



CONCIERGE CANCER CARE

Focus on your health. We'll help with the rest.

After a cancer diagnosis, it may be difficult to know what the next step is or which treatment plan will work best for you. That's where the Concierge Cancer Care program comes in. It helps you through each step of your cancer journey by giving you the support and resources you need. We'll go over your options, answer your questions, check in with you along the way and take as much of the burden off you as we can. All so you can focus on what matters most — your health and recovery.

Expert guidance

- We've collaborated with Mayo Clinic to offer a Virtual Second Opinion program that helps make sure you're getting the right care. Cancer experts will review your records, diagnosis and treatment plan to ensure you're on the right path.¹
- A registered nurse and medical director will work with you one-on-one. They'll check in with you throughout your journey to make sure you're receiving the best care possible.

Getting a second opinion pays off

When you get a second opinion through Mayo Clinic's Virtual Second Opinion program, you get expert advice on your diagnosis and treatment plan at no extra cost.

Premier treatment

- We can match you with hospitals that specialize in the care you need through our partnership with Centers of Excellence (COE) across the country. Each COE partner was named a top cancer treatment facility by U.S. News and World Report.²
- We'll connect you with the latest and most promising clinical trials and cutting-edge treatments that fit your specific condition.
- You'll get VIP service to make sure you're as comfortable as possible throughout treatment.

Peace of mind

- Travel expenses and accommodations are fully covered for you and a companion when you travel to a COE for treatment.³ And your care pre-authorizations are confirmed before you travel anywhere, too.
- Once you complete your Virtual Second Opinion, we'll tell you how to access Tytocare technology. This tool allows you to take your vitals, check your throat and more, so you can regularly check your symptoms from the comfort of home. You can view Tytocare technology in action here.
- When you use Tytocare, doctors are available 24/7 through LiveHealth Online to review your Tytocare results and guide you to the right care, if needed.



How do I connect with Concierge Cancer Care?

You've got a few different options:

1. We'll call you if your claims history tells us you could benefit from the program.
2. When you call Member Services at 877-898-0739, they may refer you to the program if they think it can help you.
3. You can reach out to Mayo Clinic and speak with a nurse at 833-743-1096, Monday-Friday, 8:30 am to 11:00 pm Eastern Time.

¹ The course of action recommended by the ConsumerMedical specialist may not be covered under your benefit plan. Please check benefit coverage of the recommended care with Anthem before beginning care.

² U.S. News and World Report website: Best Hospitals for Cancer (August 2019): health.usnews.com.

³ Per IRS rules, amounts paid to you through this program that are above what is tax deductible are included as taxable income on your W-2. You'll receive a report of taxable dollars paid.

Mayo Clinic Medical Center is not affiliated with or endorsed by Anthem. Virtual Second Opinion program is provided by Health Management Corporation on behalf of Anthem Blue Cross.

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