

# The care your team needs. [Right here. For you.]

We know a new cancer diagnosis can be frightening, bringing with it a whole host of emotions. Our team of experienced clinicians is here to listen, support, and help your employees navigate their cancer care journey.

### Our support starts at early detection

Univera Healthcare highlights the importance of care screenings. We engage employees early and often by reminding them of what they may be due for when they call in via our quality care gap tool and sending regular reminders to employees who have gaps in care.<sup>1</sup> Early detection can mean prompt treatment and care management at the right time and place, which supports better outcomes and improved quality of life. Catching cancer early could also lower costs overall as cancer care is a driver of increased health care cost trends.



Members reminded by the Customer  
Care's Quality Care Gap Tool are nearly  
**30% more likely**  
to close a screening gap\*.

### We make service simple so everyone can get the most from their health plan

Our team of health care professionals use data analytics tools to identify employees meeting specific criteria with rising risk or predicted high costs and proactively reach out.

- Registered nurses
- Registered dietitians
- Licensed social workers
- Pharmacists
- Physical therapists
- Medical directors
- Respiratory therapists



Right here.  
For you.

\* 2024 HEDIS Gap Closure Rates, both brands combined, all LOBs except FEP.



## Members with a cancer diagnosis are identified in several ways:



Direct member/  
provider referrals



Pharmacy  
claims



Utilization  
management



Predictive analytics  
& risk stratification

## Putting people first so they can count on care that meets their needs

Support is centered around what each member needs to feel secure and have peace of mind—before, during and after treatment. Our holistic needs assessment results in an individualized care plan that includes prioritized health goals that are developed in collaboration with the member and their caregiver. Their support plan may include:

- Education on the expected and unexpected, like complications and infection control
- Nutrition support throughout treatment
- Setting up appointments for second opinions
- Community resources like transportation assistance and cancer support groups

Our dedicated High-Cost Claimants care team may also step in to help, as costs can add up with any cancer diagnosis.

Our goal is to create more informed and engaged members so they can make better decisions about their care, advocate for themselves, and better adhere to care plans. This can help improve health care outcomes—such as reduced emergency visits, greater compliance with treatment regimens and fewer complications—and lower costs.

### Members working with our Care Management team see results.

**37%**

decrease in  
emergency visits<sup>2</sup>

**37%**

decrease in  
inpatient admissions<sup>2</sup>

**96%**

member overall  
satisfaction with the  
care management  
program<sup>3</sup>

**\$22,000**

average cost avoidance  
per engaged member<sup>2</sup>



**“The Care Management team  
is very kind and has been  
supportive throughout my  
cancer journey.”**

- Sophia, Univera Healthcare Member

Learn more ways our comprehensive approach is working for you  
and your employees at **UniveraForBusiness.com**

<sup>1</sup> The Quality Care Gap Tool is an internal resource for Univera Healthcare employees that can be leveraged when members call customer care. The tool cannot be accessed by members only.

<sup>2</sup> Outcomes data above is based on full year 2024 experience for commercial members engaged in CM/DM with a condition of Cancer.

<sup>3</sup> Member reported satisfaction outcomes are based on 2025 CM/DM satisfaction surveys sent at time of case closure and represent members engaged in Chronic condition/Disease Management.