BlueCross BlueShield of Illinois



WE ARE WITH YOU IN YOUR FIGHT AGAINST CANCER

Getting a cancer diagnosis is never easy, but we are here to help.

The Cancer Services and Support program is free to you through your Blue Cross and Blue Shield of Illinois (BCBSIL) health plan. In collaboration with AccessHope (a new cancer support service), this program gives you the tools, resources and experts to help you before, during and after cancer treatment.

We provide these services to you and your families:

Cancer Support

Our skilled cancer care nurses are on hand to help you prepare for doctor office visits, share treatment information or give emotional support—wherever you are in your cancer journey.

Cancer Expert Advisory Review and Support

With AccessHope, you can ask that a medical expert reviews your case. This specialist will keep in touch with your doctor to discuss your treatment plan and possible clinical trials.

Automatic Expert Review for Rare or Complex Cancers*

If you've received a rare or complex cancer diagnosis, your case will be automatically sent to AccessHope. You do not have to call to start this process; it will be started for you. One of our cancer specialists will review your case and use leading cancer expertise to give recommendations to your oncologist, so you can stay with your local support system.

Mental Health Support for You and Your Covered Family Members

Dealing with cancer isn't just a medical issue, it can have a big impact on your and your loved ones' mental health. Our Health Advocates can connect you with a wide range of easy to access mental health benefits to help you work through the challenges.

*Check your Summary of Benefits or Health Plan to determine if you have this benefit.

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HOW THE PROGRAM WORKS

Our Health Advocates and cancer care nurses are here with you throughout your journey.

Diagnosis – They will reach out to you to:

- figure out what you need
- share information on cancer support programs
- explain your benefits
- plan next steps

Treatment Decision – They will:

- prepare you for medical visits
- provide education on treatments
- guide you on important issues (like fertility preservation)
- refer you for a second opinion or provide information on clinical trial, if needed

Active Treatment – They continue to provide:

- clinical and emotional support
- details on possible side effects of treatments
- aid on any medication concerns

Post Treatment – They will:

- support you in understanding your post treatment plan
- remind you to schedule your follow-up care
- offer ongoing education

It's important to reach out to us as soon as you are diagnosed so we can make sure you have what you need to get started on the right path.

You Get the VIP Treatment.

A personal Health Advocate is part of your plan. Contact them 24/7 for your health and benefit needs. Just call the number on the back of your member ID card.

AccessHope is an independent company providing cancer support services for members enrolled with Blue Cross and Blue Shield of Illinois and is solely responsible for the services it provides.

Call 911 for medical emergencies. Health Advocates do not give medical advice or take the place of a doctor's care. Talk to your doctor or health care professional about any health questions or concerns.

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