



# CIGNA CANCER SUPPORT PROGRAM

For customers, for families, for every step of the way.

Cancer doesn't discriminate. Anyone can develop it. And regardless of the type, a cancer diagnosis is life changing. The risk of getting a cancer diagnosis increases with age.\* But five-year survival rates for all cancers are improving, largely due to improvements in early detection, diagnosis and treatment.\*

## Comprehensive customer support

The Cigna Cancer Support Program is designed to help individuals and their families who are touched by cancer. We go beyond just treatment support. We offer information, assistance and care support for the entire experience – from diagnosis to treatment to remission. Our program results show that we consistently identify and engage the right customers at the right time, so those with the highest need get the support they need, when they need it.

In addition to providing support, we also help individuals recognize risk. We use claim information, health assessments, self identification, program referrals, doctor referrals and disability claims, to identify customers who may benefit from our program. Our fully integrated, comprehensive approach to care management uses an integrated approach in providing support, which helps reduce costs and ensure continuity of care throughout the experience.

### LEVEL 1

#### Surveillance

Level 1 supports cancer survivors. The program offers them survivorship information and 24/7 telephone access to nurses who specialize in supporting customers in remission.

### LEVEL 2

#### Maintenance

Level 2 is for individuals who have had cancer in the past and still take medication or have some kind of ongoing preventive treatment. Individuals at this level receive outreach phone calls and survivorship information in the mail.

### LEVEL 3 & 4

#### Active, and active with complications

Level 3 and 4 are individuals who are in active cancer treatment, individuals with cancer who are having complications such as diabetes or chronic obstructive pulmonary disease, or those with end-of-life needs. Individuals at this level receive support over the phone and work with nurses with oncology training to create personalized support plans.

Together, all the way.®



Offered by: Cigna Health and Life Insurance Company or its affiliates.

## Reaching out at the right moment

The Cigna Cancer Support Program works with individuals and families who have been affected by cancer. We provide access to nurses with oncology training, as well as personalized care support plans based on each person's unique needs.

### Nurses support individuals by:

- › Utilizing the case management process of assessment, planning, goal setting, facilitation and advocacy to support the individual's unique health needs and provide a holistic approach.
- › Talking through their doctor's treatment plan and evidence-based guidelines.
- › Resolving any gaps in care.
- › Anticipating and planning ways to avoid delays in care.
- › Helping them learn how to cope with changes to everyday life.
- › Explaining what treatments are covered and their costs, to minimize out-of-pocket expenses.

### Additional support

- › Nurses also address problems causing distress in the oncology population by providing information and resources, such as caregiver and nutritional support, copay and financial assistance programs, and referrals to community-based organizations for needs not covered under the plan.

By managing both inpatient and outpatient hospital stays, our nurses know the customer well and develop a relationship of trust while assisting with the transition home.

In addition to nurse support and personalized care support plans, individuals can take advantage of:

#### › Online cancer support

Located on **myCigna.com**, this online resource offers information and tools about all types of cancer, specific diagnoses and treatment options.

**Customers receiving case management services for cancer saved an average of \$96,507 per case per year.\*\*\***



#### › Doctors and facility directories

Help individuals find care through Cigna's arrangement with the National Comprehensive Cancer Network®. Cigna's Collaborative Care arrangements\*\* also provide access to quality care that contributes to reducing costs, improving outcomes and providing a better customer experience.

- Oncologist support for utilization review and oncology care management.
- Integration with pharmacist to address medication needs.
- Behavioral support to address emotional needs.

#### › Hospice and palliative care support

Advanced care planning and an end-of-life component focused on supporting individuals and their families as they transition to hospice or palliative care by:

- Encouraging individuals to talk about their choices before they make this transition.
- Providing emotional and clinical support to members and their families in planning this care.

**Cigna is here to help your employees and their families. We're by their side when they need it most. For more information on our Cancer Support Program, contact your Cigna sales representative.**



\* American Cancer Society, "Cancer Facts & Figures 2016." <http://www.cancer.org/research/cancerfactsstatistics/cancerfactsfigures2016/index>, accessed 10/19/17.

\*\* Availability varies by location and is subject to change. For a current listing of Cigna Collaborative Care arrangements, contact your Cigna representative.

\*\*\* Cigna Analytics Core Care Management Program Evaluation, 2016. Results derived from nationwide Cigna book of business. Savings identified compared to no precertification and/or care manager program, and reflect savings from oncology and transplant case management programs' combined savings. Individual client savings/results may vary.

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