A Cancer Support Program member journey



Joann is a 48-year-old single mother of 2.

After a routine mammogram, she was diagnosed with stage II breast cancer.

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Diagnosis

Joann receives a reminder and schedules her mammogram.

- She is diagnosed with stage II breast cancer
- Joann calls a
 UnitedHealthcare Advocate

Support

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- The Advocate makes an appointment for Joann with a Cancer Episode Program (CEP) practice.
- A Cancer Support Program case manager calls Joann to enroll her in the program
- The case manager helps Joann find a convenient, less costly location for treatment

Treatment

Joann starts chemotherapy.

- After one of her treatments, she isn't feeling well, and her pain has increased
- The case manager connects Joann with a specialty pharmacist, who provides video-chat support and prescribes new medication

Survivorship

Several months later, Joann is in remission.

- She receives ongoing after-care and survivorship support
- The support helps her discuss her feelings and get advice about returning to work as well as monitoring her health

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This hypothetical case scenario is intended to be used for illustrative purposes only. The hypothetical narrative and accompanying benefit scenario illustrate care for a hypothetical member enrolled in UnitedHealthcare's Cancer Support Program (CSP). This hypothetical case scenario is not intended to address all of the issues that may arise during a member's involvement with CSP. Care and cost of care as well as involvement with CSP will vary for each member. No portion of this hypothetical narrative or the accompanying hypothetical benefit scenario should be construed as recommendations for care or cost of care by UnitedHealthcare.