

# The care your team needs is always within reach

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.

Excellus BlueCross BlueShield (BCBS) knows 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.

## It's a simple service that makes it easy for your employees to get care that's built just for them.

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**



**Medical  
directors**



**Physical &  
respiratory  
therapists**

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

- Direct member and provider referrals
- Pharmacy claims
- Utilization management
- Predictive analytics and 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

Members reminded by the Customer Care's Quality Care Gap Tool are

nearly

**30%**

more likely to close a screening gap\*.

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

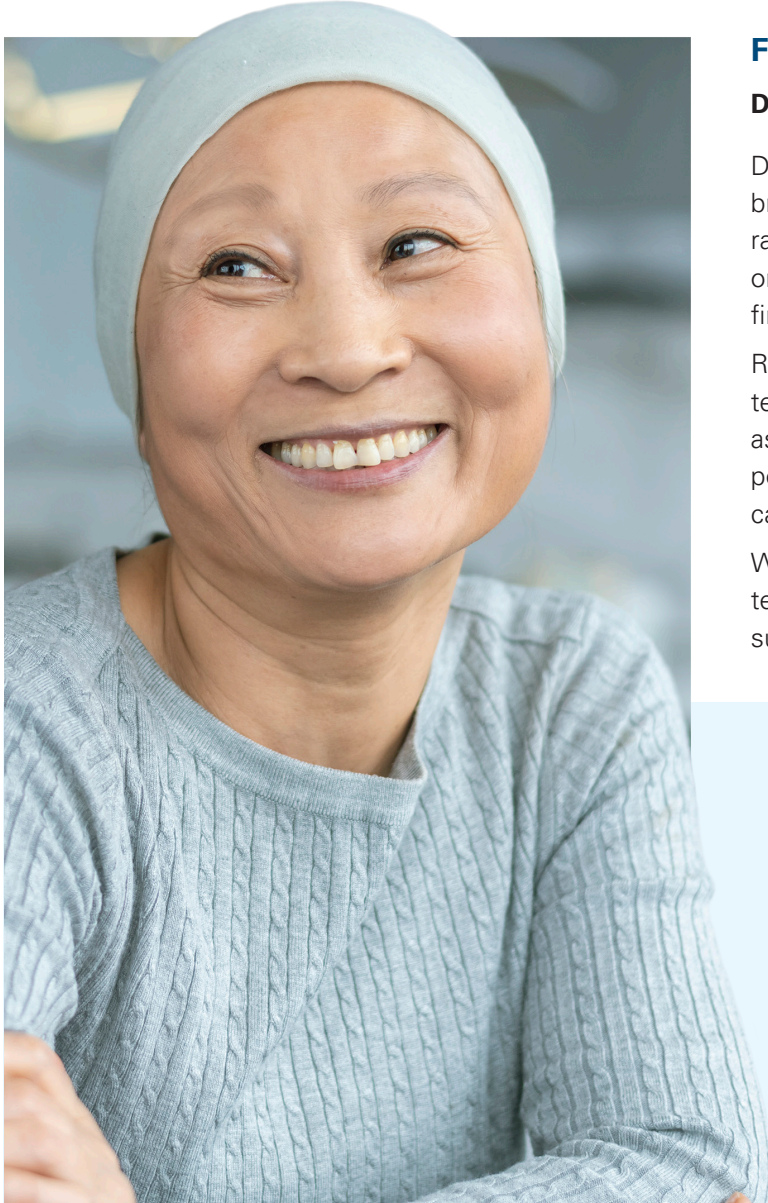
\*2024 HEDIS Gap Closure Rates, both brands combined, all LOBs except FEP.

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.

**37%** decrease in  
emergency  
visits<sup>2</sup>

**37%** decrease  
in inpatient  
admissions<sup>2</sup>

**\$22,000** average cost  
avoidance per  
engaged member<sup>2</sup>



### Featured member story

#### Delivering the right help to your employees

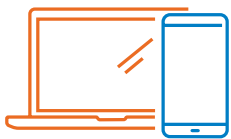
Darcy is a member who was recently diagnosed with breast cancer and has been receiving chemotherapy and radiation treatments. Due to her illness, Darcy had to go on a leave of absence without pay, and this has made finances tight at home with just her husband's income.

Recognizing the financial hardship, our Care Management team helped Darcy by connecting her with resources to assist with finances, information to receive grants, and post-surgical opportunities to cover additional costs that can occur.

Working together, Darcy and the Care Management team were able to navigate this difficult situation through support and guidance to helpful resources.

**“The Care Management team is very kind and has been supportive throughout my cancer journey. I love when they call to talk. They listen to all my health concerns.”**

- Darcy, Excellus BCBS Member



**Learn more ways our comprehensive approach is working for you and your employees at [ExcellusForBusiness.com](https://ExcellusForBusiness.com)**

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<sup>1</sup> The Quality Care Gap Tool is an internal resource for Excellus BCBS 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.

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