

# SUPPORTING SARAH

## Cigna's oncology care management program in action.

Getting a cancer diagnosis is life changing. Cigna's 360-degree approach to providing support to cancer patients is personal, integrated and effective. Here's how one care manager made a world of difference in one patient's life.

### Touchpoint 1: Before surgery

#### "I've never been so scared in my life."

When Sarah's doctor requested authorization for pancreatic cancer surgery, Cigna's system automatically notified the oncology care management team. An experienced Cigna care manager called Sarah to introduce herself and offer help. Although she was very scared, Sarah didn't think she needed Cigna's help. But her care manager quickly earned Sarah's trust and helped her understand:

- › What her diagnosis meant
- › How to prepare for surgery
- › Finding an in-home caregiver
- › Watching for signs of infection
- › Avoiding blood clots after surgery
- › Managing pain after surgery

### Touchpoint 2: After surgery

#### "They said it had progressed too far."

Sarah's care manager checked on her after surgery and learned that the surgery was not successful. The cancer had already spread too far. Sarah was overwhelmed and did not know what to do next. So her care manager swung into action, providing personal support and understanding.



#### Customer Profile

**Sarah W.**

#### Age:

45, divorced, one son

#### Diagnosis:

Pancreatic cancer

Together, all the way.™



Offered by: Cigna Health and Life Insurance Company, Connecticut General Life Insurance Company or their affiliates.

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Sarah's care manager began looking for ways to help Sarah find in-network services and keep moving forward, including:

- › Reviewing her medical coverage and records
- › Helping her get a second opinion and understand treatment options
- › Identifying any gaps in care and finding resources
- › Finding a medical oncologist specializing in pancreatic cancer
- › Looking for warning signs of depression, anxiety and substance abuse
- › Scheduling a post-op wound care appointment
- › Helping her understand her current medications

### **Touchpoint 3: Follow-up calls**

#### **“Could I get into a clinical drug trial?”**

Sarah was determined to keep fighting her cancer. So her care manager reached out to Sarah's oncologist to learn about her treatment plan and see if Sarah was a candidate to receive a trial medication. Sarah was missing more days at work and worrying about money. And her relationship with her son was strained due to the diagnosis. To help resolve some of these issues, her care manager stepped in to help Sarah:

- › Connect with a dedicated social worker to help with financial assistance services
- › Talk to her employer about an adjusted work schedule to accommodate her needs
- › Find a lawyer to help her update her will, advanced directives and power of attorney
- › Find an employee assistance program (EAP) counselor to help the family deal with their emotions
- › Find a cancer support group in her neighborhood

### **Touch point 4: Looking ahead**

#### **“Thank you for being there for me.”**

Over the next few weeks, Sarah's care manager called her regularly. And shared her direct line so Sarah could call if she needed anything. When Sarah asked about holistic care, she was referred to a nutritionist and her care manager checked her benefits and found that her plan covered acupuncture, so she received acupuncture treatments to help manage her pain. Eventually, they talked about end-of-life planning. Sarah was reassured that her care manager would be there to:

- › Help her and her family learn about hospice care
- › Research local hospice providers and coordinate her stay
- › Review her treatment and end-of-life requirements with hospice
- › Support her and her caregivers during end-of-life progression

### **Moving forward**

It's difficult to talk about cancer. At Cigna, we don't just talk. We jump in to help. For more information about how Cigna is helping our customers with cancer get the medical care, information and support they need, contact your Cigna representative.



All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, contact your Cigna representative.

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