EMPLOYER PERSPECTIVES ON CANCER MANAGEMENT

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Overview

- Employer specific strategies for managing cancer in the workplace highlighting Delta Air Lines’ approach
- Employer Toolkit on Cancer Treatment and Prevention - How to apply to your benefits
- Cancer management services and programs offered to Delta employees and associated employee communications
Why a Focus on Cancer is Important: 

The experience at Delta

- Always in top two for trend and highest cost conditions
- 25% of high cost claimant expense and 16% of overall health plans cost attributable to cancer
- Cancer pharmacy spend is over 15% of total pharmacy spend
- Breast cancer is number one cancer cost and prevalence
Cancer in the Workplace:
An Employer’s Toolkit on Cancer Treatment and Prevention
The Toolkit – Overview

**Tool 1 – Quick Reference Guide:** A brief summary of benefit and program recommendations across the benefit continuum.

**Tool 2 – Employer Benefit Design and Assessment:** Provides practice recommendations and suggestions for comprehensive benefits, along with a methodology employers can use to assess their current benefits.

- Tools include recommendations related to medical and pharmacy benefits, short-term disability, family medical leave and employee assistance programs and health improvement.

**Tool 3 – RFP and Proposal Scoring Tools:** Resources to support implementation of recommendations from Tool 2.

**Tool 4 – SPD Guidance:** Offers guidance to help employers translate the recommended benefit or practice into summary plan description language for beneficiaries.

**Tool 5 – Vendor Contracting and Administration**

**Tool 6 – Vendor and Program Evaluation**
Sample of Pharmacy Benefit Recommendations

- Reasonable out-of-pocket thresholds should be established so that cost is not a significant barrier for patients to obtain their medications. (Max of $100 per script and aggregate $200 per month)
  - *Delta Air Lines’ approach*

- Specialty Pharmacy programs should counsel individuals who are prescribed oral oncology drugs to reduce prescription abandonment and non-compliance.
  - *Delta Air Lines’ approach*

- Medical plans, pharmacy benefit plans and specialty pharmacy benefit plans should cover evidence-based cancer treatment, whether paid under the medical or pharmacy benefit.

- Benefit plan should establish parity of patient cost-sharing between the medical and pharmacy benefits.
  - *Delta Air Lines’ approach*
Sample of Medical Benefit Recommendations

- Benefit plan should include hospice coverage for individuals with an estimated life expectancy of 12 months or less to live if their disease runs its usual course.

  *Delta Air Lines’ approach*

- Beneficiaries should have access to clinicians with training in palliative care and end-of-life issues who can address hospice and other options.

- Beneficiaries should have coverage for residential services (in home or in residential hospice, assisted living facility or nursing home) when 24/7 care is required but hospitalization is not and when family or volunteer caregivers are not available or able to provide necessary care.

  *Delta Air Lines’ approach*
Sample of Medical Benefit Recommendations

- Benefit plan should cover standard fertility preservation treatments when a medically necessary cancer treatment may directly or indirectly cause infertility.
  - *Delta Air Lines’ approach*

- Benefit plan should cover elements of collaborative care for patients who are diagnosed with a behavioral health disorder (e.g., depression) but are primarily treated in a medical setting.
  - *Delta Air Lines’ approach*

- Employers should consider offering a cancer care management program, staffed by oncology nurses, to work with patients.
  - *Delta Air Lines’ approach*
Includes information on key topics individuals may need to think about when diagnosed with cancer or when a patient caregiver

- Coping with the news of a cancer diagnosis
- Understanding the diagnosis and treatment options
- Making informed decisions about care and providers
- Being an empowered patient
- Advance care planning
- Recovery and survivorship
- What will my benefits cover and what will I be responsible for?
- Dealing with a loved one’s cancer and caregiver issues
- Helping a loved one with cancer (spouse, child, parent)
- Workplace concerns (workplace accommodations, medical leave, FML, returning to work, what to say to coworkers, etc.)
- Cancer risk and risk reduction
- Reliable sources for additional information

*Delta Air Lines’ approach*
Cancer Benefits & Resource Guide and Fact Sheets

http://www.businessgrouphealth.org/cancer/resourceguide.cfm
To Access the Tools:

www.businessgrouphealth.org/cancer

Click on “All Cancer Resources” at top of the page.
Delta Air Lines’ Initiatives to Support Cancer Patients:

Programs & Communications
This year, Delta will be celebrating its 10th anniversary of the employee survivor flight, which kicks off the airline’s Breast Cancer Awareness month and continues the tradition of building awareness and raising funds for the Breast Cancer Research Foundation. This year’s flight will honor as many as 140 breast cancer survivors who, along with Delta executives, will fly from Atlanta to New York City. Festivities will begin at the gate in Atlanta before the pink plane makes its way to New York, where survivors and attendees will enjoy another terminal event and an overnight stay, including dinner, hotel accommodations and a meet-and-greet with one of BCRF’s world-renowned researchers.
Prevention

Managing cancer starts with prevention and early detection

- Preventive care is important in order to maintain a healthy workforce – strongly supported by our leadership team
- Delta provides 100 percent coverage for recommended cancer screenings
- Has been in place for many years, well before the ACA requirements
Support – Delta Health Direct

A confidential, concierge total population management healthcare program. Services include NurseLine, treatment decision support, wellness coaching, complex case/disease management and more.

The Cancer Resource Services/Support program is part of Delta Health Direct. There are two dedicated cancer nurses available to work one-on-one with employees and/or their eligible family members.
Cancer Resource Services / Support

Telephonic case management program delivery model.

- On-going case management delivered by experienced cancer nurse with 10-15 years of oncology experience, throughout treatment, survivorship, or through end of life

- Treatment plan created from initial assessment; each call has specific goals around right care, right provider, right lifestyle, right medication

- For patients in active cancer treatment
  - Common and complex cancers
  - Adult and pediatric patients
## Value Throughout the Care Continuum

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Treatment</th>
<th>Adjuvant therapy</th>
<th>Recurrent metastatic</th>
<th>End of Life</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory Pathology Radiology</td>
<td>Surgery Radiation Transplant Chemotherapy</td>
<td>Medication Radiation Chemotherapy</td>
<td>Medication Radiation Chemotherapy</td>
<td>Pain management Palliative care Advanced illness care</td>
</tr>
<tr>
<td>• Help patients confirm diagnosis at COE or through other vendors</td>
<td>• Guide patients to appropriate providers</td>
<td>• Confirm goals of treatment (curative)</td>
<td>• Confirm goals of treatment (palliative)</td>
<td>• Decision support around end of life</td>
</tr>
<tr>
<td>• Option for second opinion at COE or other</td>
<td>• Confirm treatment plan</td>
<td>• Confirm treatment plan</td>
<td>• Confirm treatment plan</td>
<td>– Discuss patient goals and desires</td>
</tr>
<tr>
<td>• Help patient understand diagnosis and potential treatment options</td>
<td>• Option for specialized physician review</td>
<td>• Educate patient on importance of adhering to treatment plan</td>
<td>• Educate patient on importance of adhering to treatment plan</td>
<td>– Help patient communicate to family and caregivers</td>
</tr>
<tr>
<td></td>
<td>• Option for second opinion at COE or other</td>
<td>• Manage high cost medications</td>
<td>• Manage high-cost medications</td>
<td>• Care in the most appropriate setting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Confirm member has symptom control meds</td>
<td>• Confirm member has symptom control meds</td>
<td>• Pain management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Member understands when to use ER</td>
<td>• Member understands when to use ER</td>
<td>• Manage symptoms and side-effects to prevent unnecessary hospitalizations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage systems and side-effects to prevent unnecessary hospitalizations</td>
<td>• Manage systems and side-effects to prevent unnecessary hospitalizations</td>
<td>• Behavioral support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Access to support (behavioral, social worker, other)</td>
<td>• Access support (behavioral, social worker, other)</td>
<td>• Social worker support</td>
</tr>
</tbody>
</table>

Cancer Support Program
Cancer Centers of Excellence Program

- Approximately 30 facilities nationwide specializing in various types of cancer

- Dedicated cancer nurse through the Cancer Resource Services / Support program can assist in arranging care at a COE

- Travel & Lodging Benefit
  - $10,000 for employee and one family member
  - Enhanced coinsurance benefit
Communication

- Quarterly newsletters – home mailing and online
- Monthly Healthflyers – online
- Intranet information
- E-mails
- Health fairs
- Referrals from HR and Leaders
- Referrals from Delta Health Direct and other service providers including UnitedHealthCare, disability vendor, etc.
- Employee Testimonials

SMART PATIENT

**WHY IS A REGULAR PAP SMEAR IS SO IMPORTANT?**

Your biggest risk for cervical cancer is not being tested — schedule your pelvic exam and Pap smear today!

Cervical cancer is the second-leading cause of cancer death in women worldwide, but it is preventable if caught early. The best way to detect cervical cancer is with a PAP smear. PAP smears can identify precancerous changes in the cells lining your cervix before they turn into cervical cancer.

Cervical cancer is a slow-moving cancer, and by the time you have symptoms it could be harder to treat as the cancer may be more advanced. A PAP smear is the best way to check for cervical cancer before you have any symptoms. If you do have any of the following symptoms, schedule an appointment to see your doctor right away:

- Abnormal bleeding between periods, after menopause or after sex
- Unusual or heavy discharge
- Painful or unusual bleeding associated with your menstrual cycle
- Pain during urination (often reported if cancer has spread to the bladder)

The United States Preventive Services Task Force recommends women should have a Pap smear every three years beginning at age 21, or recommended by your doctor based on risk factors. Cervical cancer screenings and other preventive screenings are part of your preventive care and are covered at 100% when you see an in-network provider.

Do U Try?

Text HEALTH1U to 38131 to receive wellness messages and tips to help you maximize your health care dollars. Your information is kept at the highest level of confidence. Normal text messaging rates apply, according to your service plan.

Six out of 10 cervical cancers occur in women who have never received a Pap smear or have not been tested in the past five years.**
Questions?