

CANCER SUPPORT PROGRAM



For your patients who have been diagnosed with cancer, Fallon Health's Cancer Support Program could be just what they need. We work in conjunction with you to educate, support and empower your patients, their families and caregivers.

Q. Who is eligible?

A. Eligible patients are those who:

- Are receiving active treatment (chemotherapy, radiation therapy, biopharmacologics, palliative therapy and surgeries, including transplant)
- Live in the Commonwealth of Massachusetts, in our HMO service area (also included are Fallon Preferred Care PPO members)
- Have a fully insured Fallon Health commercial product, Medicare Advantage product or MassHealth product

Q. Are there any exceptions to the eligibility requirements?

A. There could be exceptions on a case-by-case basis. To discuss your questions, please contact us at 1-800-333-2535, ext. 78002.

Q. Why is Fallon discontinuing its partnership with Alere?

A. With the professional, compassionate and experienced staff at Fallon, we believe an internal program will provide quality care that is equivalent to or better than Alere. We will provide more inclusive, less fragmented care. We believe an internal program will increase the number of participants and be more timely and effective. We are also going to include pediatric patients, where Alere's program did not.



Q. What are the specific goals of the program?

A. The goals of the program are to:

- Make sure patients are complying with their treatment plans
- Assist in managing the side effects of treatments
- Coordinate care
- Suggest issues that patients may want to discuss with you
- Ensure patients have emotional support
- Help patients understand financial implications
- Make patients aware of care options and remind them about screenings and tests
- Encourage a healthy lifestyle
- Answer questions about medications, nutrition and exercise
- Give health updates to you
- Coordinate transportation to medical appointments
- Improve quality of life
- Address survivorship concerns
- Help patients understand palliative care and hospice care
- Provide information about advanced directives and end-of-life planning
- Provide guidelines for healthy living during remission
- Guide patients through follow-up care and living life after cancer

Q. Does it cost anything?

A. No. The program is free to patients as part of their benefit package.

Q. Is the program voluntary?

A. Yes. Eligible patients will be invited to participate, but may decline or opt out at any time.

Q. Is there a required amount of time a patient would be in the program?

A. No. Eligible patients may belong for as short or as long a time as they want to.



Q. How do patients get into the program?

- A.** Patients are invited by Fallon based on their claim history and internal referrals. They may also be recommended by you. If a patient wishes to self-refer, he or she should contact us at 1-800-333-2535, ext. 78002. Once the patient has been referred, Fallon will conduct an evaluation to determine eligibility.

Q. Are transplant patients eligible?

- A.** Yes. Transplant evaluations and authorizations will be completed by the Fallon transplant nurses. Utilization Management will follow members while they're in the hospital.

Q. How will I be involved with this program?

- A.** Fallon's health professionals will be in regular contact with you and will work in conjunction with your care plan.

Q. Is the program confidential?

- A.** Yes. Fallon adheres to the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Fallon will only share patients' protected health information with their providers.

Q. Do patients have to go outside of their homes to participate?

- A.** No, Fallon's health professionals will call patients on the phone.

Q. Can a patient lose eligibility?

- A.** Patients could become ineligible if they switched to a Fallon plan that is excluded, or if they are no longer covered under Fallon insurance.

Q. Would a patient ever leave the program?

- A.** Patients may leave the program to enter hospice, for their own personal reasons, or if there were a change in their health status.



Q. Does the program advise about end-of-life care?

A. Yes. Early in the process, we will make sure the patients understand advance directives, we may assist in decision-making and, if necessary, provide services through the end of life.

Q. What is the workflow from identifying potential patients to working with them throughout the program?

- A.**
1. Potential patients are identified through claims, direct referrals from providers or self referrals.
 2. The Nurse Case Manager (NCM) reaches out to potential patients by phone.
 3. The NCM completes an assessment.
 4. Once a new patient is accepted into the program, the NCM sets goals with the patient and determines contact frequency.
 5. The NCM works with the primary care provider, oncologist, home care agencies, the patient's family and other close contacts.
 6. The Social Worker and the Navigator support the NCM and help with patient's goals.

**If you have any questions, please contact us at
1-800-333-2535, ext. 78002.**



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