Cancer Support Program.

The Cancer Support Program (CSP) offers our Oxford members with a cancer diagnosis a source of information and guidance navigating the health care system. Through dedicated assistance from oncology nurses and social workers, the program is intended to enhance the quality of care and quality of life for members.

Dedicated assistance.

Program nurses specializing in oncology serve as one contact for members in the program, helping them make informed decisions about their cancer care. Our specialized cancer nurses are supported by an entire team of cancer specialists. Through comprehensive case management services, members can receive one-on-one help with a range of cancer-related issues, while employers may realize savings on cancer-related medical costs. Additional support from specialized social workers offers members and their loved ones help with family, work, financial and other needs.

Members can self-refer for the program by calling us at 1-866-936-6002, Monday through Friday, 8 a.m. to 8 p.m., ET. Or, we may identify members for the program through our internal processes and programs; such as nurse line and customer service, provider notifications, and pharmacy and medical claims analysis. A member can also be referred to the program by his or her provider.

An integrative approach to close gaps in care.

Cancer patients engaged in the program may realize improved quality of life through proactive, targeted interventions and support from their experienced cancer nurse. Our dedicated nurses work to help members remain productive while focusing on getting healthy and staying healthy.

Additionally, our dedicated cancer nurses:

- Help members learn how to prevent and manage symptoms and side effects, leading to fewer inpatient admissions and emergency room visits.
- Collaborate with treating providers to fill gaps in knowledge, and offer support with care management.
- Help manage pharmacy costs by reviewing medications and comparing them to evidence-based standards.
- Provide support to help patients make informed decisions about their treatment.
- Educate patients about hospice services and palliative care as appropriate.
- Help patients move more effectively through the health care system and refer them to specialists as needed.

Our fully synchronized pharmacy and care management systems, processes and teams help create deeper insights, allowing faster gap identification to drive better, more relevant member engagement, improve clinical outcomes and ultimately help reduce costs for members, employers and others in the health care system.
Possible employer advantages:

- Demonstrates commitment to employees’ quality of life and care.
- Greater employee satisfaction of employer’s benefits.
- Reduced rate of absenteeism.
- Increased level of productivity.
- Lessening of cancer-related claim expenses due to increased level of member intervention.

The costs of cancer.

The financial costs of cancer are large, both for the patient and for society. In 2020, annual medical costs related to cancer are projected to reach at least $158 billion.¹