Cancer Resource Services

Nearly everyone knows someone with, or affected by, cancer. According to the 2012 American Cancer Society Facts and Figures, in the U.S., cancer accounts for one out of every four deaths, or 1,500 deaths per day. Cancer is the second most common cause of death in the U.S., exceeded only by heart disease.¹

UnitedHealthcare’s Cancer Resource Services (CRS) program addresses the many aspects of cancer care and treatment, delivering better outcomes at reduced costs. The CRS program provides patients with the information and/or short-term treatment decision support to make decisions about their cancer care. It also provides access to a national network of quality cancer centers for a second opinion or treatment. CRS focuses on uncommon and complex cancers where practice variability and expenses tend to be high. However, the CRS services and network may be accessed for any type of cancer care.

CRS program features

• Specialized clinical consulting to help patients understand diagnosis and treatment options
• Guidance on where to go for care: local community provider or a cancer Centers of Excellence facility for those with a complex, hard-to-treat or hard-to-diagnose cancer
• Access to clinical expertise and expanded treatment options at a CRS Centers of Excellence facility
• Coverage for adults or pediatric patients at top cancer facilities for evaluations, second opinions and a full range of services for any type of cancer
• Savings of up to 35–45 percent² on treatments delivered at cancer Centers of Excellence facilities
Cancer Centers of Excellence: premier care

Our CRS program provides access to cancer centers across the country who meet quality criteria. The cancer Centers of Excellence (COE) network is currently comprised of 30 centers, each meeting our strict evaluation criteria based on the following:

- Multidisciplinary approach to care
- Program depth and breadth
- Best practice medicine
- Patient- and family-oriented programs and services
- Patient volumes
- Treatment planning and coordination
- Clinical research
- Patient safety

The Cancer COE network is intended to complement local hospital and physician care. However, treatment at a COE facility may be the best option, even if it is far from home. Potential benefits include:

- Higher rates of accurate diagnoses, appropriate therapy and fewer complications
- Planned and coordinated care provided by a team of experts who specialize in the various types of cancer, including rare cancers
- Higher survival rates, shorter lengths of stay and decreased costs

Our value, delivered

Our CRS program supports patients to help them make the most informed decisions regarding their cancer care and treatment. We deliver value by controlling costs through:

- Negotiating an average of 35–45 percent financial savings for inpatient, outpatient and physician services
- Lowering case costs through shorter lengths of stay and a reduction in unnecessary and inappropriate treatment because patients are more likely to receive care based on evidence-based principles care at cancer COE facilities when appropriate

Clinical consulting

CRS clinical consultants assist patients, family members, community physicians, case managers and medical directors in making informed decisions when choosing cancer care providers through:

- Disease and treatment education
- COE education and referrals
- Considerations in where to get care
- Assistance in navigating the health care system
- CRS Medical Director support

In the U.S., men have a one to two lifetime risk of developing cancer; for women, the risk is one to three. In 2012, 1.6 million estimated new cases of cancer are expected to be diagnosed.

The financial costs of cancer are great both for the individual and for society. In 2010, the National Institutes of Health estimated annual direct medical costs related to cancer were $124.6 billion. By 2020, they estimate those costs will rise to $157.8 billion.

For more information about Cancer Resource Services, please contact your UnitedHealthcare representative.