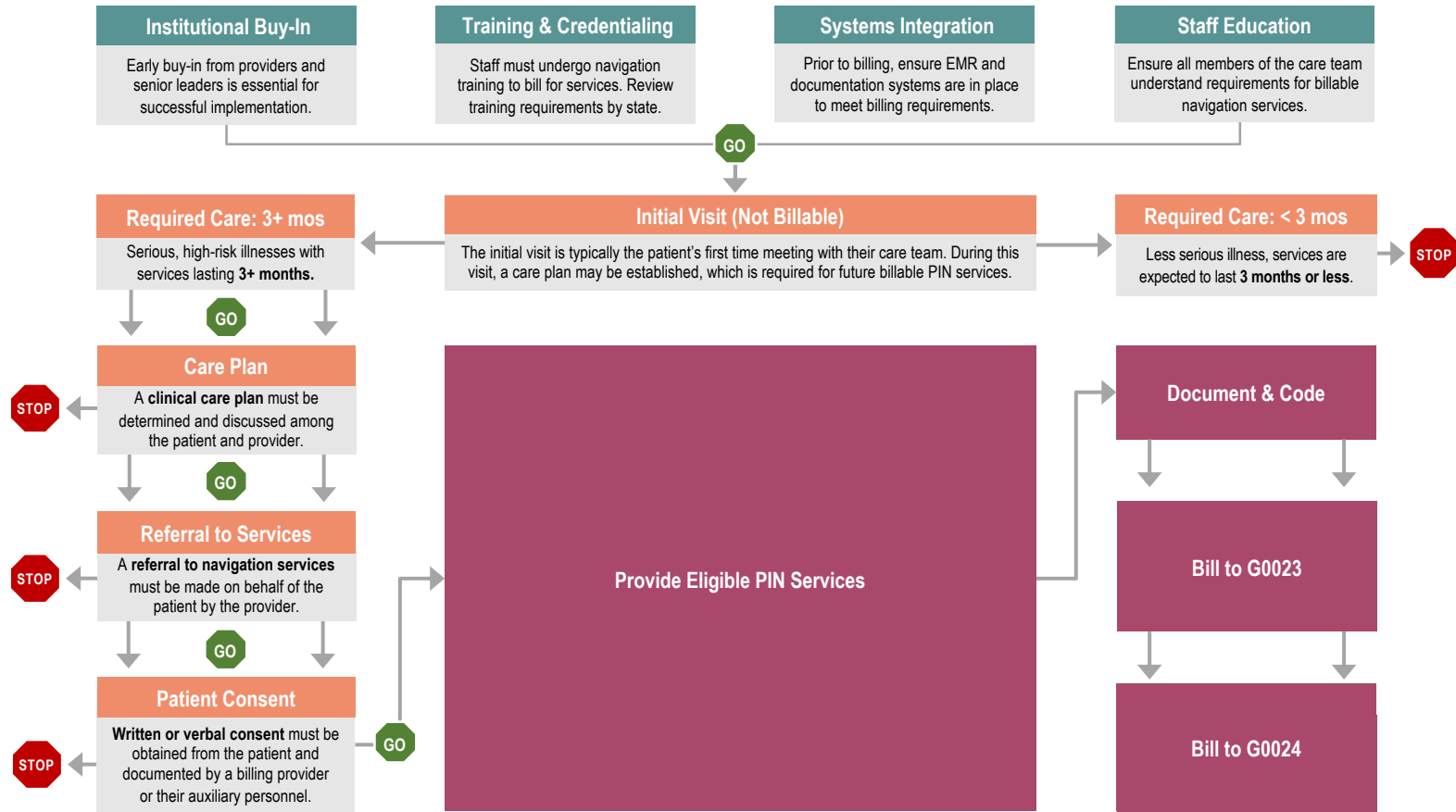
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Navigating Principal Illness Navigation Services (PIN)

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STOP

GO

PIN Billing Pathways

Eligible services for billing (G0023, G0024) include:

- Health system navigation assistance
- Person-centered planning
- Identifying or referring patients, caregivers or family to supportive services
- Patient self-advocacy promotion
- Facilitating access to community-based resources

Services are often grouped into one of three categories:
Consultation, Transitional Visits, or Survivorship Services

Initial Consultation
An intake assessment evaluates patient barriers, social drivers of health or other needs.

Transitional Visits
Throughout treatment, ongoing care coordination and support services may be needed.

Survivorship
Patients may need different support services to help navigate life after cancer treatment.

Documentation & Coding

Documentation should show adherence to CMS guidelines.

STOP

GO

G0023

60-mins (per pt/month) must be met before using code G0024. The full hour of service does not all have to occur within a single visit.

STOP

GO

G0023

Subsequent services can be billed in **30-min increments** each month once G0023 requirements are met.

GO

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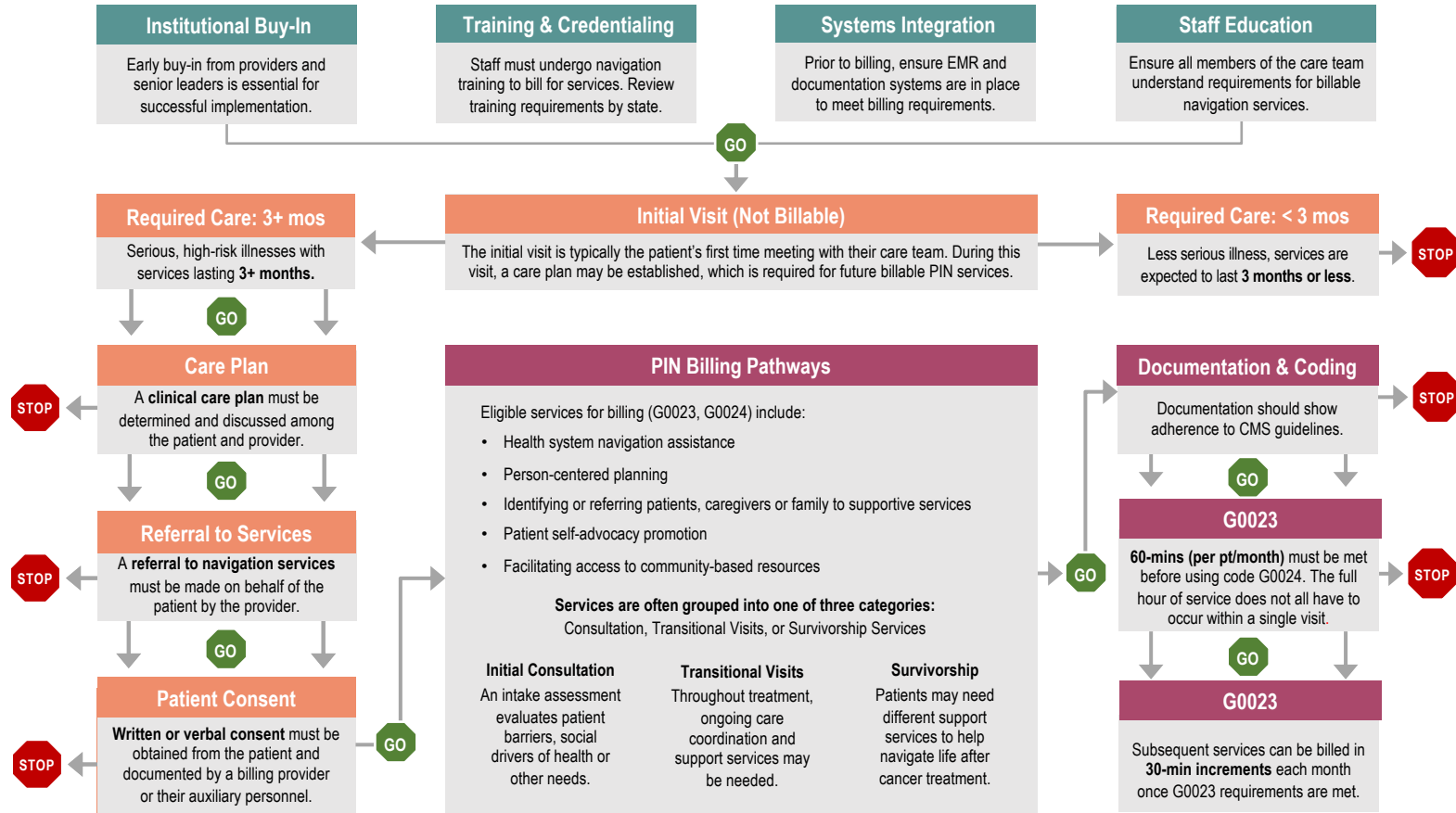
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Pre-billing Readiness

- **CMS Payment for Principal Illness Navigation: How Do I Credential My Navigators?** (JONS)

- **State-Based Requirements for CHWs** (ASTHO)

- **Guide to Certification Preparation OPN-CG** (AONN+)

Eligibility

- **Care Management Services and Patient Navigation Services: A Comparison** (ASCO)

- **Health-Related Social Needs FAQ** (CMS)

- **Breaking Down Principal Illness Navigation Services** (ACCC)

Billing Implementation

- **CPT Assistant for CPT Coding Guidance** (AMA)

- **Patient Navigation Barriers and Outcomes Tool** (GW Cancer Center)

- **Implementing the New Reimbursement Codes Webinar Series** (ACCC)