

# Cancer Support Program.

## We're here for you.

If you or one of your dependents are diagnosed with cancer, you may have questions and need to make some difficult decisions. Call **1-866-936-6002**, Monday through Friday, 8:00 a.m. to 8:00 p.m., ET, for valuable resources, answers and support.

### You may have questions such as:

- Where should I go for more information?
- What treatments will I need, and what side effects might I experience?
- Where should I go for treatment?
- How will cancer affect my family?
- How can I maintain my quality of life during treatment for cancer?

If you or one of your dependents has been touched by cancer, the Cancer Support Program is available as part of your medical benefit plan. This program gives you and your family a source of personal support from an experienced cancer nurse and specialized social workers.

### Compassionate support available to you.

In order to receive the cancer care that is best for you, it is important to be well-informed about the many treatment options and providers. Our Cancer Nurse Advocates can provide information, answer your questions, help you make informed decisions, and help you find a provider in your local community or within your plan network.

To seek help or to find more information about the Cancer Support Program please call **1-866-936-6002** between 8 a.m. and 8 p.m., ET, Monday through Friday. Or call us at the toll-free phone number on your health plan ID card or **1-800-444-6222**. TTY users can dial **711**.

Si usted necesita ayuda en español llame al número de teléfono en su tarjeta de identificación, 若需中文協助, 請致電**1-800-303-6719**, 한국어로 도움이 필요하시면**1-888-201-4746**.

The Cancer Support program is optional, and you are not required to use the service.

Remember, cancer is not one disease but rather a wide spectrum of diseases. Each case is different, and the needs of each person with cancer are different. We encourage you to decide where to receive your care in consultation with your doctor, based on your personal values, needs and preferences.

**The Cancer Support Program is led by highly experienced cancer nurses with assistance from a board-certified medical oncologist, a hematologist and other doctors, as well as social workers with specific experience on how to support you and your family as you cope with cancer.**

**This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time.

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### How we can help

- Cancer awareness
- Disease and treatment education
- Treatment decision support
- Comprehensive cancer case management, addressing symptoms and side effects
- Second opinion support
- Patient empowerment through education and guidance
- Clinical coverage review of treatment, prescriptions and clinical trials
- Prescription drug management support
- Help with treatment-related travel and lodging
- Assist in coordination of care and benefit issues

**In a recent member survey, 97% were satisfied or very satisfied with the Cancer Support Program, and the vast majority would recommend it to others<sup>1</sup>.**

<sup>1</sup> Live telephone survey of UnitedHealthcare members; conducted by Burke Institute, 2015. Members who have either successfully completed their program or have reached their annual anniversary of enrollment in the program are eligible for the survey.