MHA ONCOLOGY TEAM

Holistic Approach to Effectively guiding members and families through a difficult journey

Oncology Team Triggers:
- Any Member with Cancer diagnosis:
  - Recent hospitalization
  - Recent claims
- Specialty Medications
- Referrals from:
  - Member/providers
  - Client

Engagement:
- *Dedicated Oncology Clinician Support led by Oncology nurses with extensive experience*
- Focused on the individualized needs of the member & family
- Provider engagement

Facilitates informed decision-making:
- Condition education
- Ensure member understands their treatment plan and evidence-based treatment options
- Prepare member to facilitate discussion with physician/specialist
- *Assists with locating INN providers/COE*

Co-Management:
- *Integration with Behavioral Health Care Managers & Social Workers*
- Medical Director
- Pharmacist/SRU

Resource Navigation:
- Address social determinants impacting health (Local & National Resources)
- *Assist with appropriate resource navigation (i.e. FMLA, Advance Directives, EAP, Disability Program, Care-giver support)*
- Complete appropriate referrals (second opinion, clinical trial, BDC, Hospice, Palliative Care)
- Plan benefit education & assistance (predetermination, preauthorization, pharmacy)
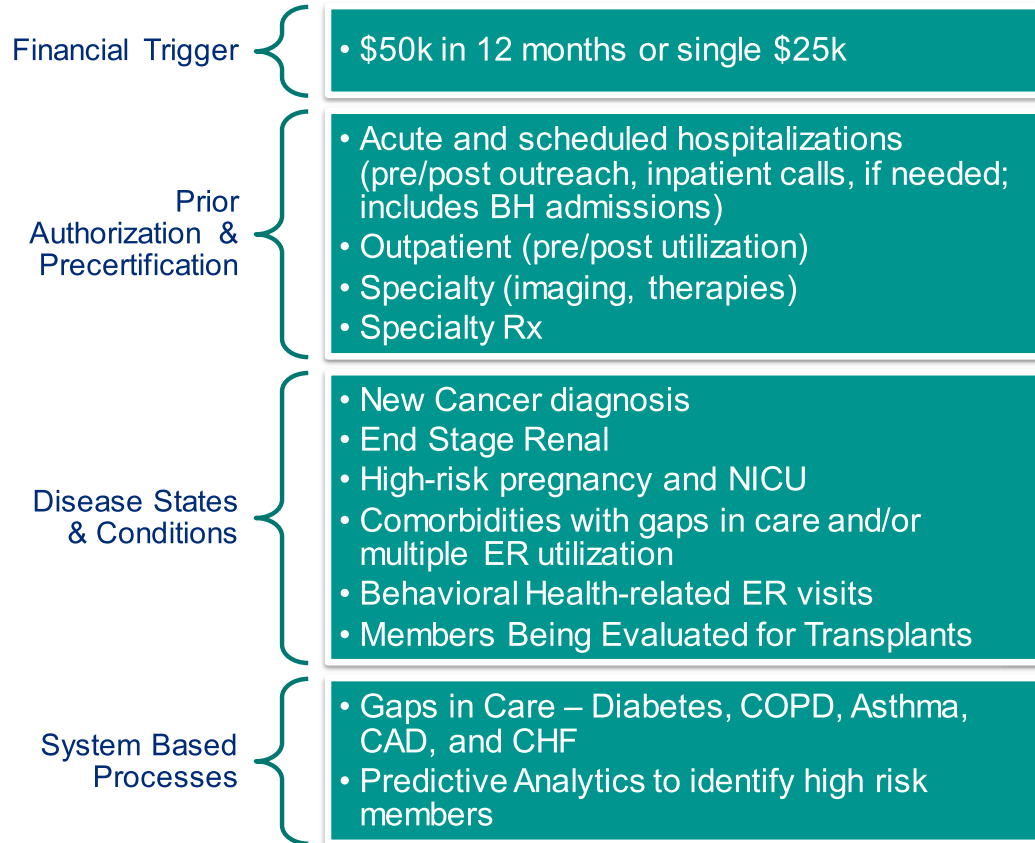
Support:
- Provide education to increase treatment adherence
- *Guide members to help manage symptoms, minimize complications & decrease avoidable ER visits & hospitalizations*
- Discharge planning support
- Risk of readmission assessment
- Transition services/referrals

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Enhanced care management triggers

Dedicated staff using custom identification methods

Financial Trigger
- $50k in 12 months or single $25k

Prior Authorization & Precertification
- Acute and scheduled hospitalizations (pre/post outreach, inpatient calls, if needed; includes BH admissions)
- Outpatient (pre/post utilization)
- Specialty (imaging, therapies)
- Specialty Rx

Disease States & Conditions
- New Cancer diagnosis
- End Stage Renal
- High-risk pregnancy and NICU
- Comorbidities with gaps in care and/or multiple ER utilization
- Behavioral Health-related ER visits
- Members Being Evaluated for Transplants

System Based Processes
- Gaps in Care – Diabetes, COPD, Asthma, CAD, and CHF
- Predictive Analytics to identify high risk members

Some triggers result in automatic outreach, others are based on risk stratification to engage highest risk

Mercer