Cancer Resource Services
Cancer is complex and challenging to address.

Simplify the complexity with a solution that helps members achieve better outcomes and the most cost-effective care.
Cancer is complex and challenging.

1/3 of oncology treatment plans do not meet nationally accepted standards of care.\(^1,2\)

$25,000 Average annual overspend per patient on inappropriate treatment.\(^3\)

30% of newly diagnosed patients have a complex or hard-to-diagnose cancer.\(^4\)

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3. eviti, Inc. Data on file. Based on 787 non-evidence-based treatment plans reviewed between August 2008 and April 2011. Drug costs based only on AWP and do not include surgery or imaging.
4. Multi-modality, complex surgery, specialized radiation, specialized chemotherapy, rare cancers, cancers that are difficult to diagnose.
Cancer Resource Services is a proven solution to address cancer treatment cost and quality.

Center of Excellence (COE) facilities:
- Access to quality cancer centers with proven outcomes which helps avoid high medical costs.
- Providers use multi-disciplinary approach to care.
- Deliver contractual savings.

Cancer nurses:
- Support during initial phases of diagnosis and treatment.
- Information on travel and lodging reimbursements.
- Information on clinical trials.
- Treatment decision support.
Cancer Nurse Consultants provide personalized support and resources.

- Help guide members to local community providers as appropriate.
- Help guide members to cancer COE facilities for treatment or for a medical second opinion.
- Provide travel and lodging benefits.
- Provide support and education during initial stages of care.
96% overall satisfaction with agent.¹

84

NPS²

Net Promoter Score® = Promoters - Detractors

35–45%

COE savings off a billed rate.


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Why Cancer Resource Services works.

Employees

- Access to quality care through COEs.
- Treatment decisions support that helps enable informed decisions.
- Connection to a nurse for education and support during initial phases of care.

Employers

- Appropriate therapy, fewer complications and higher survival rates through COEs.
- Decreased medical costs.
Appendix.
The difference: more value for more members.

30% of members targeted with Cancer Resource Services.

- Cancer nurse provides guidance and treatment decision support for complex cancers and access to Center of Excellence contracts.
- Guidance, support and proactive symptom and side-effect management for common and complex cancers.

100% of Cancer Resource Services and Cancer Support Program members in active treatment.

- Cancer nurse provides guidance and treatment decision support for complex cancers and access to Center of Excellence contracts.
- Guidance, support and proactive symptom and side-effect management for common and complex cancers.
- Treatment decision support including clinical trials.
- One nurse assigned for ongoing clinical and psych-social support.
- May impact unnecessary hospitalizations and ER visits, use and adherence to medications, care and cost for all cancers.

- Survivorship services.
- Member identification through claims data and inpatient and discharge notifications.
- Support at end of life and impact on use of hospice.
- Access to social workers for financial, transportation, child care and other issues.
- Provider — extension support services.

Cancer Support Program and Cancer Resource Services are programs, not insurance. Availability may vary on a location-by-location basis and is subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. There is a fee for this program. Please check with your UnitedHealthcare representative.
Centers of Excellence criteria to meet highest-quality standards.

- NCI or NCCN affiliation.
- Adult and pediatric.
- ACOS and URAC Utilization Management accreditation.
- Multi-disciplinary approach to care and more.
- High volume of experience in treatment of cancer.
- Shorter length of stay and decreased costs.