

eBulletin

Special Notice

October 22, 2018

Remind Your Oxford Fully Insured Clients: Help is available for their employees when they may need it most

Oxford Cancer Support Program®

- 97% member experience satisfaction rate¹
- may help reduce inpatient admissions by 6%--lowering costs for you and your employees²

Cancer can be challenging and costly. The Cancer Support Program is intended to help our members achieve improved outcomes, cope better and save on expenses. The program is available as part of Oxford members' medical benefit plans. Participation is optional.

Please send [this email](#) to your Oxford fully insured clients to remind them of the program. Enclose the [sample employee email](#) and [employee flier](#) so they can easily relay this important information to their covered employees.

How the Cancer Support Program can be helpful.

- Employees get:
 - Access to highly rated physicians and other care providers
 - Access to a personal care nurse, who creates a relationship with them to help understand their needs and that of their family
 - Information to help them make informed health care decisions and adhere to their treatment plan
 - Monitored for adherence to help increase effectiveness and reduce costs
- Employers are helping to:
 - Identify cancer patients early, which may help impact treatment decisions
 - Control increases in medical expenses
 - Reduce absenteeism so employees can continue to work and remain productive

Members can opt-in.

Members who wish to join the program can call us at **1-866-936-6002**, Monday through Friday, 8 a.m. to 8 p.m., ET. We may also identify members for the program through our internal processes and programs, such as our nurse line and customer services, provider notifications, and pharmacy and medical claims analyses. A member can also be referred to the program by his or her provider.

Client outreach.

Our Account Managers will be communicating about the Cancer Support Program directly with those clients for whom we have an email address on file. We appreciate your assistance with the additional outreach, which will help emphasize the importance of the program. Please forward the enclosed communications to clients at your earliest opportunity.

For more information about the Cancer Support Program, please contact your Oxford sales representative.

¹ Live telephone survey of UnitedHealthcare members conducted by Burke Institute, 2017. Members who have either successfully completed their program or have reached their annual anniversary of enrollment in the program are eligible for the survey.
² Internal Healthcare Economics outcomes analysis of a cohort study of the first 9 months of the Oxford pilot (Jan. - Sept. 2017).

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 without written notice. UnitedHealthcare, including Oxford, 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 may apply. There is a fee for these programs. Please check with your Oxford representative.

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