

Cancer Care Navigators:

supporting you through your cancer experience

If you are facing cancer, Anthem wants to make your life less stressful during this time. Our Cancer Care Navigators are ready to help manage your care, so you can focus on well-being.

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, and side effects, as well as Anthem benefits.
- Help prevent unnecessary procedures, tests, and emergency room or hospital visits.

Every experience is different, but here is what working with a Cancer Care Navigator might 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 Mark.



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

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



Mark then calls Shelley to introduce himself, explain his role, and see how she is coping.

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



Mark reaches out to Shelley for the second time and tells her he has scheduled transportation for her next chemotherapy appointment.

He mentions that she has behavioral health resources through her health plan, including access to telehealth services and a 24/7 NurseLine. Mark also emails her links to local support groups and sets up their third appointment.



Mark 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. Mark calls Shelley to find out why she may be having trouble. He offers to give her daily reminders and to check in with Shelley's oncologist to monitor her progress. Mark also lets her know he is there for her, day or night.

In this example, Shelley's Cancer Care Navigator helps simplify her life and improve her care. Wherever you are on your cancer journey, we will be there for you every step of the way. To learn more about the program, call **833-649-0669**.

