



**Have you or a  
loved one been  
diagnosed with  
cancer?**

**We're here  
for you.**

As part of your benefit plan, the Cancer Support Program is available to you and your dependents. This program covers all types of cancer and gives you and your family personal support from an experienced cancer nurse.

**Your nurse is here to help you get answers about:**

- Where to find more information
- What treatments may be needed and any possible side effects
- Where to go for treatment
- How your family may be affected
- Maintaining quality of life during treatment

**For more information about the Cancer Support Program and the Cancer COE network, please call:**



**1-866-936-6002** TTY 711

Monday through Friday between 7 a.m. and 7 p.m. CT

## Compassionate care from an experienced team

Your nurse will be supported by:

- A board-certified medical oncologist
- A hematologist and other doctors
- Social workers with specific experience on how to support you and your family

One of the most important decisions you may need to make is where to get care. Your nurse can help you find an in-network provider near you, which may include one of our Centers of Excellence (COE) network facilities. These include nationally respected organizations that deliver high-quality care and results. The benefits of getting treatment at a COE network facility include:

- Care from a team of experts who specialize in treating many types of cancer, including rare cancers
- The opportunity to get a second opinion on your diagnosis or treatment, if desired
- Access to newer treatments and clinical trials

The needs of each person with cancer are different. We encourage you to talk to your doctor about where to receive your care based on your personal values, needs and preferences.

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The Cancer Support program is optional. You do not need to use the service or receive treatment at a Cancer COE network facility.

## Here's what Charlotte of Savannah, Georgia, had to say about her experience with the Cancer Support Program:

*"I was diagnosed with breast cancer a year ago. Your service to me during this difficult time was beyond any care I have ever received. The nurse guided me through the darkest days of my life. She always had time for my questions. She even called my adult children, explained everything to them and continued to reassure all of us. I know this is her job, but she did it with such charm and knowledge — I could not believe it. The support and kindness I received from your organization will always be remembered by my family and me."*

Of the **400 members** surveyed in 2014,

**98%** were satisfied or very satisfied with the Cancer Support Program, and the vast majority would **recommend it to others.**



**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. 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 healthcare services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted healthcare professional or medical center.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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