

# DELIVERING PERSONALIZED CANCER SUPPORT TO YOUR EMPLOYEES AND THEIR FAMILIES

## Oncology Case Management Program



A cancer diagnosis can leave your employee and their loved ones feeling as if their world has been turned upside-down. Understandably, they're focused on managing their treatment, not managing costs. However, both the prevalence of cancer and the cost of treatment are on the rise. **Should any of your employees or dependents of their plan develop cancer, Cigna's Oncology case management program provides clinical support and helps to coordinate the care they need.**

Our specialized, integrated team includes specialty care managers and medical directors with extensive Oncology experience. A dedicated case manager supports your employee at every step of cancer treatment, guiding them toward infusion therapy sites that are more affordable and convenient while delivering the same high quality of care. They can also provide referrals to a network of support staff like social workers, pharmacists and behavioral clinicians. Together, the team addresses your employee's total health needs, delivering holistic support, value-based quality care and personalized, affordable therapy — **encouraging greater well-being for your employee and cost savings for employers like you.**

## Supporting the best outcome for all

**Cigna's integrated, holistic approach to Oncology case management facilitates access to cancer care services and eliminates potential gaps in care.** By collaborating with the treating oncologist and extended care team, we work to educate your employee — for a better understanding of cancer treatment options, better management of pain and side effects, and better use of their health plan. Our Oncology case management team also:

- Helps your employee access valuable support resources
- Utilizes validated distress screeners and connects your employee to whole-person health support
- Reduces emotional, financial, transportation and safety barriers
- Identifies individual needs and develops a personalized support plan
- Facilitates care coordination and researches latest clinical trials
- Provides support for end-of-life care or survivorship
- Delivers pharmacy management for convenience and cost savings

Along the way, the team works to help reduce avoidable hospitalizations and emergency room visits because of complications from chemotherapy and inadequate pain management — easing your employee's journey and saving medical costs. **In fact, medical costs for employees who used the Oncology case management program were an average \$13,704 lower due to better managed care.<sup>1</sup>**



Less than **1% of customers** incur **13%** of total health costs.<sup>2</sup>











Among Cigna members, **31% of cancer spend** is attributed to cancer drugs.<sup>2</sup>

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

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## How it works

-  Enhanced data and predictive modeling help to identify patients early
-  Authorizing providers, other case management departments, even the employers themselves provide referrals to the program
-  Oncology case manager facilitates care coordination and collaborates with treating oncologist
-  Community support team and Oncology case managers connect resource needs within the community
-  Pharmacist facilitates therapy management
-  Cigna medical directors provide clinical expertise and oversight
-  Case managers screen for distress and depression
-  Team provides support for palliative and end-of-life care or survivorship

## Results of integrated case management support

### 14% reduction in inpatient utilization

among providers collaborating with Oncology case management program<sup>3</sup>

### 6% cost savings

across the Cigna population when the Oncology case management program is in place<sup>4</sup>

### 96.6% customer satisfaction

with Cigna's Oncology case management<sup>5</sup>

**“During my cancer journey, Cigna assigned a case manager who worked on everything for me, such as scheduling consultations, approval issues and any of my big and small concerns very quickly. I was very happy to have great support by Cigna.”<sup>6</sup>**

*Cigna Customer*



To learn more about the Oncology case management program, **please contact your Cigna sales representative.**

**Together, all the way.®**



1. Cigna Global Data Analytics program evaluation, September 2020 (medical cost savings accrue in the year after treatment). Results may vary.
2. Cigna integrated pharmacy and medical benefits' customers with diagnosis of cancer and treatment with a cancer drug. Integrated Data Source, January–December 2018.
3. Cigna Q3 2019 analysis of a top community group compared with national in their first year of program participation.
4. Savings based on 2018 Medical Economics Evaluation of Cigna's Nationwide business 2017 medical claims. Individual customer/client results will vary.
5. Cigna 2020 Q4 and YTD Satisfaction Report.
6. Cigna customer communication, March 2021.

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