

Improving cancer care for members and their families.

The Cancer Support Program helps employers mitigate the costs associated with cancer treatment and increases the quality of care for members. In addition, the program supports adherence to evidence-based treatments and appropriate care.

Personal cancer nurse.

The program's nurses provide one contact for members to help them make informed decisions about their care. The nurses are supported by an entire team of cancer experts to help deliver personalized case management to the member.

An integrative approach to help close gaps in care.

Members receive proactive, targeted interventions and support from their experienced cancer nurse. Specifically, we identify potential program participants early to help improve impact on treatment decisions. Dedicated nurses then build relationships with the members and their families to help them remain productive while focusing on getting and staying healthy.

Additionally, the cancer nurses:

- Provide education and support to help members prevent and/or manage symptoms and side effects, leading to fewer inpatient admissions and emergency room visits.
- Collaborate with treating physicians to help educate and support members.
- Help manage pharmacy costs by reviewing medications and comparing them to evidence-based standards.
- Provide support to help members make informed decisions about their treatment.
- Educate members regarding hospice services and palliative care, as appropriate.
- Help members navigate the health care system and refer them to specialists as needed.
- Educate cancer survivors on prevention of future cancers and encourage healthier behaviors.
- Monitor member medication and treatment usage to verify understanding of and adherence to treatment plans.



The financial cost of care.

Cancer care expenditures in 2015 totaled nearly

\$80.2 billion.¹

More than 50%

of this amount comes from hospital outpatient and doctor office visits.¹

Cancer Centers of Excellence Network.

We identify top-quality cancer centers across the country to participate in the cancer Centers of Excellence (COE) network. These centers provide high-quality, appropriate and cost-effective care, and are reviewed annually to ensure they continue to meet the high standards for which they were originally selected.

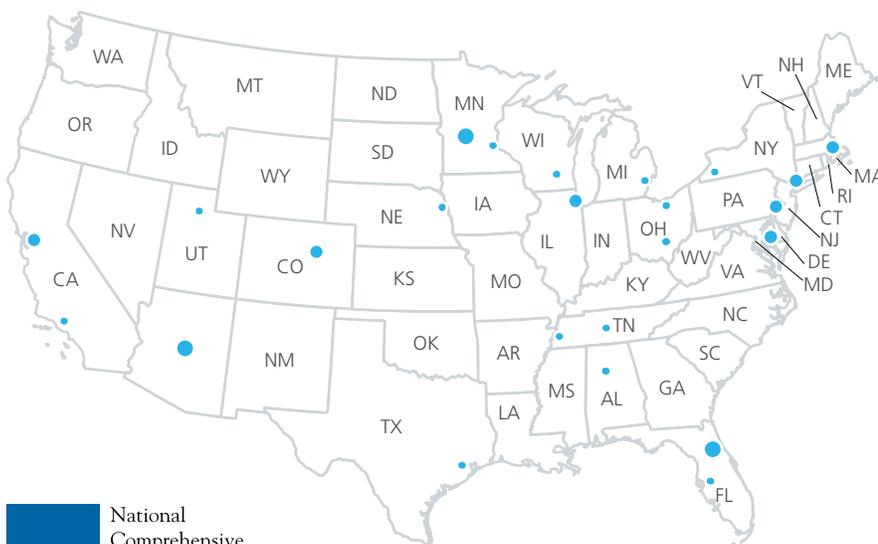
Each center has met COE qualification criteria based on eight critical features:

- Multidisciplinary approach to care.
- Program depth and breadth.
- Best-practice medicine.
- Patient- and family-oriented programs and services.
- Patient volume.
- Treatment planning and coordination.
- High-quality clinical research.
- Patient safety.

Reported savings through the cancer Centers of Excellence have ranged from 25–50 percent, contributed equally from inpatient, outpatient and pharmacy services.³ In addition to the financial benefit, treatment at a cancer COE facility can help result in:

- More consistently accurate diagnoses.
- Care that is planned, coordinated and provided by a multidisciplinary team of experts who specialize in the member's specific kind of cancer.
- Appropriate therapy, fewer complications and higher survival rates.

Cancer COE locations.



Member Institution (nccn.org)

- Single facility in city/area
- Multiple facilities in city/area



Contact your broker or UnitedHealthcare representative for more information.

Results.



97%
of overall members are very satisfied/satisfied.²

\$7,000 in savings

to employers per surviving participant per year.³

\$12,000 in savings

to employers per non-surviving participant per year.³

\$29,000 in savings

per participant compared to participants managed in an existing case management program.³

25–50% additional cost savings

obtained from strong contracts with cancer COE facilities and increased use of evidence-based treatment plans by providers.³



¹ American Cancer Society. Economic Impact of Cancer. <https://www.cancer.org/cancer/cancer-basics/economic-impact-of-cancer.html>. Accessed February 16, 2018.

² Book-of-business survey, results average from Q1 2013–Q3 2016.

³ Optum® internal analytics, 2015.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

Cancer Support Program is a program, not insurance. Availability may vary on a location-by-location basis and is subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. Please check with your UnitedHealthcare representative.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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