LEADING THE WAY TO BETTER CANCER OUTCOMES

The value of a guided approach to care
One of the top drivers of rising cancer spend is innovation in therapy and diagnosis. These developments have shown great promise in improving survival rates but cost more than what many payers and patients can keep up with. More than half of cancer patients and survivors incur medical debt from their care, and 64% report feeling unprepared for the cost of treatment.²

And not all patients are benefiting from the latest innovations in treatment. A recent study found that almost 1/3 of non-small cell lung cancer patients did not receive recommended biomarker testing after diagnosis to determine the most appropriate treatment.³

To help close these gaps and make cancer care better for everyone, Evernorth is advancing a data-driven, guided care approach that connects more people to the right resources at the right time—creating better outcomes for all.

All sources can be found at the end of this document.
A new path forward: Evernorth Guided Cancer Care

We take a holistic approach to improve cancer diagnosis and treatment while closing potential gaps in care, and as a result we see a better patient experience and lower total medical costs for both patients and clients.

Evernorth’s Guided Cancer Care solution guides patients to the care they need, early enough in their journey to have a positive impact on both health outcomes and costs. Using advanced analytics, we can identify and engage patients even before diagnosis and create personalized care plans to help navigate a complex health care system.

A core component of the Guided Cancer Care approach is our dedicated team of Care Advocates, all of whom are nurses who possess deep clinical experience in oncology to support each patient’s specific needs. From diagnosis and treatment, to survivorship and advanced illness, Evernorth Care Advocates guide and support patients and their families at a time when they need it most.

Evernorth Guided Cancer Care is powered by two unique support solutions:

- **Cancer Consult Service**
  Optimizing care and engagement for patients with complex cancer cases

- **Concierge Cancer Support**
  Driving better outcomes with guided care coordination and navigation
02

CANCER CONSULT SERVICE

Improving care for complex cases

Evernorth’s Cancer Consult Service helps ensure patients with a complex cancer case receive the right diagnosis and treatment, the first time. We start by identifying patients who could benefit from subspecialist review from a National Cancer Institute (NCI) affiliated center like Memorial Sloan Kettering, and then automatically connect their treating oncologist with a specialist in their specific cancer type.

This helps the treating oncologist deliver an accurate diagnosis and provide the best possible care options with no delays in treatment.

How Cancer Consult delivers better outcomes:

+ Focuses on cases most likely to benefit from the review.
  Our data analytics helps concentrate resources where they can provide the most value.

+ Uses resources more efficiently.
  Based on our research and data, we identify cases that are more likely to have errors in diagnosis, testing and treatment. Cases that already have a likely accurate diagnosis, testing and treatment aren’t considered for this service.

+ Improves specialized care accessibility.
  Patients benefit from leading expertise regardless of where they live or other social determinants of health (SDOH) factors.

With over 100 major cancer categories and widely varied treatment options for each cancer subtype, accurate diagnosis and optimal care without delay is crucial to achieve the best outcomes for each patient.

Helps reduce burden on patients.

Often, second opinion services rely on patients to initiate and facilitate reviews. Our approach brings specialized care to the patient and their treating oncologist so they can stay focused on their health without traveling to meet with subspecialists.
Bridging gaps in health equity

Our data shows that patients being treated at a non-NCI affiliated center and who participated in the cancer consult service had significantly higher Evernorth Social Determinants Index (ESDI) scores than those who were already being treated at an NCI center.

Patients who had a high/very high ESDI score

As we expand this service, our goal is to continue to identify and solve health inequity gaps. If we can connect more patients to an NCI center, we may be able to help improve their outcomes from a cancer perspective.

Achieving better savings through earlier intervention

Through the Cancer Consult identification model, we’ve found that approximately 15% of cancer cases are flagged as eligible for expert review, and our latest analysis shows that over 30% of the time, expert reviews resulted in a material change to the patient’s diagnosis or treatment.

- 15% identified as eligible for expert review
- 30% of those identified resulted in a material change to diagnosis or treatment

6 million employees and over 50 large national employers have access to this service. Of those that saw a change in diagnosis or treatment, we see average medical oncology savings of $17,800 per case.

The Evernorth Social Determinants Index (ESDI) measures the impact of social determinants of health at the neighborhood level. Higher ESDI scores indicate areas with greater social needs.
Concierge Cancer Support is designed to quickly identify where we can add the most value for each patient and their family. Getting a cancer diagnosis can be devastating for patients, their families and loved ones. It can trigger emotions such as anxiety, stress and depression, impacting their personal and professional lives and further complicating the treatment of their cancer diagnosis.

Because no two cancer journeys are alike, Concierge Cancer Support delivers tailored care services to each patient, on their terms. With a guided approach, patients and their families receive the assistance they need through every step of the treatment process—with the level of care and attention they deserve.

Accessing this support is made simple by a single point of contact, an Evernorth Care Advocate, who helps determine which needs are most pressing for the patient and works to address them immediately.

Our Care Advocates support patients and caregivers by:

- **Helping them navigate** the care delivery system and their health plan benefits.
- **Building care plans** for each patient (and their caregivers) based on their specific needs.
- **Identifying resources** to help with financial or other support available within the community, such as childcare, transportation and meal delivery.
- **Coordinating care** to align treatment plans across various settings and resources.

Evaluating need for behavioral health access and support.

This resource often helps improve outcomes for cancer patients at lower costs. This capability includes caregivers who may need access to behavioral health and financial resources. We consider this a critical element for successful support.

This support throughout the cancer experience can help reduce avoidable hospitalizations and emergency room visits stemming from treatment complications and inadequate care leading to cost savings.
Our analysis shows we consistently engage with a high number of eligible patients. Earlier identification, personalized outreach and our care advocates who are nurses with prior cancer care experience are a few of the key drivers for increased engagement.

Over $13,000 in savings per engaged patient during the first two years post identification for Concierge Cancer Support.

**YEAR 1:**
$8K in medical savings on average

<table>
<thead>
<tr>
<th>Shortened time to starting treatment</th>
<th>Significantly lower surgery costs</th>
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<tbody>
<tr>
<td>Diagnosis to treatment time reduced by <strong>6 days</strong></td>
<td>18% lower</td>
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<td></td>
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<tr>
<td><strong>Significantly lower specialty injectable costs</strong></td>
<td><strong>Significantly lower lab costs</strong></td>
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<tr>
<td>Specialty injectable costs lowered by <strong>$5.3K</strong></td>
<td>20% lower for surgery</td>
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<tr>
<td><strong>Lower acute utilization costs and rates for both ER and inpatient admissions</strong></td>
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<tr>
<td>18% lower inpatient costs</td>
<td>27% lower inpatient costs</td>
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<tr>
<td>14% lower ER costs</td>
<td>16% lower ER costs</td>
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<td><strong>Higher preventative service rates</strong></td>
<td><strong>Higher preventative service rates</strong></td>
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<tr>
<td>Rates are a relative 9% higher</td>
<td>Rates are a relative 8% higher</td>
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### Engaged patient case studies

By customizing our support to each patient’s needs, we deliver the greatest impact to each individual.

<table>
<thead>
<tr>
<th>Support for Meredith, 66</th>
<th>Has metastatic lung cancer</th>
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<tbody>
<tr>
<td>Flagged for outreach after an inpatient admission, having been on immunotherapy for the past 8 years</td>
<td>Care Advocate (CA) informed Meredith of home delivery for her therapy</td>
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<tr>
<th>Support for Charlie, 54</th>
<th>Has prostate cancer</th>
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<tbody>
<tr>
<td>On Lupron, receiving radiation therapy</td>
<td>CA educated Charlie about the side effects of his medication and when to contact his doctor or seek urgent care</td>
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<tr>
<th>Support for Donna, 44</th>
<th>Has breast cancer</th>
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<tbody>
<tr>
<td>Flagged for Cancer Consult Service to ensure appropriate testing is completed</td>
<td>CA connected Donna to Behavioral Health resources available for her and her family</td>
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<tr>
<th>Support for Bill, 63</th>
<th>Has head and neck cancer, possible recurrence in the brain</th>
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<tbody>
<tr>
<td>Flagged for outreach after an out-of-network admission</td>
<td>CA connected Bill to an in-network provider near him</td>
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*This example is for illustrative purposes only. It’s based on an actual customer experience. Information has been changed to protect privacy. Customer results will vary.*
EVERNORTH GUIDED CANCER CARE

Supplied with the right data, capabilities and expertise, Evernorth Guided Cancer Care walks side-by-side with patients and payers to help make the most informed care decisions and reach the best outcomes.

This analysis shows that when people are led to the right care, at the right time, plans can see a tangible difference in the experience and cost savings for the people they serve.

The road ahead

Every cancer journey is different.
That’s why at Evernorth, we believe a personalized approach is the best way to ensure each patient gets the support they need to navigate their cancer journey with confidence.

Ready to make a difference in the lives of your members?

Learn more at Evernorth.com/GuidedCancerCare

Contact Evernorth today and let us analyze your data to see how we can improve the care journey for your cancer population.

REFERENCES:
3. Evernorth Research Institute. Real-World Data in Cancer Care, Improving Care Series. 2023
4. Evernorth internal program operating metrics, 2023. Results may vary.
6. Evernorth internal medical claims analysis of consult service for large health plan client. 2023. Some cases have higher fees, and this is just an average. Results may vary.
7. Evernorth internal reporting of customers with prior authorizations in the pilot timeframe (Sept 2020-March 2021) with clinical consult eligibility (based on cancer stage/type); including participating and non-participating clients. Treatment attribution logic is determined based on the customer’s billing provider in the 6 months following the authorization start date with highest EM costs.
8. Evernorth Operational Reporting Results, Year to date 2023 as of August 31, 2023. Engagement means goals met. Results may vary.
9. Evernorth large commercial health plan population oncology case management program evaluation, September 2023 (medical cost savings accrue in the year after treatment). Engagement means goals met. Results may vary.