



Improving cancer care for employees and their families



The Cancer Support Program encourages adherence to evidence-based treatments and appropriate care. As a result, it helps mitigate the costs associated with cancer treatment and increase the quality of care for employees.

Support from a personal cancer nurse

The program's nurses provide a single point of contact for employees to help them make informed decisions about their care. The nurses are supported by an entire team of cancer experts to help deliver specialized case management to the employee.

- Educate employees regarding hospice services and palliative care, as appropriate
- Help employees navigate the health care system and refer them to specialists
- Educate survivors on prevention of future cancers and encourage behaviors via the toll-free Survivorship Hotline, online resources and community programs
- Provide end-of-life care transition or support for survivors, including social worker support and advance directives

Helping to close gaps in care

We identify potential program participants early to help improve impact on treatment decisions. Dedicated nurses then build relationships with employees and their families, helping them focus on their health while continuing to go about their daily routines.

Additionally, the cancer nurses:

- Provide education and support and collaborate with treating physicians to help employees manage symptoms and side effects, leading to fewer inpatient admissions and emergency room visits
- Help manage pharmacy costs by comparing medications to evidence-based standards and monitor employee usage to verify adherence
- Provide support to help employees make informed decisions about their treatment



10%

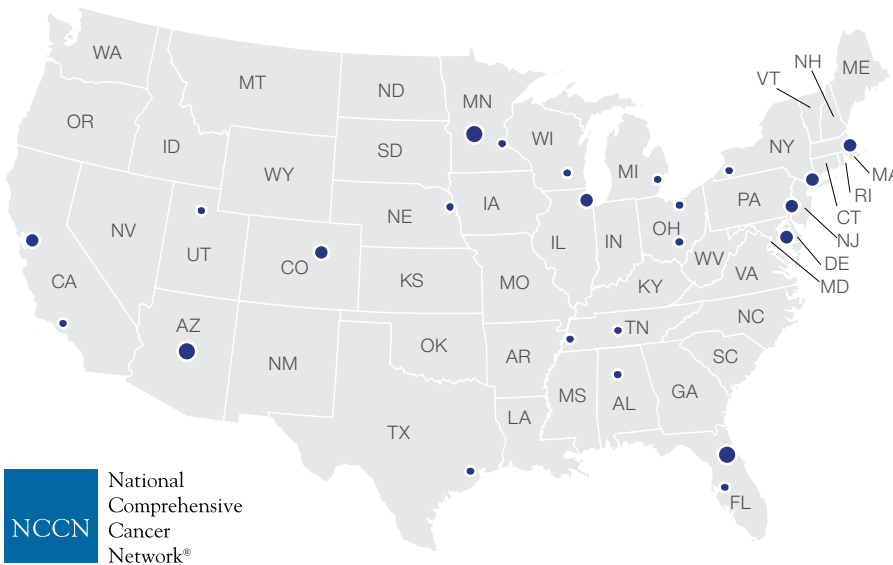
increase in cancer incidence expected from 2019 to 2024¹

Cancer Centers of Excellence network

We identified 37 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 high standards for 8 key areas:

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

Cancer COE locations



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



Program satisfaction and savings

96%
employee
satisfaction rate²

\$7k
in savings for employers per
surviving participant per year³

\$12k
in savings for employers per
non-surviving participant
per year³

\$29k
in savings per participant
compared to participants
managed in an existing case
management program³

25%
additional savings from strong
contracts with cancer COE
facilities and increased use of
evidence-based treatment plans³

Learn more

Contact your broker or UnitedHealthcare representative

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¹ Advisory Board. Cancer Incidence Estimator. advisory.com/Topics/Oncology/2020/06/Cancer-Incidence-Estimator. Accessed October 2021.

² UnitedHealthcare book of business, Consumer Health Survey, average FY 2020.

³ UnitedHealthcare internal analytics, 2020.

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.

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