

Reimagining what's possible for cancer care

Supporting your employees' health journey at every stage



When your employees get a cancer diagnosis, they may feel vulnerable and alone. Our Cancer Care Solutions program is here to connect them to specialized resources that can help raise their quality of care while reducing costs.

Our approach to cancer care: collaborative expertise and meaningful connections



Partner with oncologists to improve patient care and outcomes.



Prioritize patients' emotional and physical health during care and beyond.



Increase patient access to excellent care for a better quality of life and lower costs.

Our results: helping your employees feel covered, protected, and confident

Patients treated with chemotherapy don't always follow current medical evidence and best practices. To promote adherence, the Cancer Care Solutions program includes AIM/Anthem Clinical Pathways. Launched in 2014, this offering remains a centerpiece of our evidence- and value-based oncology strategy.

Through treatment pathways, we can help your employees' doctors determine the most appropriate treatments, enhance care quality, reduce risks, and improve outcomes. When treatment recommendations were followed, patients had:*

5% to 8%
fewer emergency room (ER) visits.

11% to 16%
lower total medical costs.

13% to 19%
fewer hospitalizations.

19% to 24%
lower drug therapy treatment costs.

* Anthem internal analysis, January 1, 2018, through August 31, 2021. For members on Pathways versus non-Pathways treatments, across breast, colon, lung, lymphoma, leukemia, rectal, myeloma, ovarian, pancreatic, and melanoma cancers.



Making a transformative impact

With Cancer Care Solutions, we:



Team up with and support oncologists, so patients receive high-quality care.

- As one of only a few insurers with Oncology Provider Liaisons, **we work closely with plan oncologists** to improve patient care and outcomes.
- **Using advanced predictive models**, we can help identify patients who may need extra support during treatment. Giving providers this kind of actionable, practice-specific data and analytics, like our *Potentially Avoidable Admissions Report*, enables them to more proactively prevent avoidable hospitalizations from side effects of chemotherapy/ drug therapy.
- **Our treatment pathways share the latest evidence-based cancer therapies** – comparing real outcomes, side effects, and toxicity, so doctors can provide the right care, at the right time, in the right setting.



Prioritize continuous emotional and physical health support during treatment.

- Our Cancer Care Navigators work with patients' care teams to **support their care plan at every step**. Simpler care management enables patients to focus on their health and well-being.
- Our apps, websites, Cancer Care Navigators, and Case Managers **help patients navigate complex cancer care**.
- Serious illness specialists **help empower patients to choose their preferences** for easier decision-making.
- Palliative care professionals help ensure that **patients' values and preferences are respected**.
- An expanded 12-month hospice care benefit **allows patients and their families to access extra support without stopping treatment**.



Focus on caring for the whole person.

- We strive to **connect patients to the care they need** to stay on schedule for treatments, avoid harmful side effects, and spend less time in the hospital or ER.
- Our care teams **help foster earlier care planning**. The goal is for treatments to line up with patients' care preferences and to avoid unnecessary tests and procedures.

Continuous support for seamless care

Confronting cancer from every angle and at every stage helps protect your employees' health and your bottom line. Plus, many of these services are already part of your plan.

Prevention



Annual physicals are covered at 100%.

During the exam, your employees' doctor may talk to them about:

- Their risks for cancer.
- How to reduce their risks.
- Recommended vaccines and screenings.

Preventive screenings and vaccines are covered at 100%. These may include a:

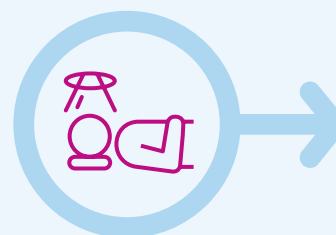
- Breast and cervical test (women).
- Prostate screening (men).
- Colorectal screening.

Diagnosis



- Cancer Care Navigators and Case Management nurses can help patients understand their diagnosis and treatment.
- An interactive tool can help patients learn about their care options and what questions to ask their doctors.

Treatment



- Our Pathways program guides doctors to a panel of treatment options based on the most current evidence.
- Predictive analytics alert doctors about patients who may be at increased risk for hospitalization, so the doctors can immediately address any issues.
- Cancer Care Navigators and Case Management nurses work with patients throughout their care journey to coordinate care using a holistic approach, including physical and behavioral health, and local and national community resources.
- Care websites, apps, and support groups help support patients and their caregivers through all stages of cancer care.
- Employee Assistance Program (EAP) services include emotional and financial counseling.
- Palliative care services help improve patient comfort and quality of life, as well as align care delivery with patient preferences.
- Disability benefits can give patients financial help during treatment.

We can also provide your employees with digital cancer support tools through our Stronger Together website, communityresources.anthem.com.



Recovery/Survivorship



- Our Workplace Transitions toolkit, available through our Stronger Together website at communityresources.anthem.com, can help you and your employees navigate cancer in the workplace.

Hospice



- Our expanded hospice benefit allows patients earlier access to hospice support without stopping treatment.*



We are ready to help your employees

Anthem Cancer Care Navigators and nurse care managers understand the complexity of cancer care and can personalize their support for each situation.

* This expanded hospice benefit is only available to Commercial business members.

Cancer Care Solutions: your employees' cancer experience in action

Anthem wants to make life less stressful for your employees facing cancer.



Meet Joe.

He has colon cancer.

- 1 Joe needs to schedule a colonoscopy. He uses **Estimate Your Cost** to find a low-cost, high-quality facility.
- 2 After being diagnosed with probable cancer, Joe's **Enhanced Personal Health Care (EPHC) provider** refers him to an oncologist.
- 3 Anthem receives the information about Joe's condition and, if he's at high risk for issues around his treatment plan, a personal **Cancer Care Navigator** will join Joe's care team.
- 4 Joe's oncology surgeon precertifies his surgery and feels he could benefit from having the procedure at a **Blue Distinction Center**.
- 5 Joe's surgery triggers outreach from a **Case Management nurse** to help him during recovery.
- 6 Joe's **EPHC provider** checks on him after surgery and stays in contact with the oncologist to monitor Joe's progress.
- 7 His Case Management nurse gives Joe a depression screening, which is positive. She refers Joe and his wife to a **behavioral health professional** for additional support.
- 8 The case manager suggests Joe call the **24/7 NurseLine** with questions. She also recommends his wife visit helpforcancer.org.
- 9 During chemotherapy, Joe's oncologist uses the **Anthem Pathways program** to precertify his treatment.
- 10 When Joe recovers and returns to work, his manager helps him readjust through the **Workplace Transitions** web tool, available on communityresources.anthem.com.



Cancer Care Navigators are health educators specially trained to understand your employees' diagnosis and unique needs.

They can:

- Coordinate your employees' care and act as a single point of contact for them, their oncologist, and their care team.
- Support both their emotional and physical health.
- Connect your employees and their loved ones to community resources.
- Answer questions about their treatment, medication, side effects, and plan benefits.
- Help prevent avoidable ER or hospital visits.

Based on his diagnosis and treatment plan, Joe is at high risk for having issues with chemotherapy. To support him through treatment, Joe is assigned a personal **Cancer Care Navigator** named Keisha.



Keisha contacts Joe's oncologist to learn more about his situation.

She finds out Joe's doctor has been handling his transportation for chemotherapy appointments but is now too busy to provide the service.



Keisha then calls Joe to introduce herself, explain her role, and see how Joe is coping.

She wants to make sure she is aware of Joe's particular circumstances and any concerns he may have about care. As they talk, Joe reveals he has been struggling with anxiety. Keisha listens, reassures him, and schedules another call.



Keisha reaches out to Joe for the second time and tells him she has scheduled transportation for his next chemotherapy appointment.

She mentions that Joe has behavioral health resources, including access to telehealth services and a 24/7 NurseLine, through his health plan. Keisha also emails Joe links to local support groups and sets up their third appointment.



Keisha follows up with Joe's oncologist about his new transportation arrangement and growing anxiety.

The oncologist reports that Joe is not taking his medication regularly. Keisha calls Joe and helps him connect with resources and set up reminders. Keisha also lets Joe know that he can get pharmacist assistance. Keisha will check back with Joe and his oncologist to monitor progress.

In this example, Joe's Cancer Care Navigator helps simplify his life and improve his care.



Your trusted partner in cancer care

We are committed to helping your employees and their loved ones with cancer receive the resources and guidance they need, so they can go from living with cancer to living their lives.

Together, we're reimagining what's possible for every moment of cancer care, building confidence for every step of your employees' health journey, and delivering tangible results.



To learn more about Cancer Care Solutions and other health plan resources available to your employees and their families, please contact your Sales or account representative.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](https://www.anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company, Inc. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.