

# Delivering quality, personalized care to cancer patients



The Optum® Cancer Support Program (CSP) delivers clinical quality and economic value for clients and their members. CSP helps clients mitigate the costs associated with cancer treatment and increases the quality of care for the member. In addition, CSP integrates closely with providers to support adherence to evidence-based treatments and appropriate care.

### Personal cancer nurse

The Optum cancer nurse provides one contact for members to help make informed decisions about their cancer care. Our specialized cancer nurses are supported by an entire team of cancer experts, while remaining the sole deliverer of cancer case management for the member.

### An integrative approach to close gaps in care

Members engaged in CSP can realize improved quality of life through proactive, targeted interventions and support from their experienced cancer nurse. They also have access to an online library of articles, video courses and easy-to-use tools curated by oncology professionals. Our dedicated nurses work to help members remain productive while focusing on getting healthy and staying healthy.



**99% overall very satisfied/  
satisfied with cancer nurse<sup>1</sup>**



### Cancer Support Program

participants save clients an average of **\$7,000 per participant per year** for survivors and **\$12,000 per participant per year** for those who do not survive their cancer.<sup>2</sup>

**The Cancer Support Program** can save an additional **\$29,000 per participant** over participants managed in an existing case management program.<sup>2</sup>

Additional cost savings are obtained from strong contracts with Cancer COE facilities, which can provide an average of **42% off billed rates** and increased use of evidence-based treatment plans by providers.<sup>2</sup>

### Additionally, our cancer nurses:

- Help prevent and manage symptoms and side effects, leading to fewer inpatient admissions and emergency room visits
- Collaborate with treating physicians to fill gaps in knowledge, support and management of members
- Assist in managing pharmacy costs by reviewing medications and comparing them to evidence-based standards
- Provide support to help members make informed decisions about their treatment
- Educate members regarding hospice services and palliative care, as appropriate
- Help members navigate the health care system and refer them to specialists as needed
- Educate survivors of cancer on prevention of future cancers and encourage behaviors that preserve survivor health

## Cancer Centers of Excellence Network

Optum identifies 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 the high standards for which they were originally selected.

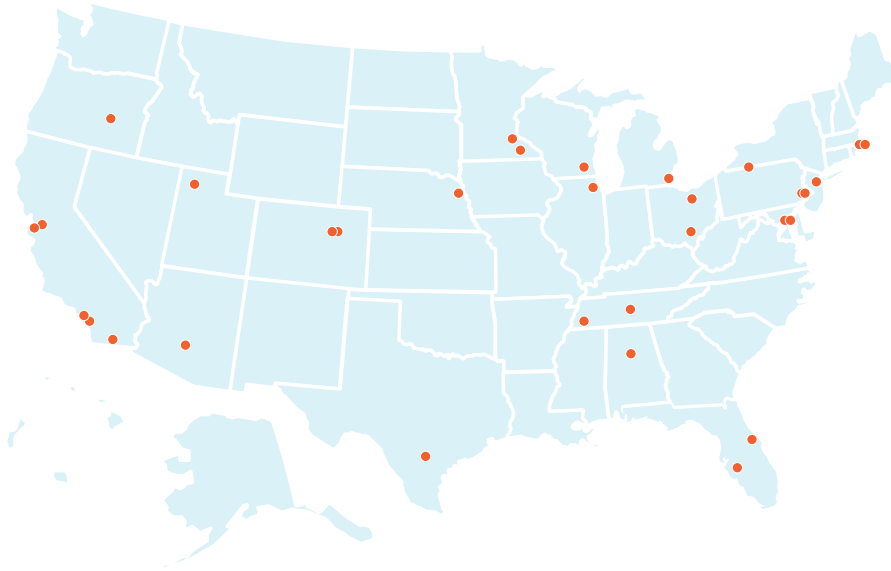
Reported savings through the Optum Cancer COE have ranged from 25% to 50%, contributed equally from inpatient, outpatient and pharmacy services.<sup>1</sup> In addition to the financial benefit, treatment at a Cancer COE facility can result in:

- More consistently accurate diagnoses
- Care that is planned, coordinated and provided by a multidisciplinary team of experts who specialize in the member's specific kind of cancer
- Appropriate therapy, fewer complications and higher survival rates

## Network qualification process

The Cancer COE network is comprised of the most highly regarded cancer centers in the country. Each center has met our qualification criteria based on eight critical features:

- Program depth and breadth
- Best-practices medicine
- Patient- and family-oriented programs and services
- Treatment planning and coordination
- High-quality clinical research



**The financial cost of cancer**

The National Cancer Institute estimates that cancer-related direct medical costs in the U.S. were **\$183 billion** in 2015 and are projected to increase to **\$246 billion** by 2030.<sup>3</sup>



Member Institution (nccn.org)

1. Book of business survey results, 2021.
2. Optum internal analytics, 2015.
3. National Cancer Institute. Future of Cancer Health Economics Research Conference. cancercontrol.cancer.gov/events/future-of-heroic. Updated November 24, 2020. Accessed August 30, 2022.

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Cancer Resource Services is a program, not insurance. Availability may vary on a location-by-location basis and is subject to change with written notice. Optum 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. Please check with your Optum representative.

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 judgements and related treatment. 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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