

# Concierge Cancer Care

Focus on your health. We'll help with the rest.

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If you've been diagnosed with cancer, it may be difficult to know your next steps or which treatment plan is right for you. The Concierge Cancer Care program can help by walking you through each step of your cancer journey with the support and resources you need. We'll go over your options, answer your questions, check in with you along the way, and take as much of the burden off you as we can so you can focus on what matters most — your health and recovery.

## **The value of a second opinion**

You will be matched with an expert physician from The Clinic by Cleveland Clinic who will provide you with a second opinion regarding your diagnosis and treatment plan for no extra cost.



## How to connect with Concierge Cancer Care

We have three convenient ways to connect:

1. We'll call you if your claims history tells us you could benefit from the program.
2. Call a Health Educator at 833-514-1297 to learn more about the program and get started.
3. You can also reach out to The Clinic by Cleveland Clinic for a virtual second opinion at 844-915-4948, Monday through Friday 8 a.m. to 8 p.m. ET.

## Expert guidance

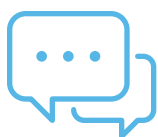
- We've collaborated with The Clinic by Cleveland Clinic to offer a Virtual Second Opinion program that helps make sure you're getting the right care. Cancer experts will review your records, diagnosis, and treatment plan to ensure you're on the right path.<sup>1</sup>
- A registered nurse will work with you one on one. They'll check in with you throughout your journey to make sure you're receiving the best care possible.

## Premier treatment

- We can match you with hospitals that specialize in the care you need through our partnership with Centers of Excellence (COE) across the country. Each COE partner was named a top cancer treatment facility by U.S. News and World Report.<sup>2</sup>
- We'll connect you with the latest and most promising clinical trials and cutting-edge treatments that fit your specific condition.
- You'll get VIP service to make sure you're as comfortable as possible throughout treatment.

## Peace of mind

- Travel expenses and accommodations are fully covered for you and a companion when you travel to a COE for treatment.<sup>3</sup> Your care pre-authorizations are also confirmed before you travel anywhere, too.
- Once you complete your Virtual Second Opinion, we'll tell you how to access Tytocare technology. This tool allows you to take your vitals, check your throat, and other ways you can regularly check your symptoms from the comfort of home. You can view Tytocare technology in action [here](#).
- When you use Tytocare, doctors are available 24/7 through LiveHealth Online to review your Tytocare results and guide you to the right care, if needed.



## We are here to help

If you have any questions, please call the Member Services number on the back of your ID card for more information.



<sup>1</sup> The course of action recommended by the The Clinic by Cleveland Clinic specialist may not be covered under your benefit plan. Please check benefit coverage of the recommended care with Anthem before beginning care.

<sup>2</sup> U.S. News and World Report website: *Best Hospitals for Cancer* (August 2019): [health.usnews.com](http://health.usnews.com).

<sup>3</sup> Per IRS rules, amounts paid to you through this program that are above what is tax deductible are included as taxable income on your W-2. You'll receive a report of taxable dollars paid.

The Clinic by Cleveland Clinic, an independent company, provides the Virtual Second Opinion program on behalf of Anthem Blue Cross and Blue Shield.

LiveHealth Online is the trade name of Health Management Corporation, a separate company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE<sup>®</sup> Managed Care, Inc. (RIT), Healthy Alliance<sup>®</sup> Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company, Inc. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.