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Narus Health

A LUCENT HEALTH COMPANY

Oncology Care Management: Specialized Help in a Difficult Time

Lucent Health's Solution for
Employees, Families, Employers

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See Health Benefits in a New Light

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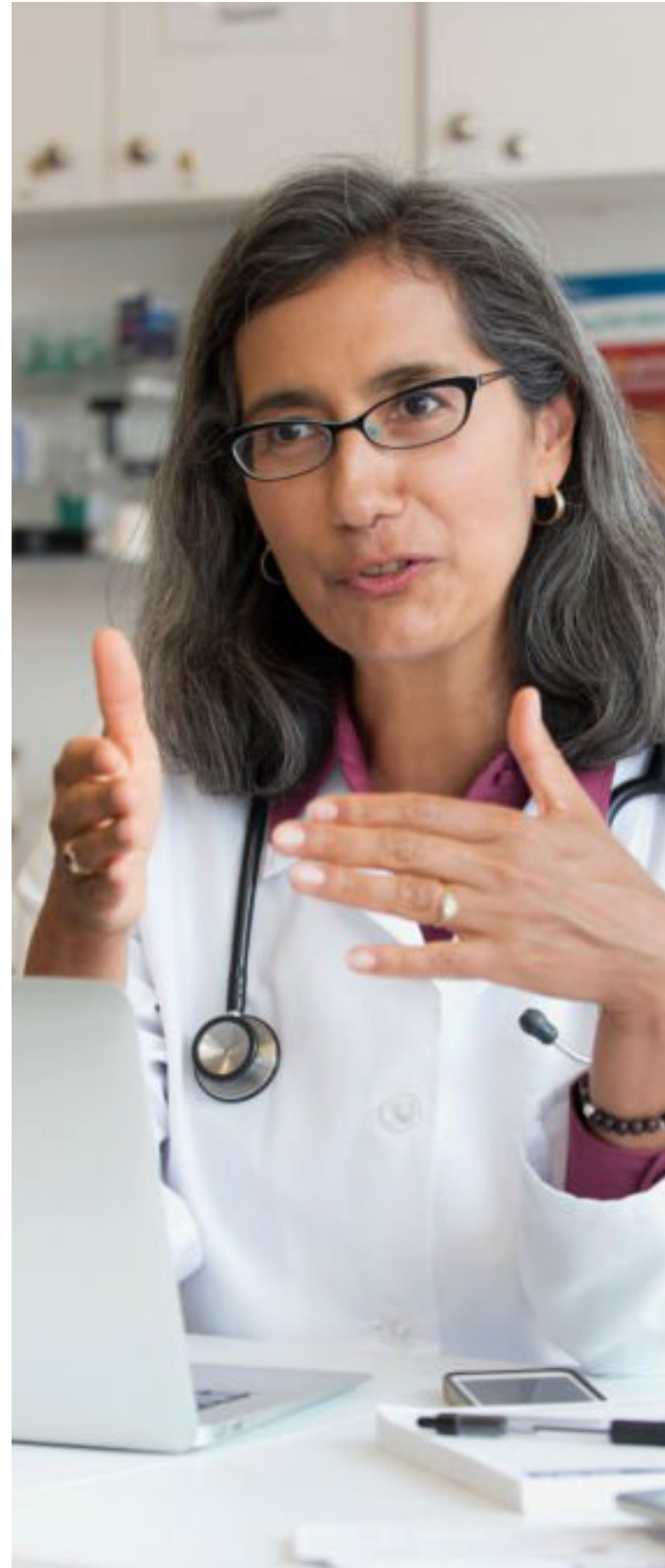


Executive Summary

When employees and their families get the help and care they need to manage healthcare issues, they will be more productive and present at work. For self-insured companies, a specialized program dedicated to costly diagnoses can have a positive bottom-line impact.

Almost 2 million people in the United States are diagnosed with cancer each year, according to the National Cancer Institute.¹ Receiving a cancer diagnosis is not only limited to the physical health of the patient; the patient and family members experience emotional impacts. Walking through the emotions associated with diagnosis, selecting the right providers, determining the right treatment plan, undergoing treatments and managing side effects is a huge undertaking. During this challenging time, an oncology certified nurse (OCN) can provide expert guidance in navigating the healthcare system.

Narus Health, a Lucent Health company, offers oncology care management as one of its five key disease management programs. When oncology care management is integrated into your health plan administration, employees and their families get the help of a patient advocate who offers information, support and guidance throughout their cancer journey. Oncology care management ensures employees are spending healthcare dollars on receiving evidence-based treatments supported by clinical guidelines, benefiting both the employee and the employer.





Envisioning a Solution

Although cancer diagnoses are relatively common, each one is a major disruption and stressor to the family who experiences it. By providing specialized attention to oncology cases, self-insured health plans can help patients and their caregivers navigate a very difficult journey and get the best options for their medical needs, with extra help meeting their psychosocial and financial needs. The Narus Health oncology care management program aims to provide employers with a turnkey solution to deliver help to members who want it.



Narus Health offers oncology care management specifically focused on Lucent Health plan members and their families who are dealing with a cancer diagnosis or walking through the journey of cancer treatment. Narus Health's oncology team has specialized training and certifications, with more than 50 years of combined experience working with oncology patients.

"We are really focused on hiring nurses and case managers who are certified in oncology," says Sheila Goode, vice president of clinical services at Narus Health. "Managing cancer is completely different from managing other diseases, and patients need someone who has experience to walk them through each step, explain what to expect and protect them financially."

Providing oncology care management through the employer-provided health plan makes sense because Narus already has extensive knowledge of health plan members and access to their healthcare data. Narus' compassionate care, powered by daily data, enables members with cancer diagnoses to be discovered and, when appropriate, guided to the plan's oncology care experts.

The oncology care management program's benefits for cancer patients include:

01.

Treatment Explanations

Most people may have a vague idea of what happens during—and after—a chemotherapy treatment or a cancer surgery. But until they have experienced it, they really don't know what to expect. An oncology care manager can explain exactly what to expect, discuss potential side effects, and make sure the doctor has ordered any medications needed to manage those side effects.

When a person is battling cancer, it's not uncommon for the treatment plan to change. That can be frustrating, scary and difficult to understand. "Sometimes you have to switch paths because the cancer is not responding, or a person may need more treatments than they were originally told they would have," Goode says. "We want them to stay in the best mindset possible, and a dedicated care manager can help explain the need for the change, why it's happening, and help them prepare for it."





“We do whatever is needed to support the patient throughout their journey.”

02.

Collaborative Care Management

A care manager immediately begins coordinating care with the patient’s healthcare providers. The care manager reviews the treatment plan, locates specialists, and assists with services including home health care, medical equipment or physical therapy. Treatment plans and medications are reviewed at each step on the oncology journey.

At Narus, oncology care management includes a collaboration between large case management and complex care management, depending on the needs of the patient. A new cancer diagnosis is handled by large case managers, but during remission, a complex care manager will support the patient. “We do whatever is needed to support the patient throughout their journey,” Goode says. “We are experienced in evaluating the patient’s needs and transferring between our teams when needed.”



03.

Family Support

A cancer diagnosis often affects family members as much as the patient. With the Narus Health oncology care management program, a family member can have their own case manager while the patient has a separate one. When the patient's family members have someone to turn to, they can be better prepared for what to expect and understand how they can best help their loved one fight cancer.

For example, the spouse of a cancer patient might prepare the patient's favorite meal. But after cancer treatments, it's not uncommon for a cancer patient's tastes and preferences to change significantly. "The patient may say they can't stand the sight or smell of that food, which could make their spouse feel hurt or angry," Goode says. "But when the spouse has their own separate case manager, they can understand what to expect, which can help reduce tension at home and improve the entire experience."



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04.

An Often Overwhelming Experience

Managing a cancer diagnosis is not for the faint of heart. A newly diagnosed person may experience disbelief, anger, grief, fear and an array of other emotions. **Nearly 1 in 4 people with cancer experience major or clinical depression,** according to the American Cancer Society.² A patient's loved ones will experience their own emotions, while attempting to provide support and help, and all those emotions can increase tension and stress at home during a difficult period. The Narus Behavioral Health program will support the emotional needs of the patient and family throughout their treatment journey.



Engaging Members in Need

When a covered employee or family member needs oncology care management, there are various ways that care managers can connect with them. A third-party administrator or insurance company reaches out and notifies Narus Health of the need. In other cases, Narus uncovers potential patients through a utilization review.

For example, when Narus Health data shows a breast biopsy, the utilization management (UM) team can flag the biopsy until the results are received. If the biopsy results are positive for cancer, oncology care managers will reach out to the patient by letter and then by phone.

Finally, employers have direct access to their employees and may be able to share the oncology care management program with them. Providing this intense level of support for employees or family members dealing with a cancer diagnosis is beneficial for the employer as well as the employee.

Ongoing support and reviews of the treatment plan and bills can help avoid unexpected financial burdens later. Cancer cases often trigger plans to use their reinsurance, or stop-loss coverage, to help limit employer costs. Most employers require the help of specialists to manage reinsurance plans.

Our one-stop service of dedicated oncology management combined with our collaborative team management approach can help employees better manage their symptoms, whether physical or emotional, which often can provide them with the resources needed to continue working productively.

The coordinated care management team supports the diagnosed patient with large case management, utilization management, behavioral health support and nutritional support all in one product. The patient has the full Narus Health team available from the initial diagnosis, treatment and recovery. The Narus Health oncology team includes case managers with BSN and MSN degrees, who are oncology certified nurses (OCN).



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The oncology team has received extensive training in oncology case management. The oncology team works with the in-house utilization management team when authorizing chemotherapy, radiation and immunotherapies. If an oncology patient requires a transplant, nurses who are credentialed in both oncology and transplant are assigned to the case. When chemotherapy is authorized, the large case management and utilization management teams limit the authorization period to assess evidence of disease progression or unacceptable side effects to therapy. The team follows URAC guidelines for approvals, denials and appeals.

When the treatment is completed, the patient is monitored by the complex care team for complete 10-year support and surveillance. Narus Health provides a seamless patient experience, while supporting the cancer patient's physical and emotional needs, from diagnosis throughout recovery.



Get Started

When employers choose a self-insured health plan administrator that offers integrated oncology care management, they take a powerful step toward improving members' health outcomes and productivity, while cutting healthcare costs.



To talk with a care team member from Narus Health, a Lucent Health Company, call **888-585-3309** Monday–Friday from 7 a.m. to 7 p.m. CT.



To learn more about Lucent Health's complex care management program, visit **[lucenthhealth.com/for-employees](https://www.lucenthhealth.com/for-employees)**

1. <https://seer.cancer.gov/statfacts/html/common.html>

2. <https://www.cancer.org/treatment/treatments-and-side-effects/physical-side-effects/emotional-mood-changes/depression.html>