

# Cancer Care Navigators

Supporting you through your cancer experience

If you are facing cancer, we'd like to help make your life less stressful during this time. Anthem's Cancer Care Navigators are ready to help manage your care, so you can focus on your well-being. The program is included with your benefits, and it comes at no extra cost.

**Cancer Care Navigators are health educators specially trained to understand your diagnosis and unique needs. They can:**

- Coordinate your care and act as a single point of contact for you, your oncologist, and your care team.
- Support both your emotional and physical health.
- Connect you and your loved ones to community resources.
- Answer questions about your treatment, medication, side effects, as well as Anthem benefits.
- Help prevent unnecessary procedures, tests, and emergency room or hospital visits.

Wherever you are with your cancer diagnosis, Anthem's Cancer Care Navigators are here to support you with compassion and empathy. To learn more about the program, call **833-649-0669**.



**Anthem** 

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare professional in your plan's network. If you receive care from a doctor or healthcare professional not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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**Every experience is different, but here is what working with a Cancer Care Navigator may look like:**



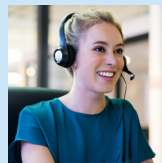
**Meet Shelley. She has breast cancer.**

Based on her diagnosis and treatment plan, Shelley is at high risk for having issues with chemotherapy. To support her through treatment, Shelley is assigned a personal Cancer Care Navigator named Melissa.



**Melissa contacts Shelley's oncologist to learn more about her situation.**

She finds out Shelley's doctor has been handling her transportation for chemotherapy appointments but is now too busy to provide the service.



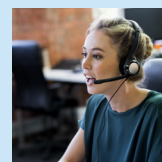
**Melissa then calls Shelley to introduce herself, explain her role, and see how Shelley is coping.**

Melissa wants to make sure she is aware of Shelley's unique circumstances and any concerns she may have about care. As they talk, Shelley reveals she has been struggling with anxiety. Melissa listens, reassures her, and schedules another call.



**Melissa reaches out to Shelley for the second time and tells Shelley she has scheduled transportation for her next chemotherapy appointment.**

Melissa mentions that Shelley has behavioral health resources through her health plan, including access to telehealth services and 24/7 NurseLine. Melissa emails links to Shelley for local support groups and sets up her third chemotherapy appointment.



**Melissa follows up with Shelley's oncologist about her new transportation arrangement and growing anxiety.**

The oncologist reports that Shelley has not been taking her medication regularly. Melissa calls Shelley to find out why she may be having trouble. Melissa offers to give Shelley daily reminders and to check in with Shelley's oncologist to monitor her progress.

In this example, the Cancer Care Navigator helps improve Shelley's care and educate her about support services available to her.