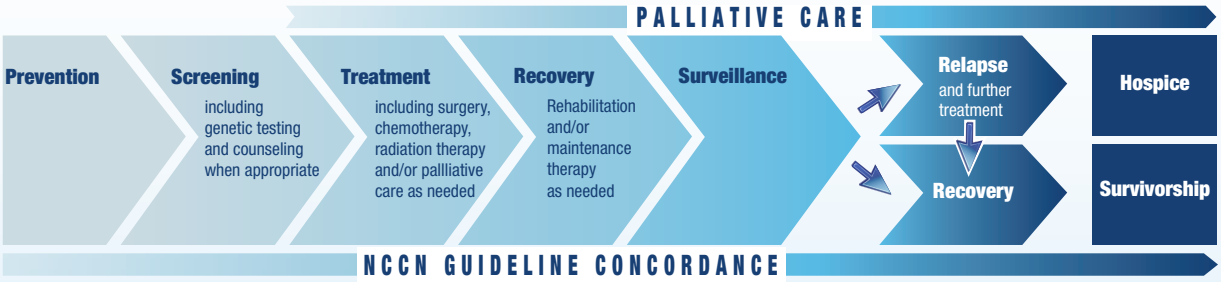
An Employer's Guide to
Cancer & Treatment Prevention

Executive Summary

Project Overview

The National Business Group on Health℠, in cooperation with the National Comprehensive Cancer Network® (NCCN), has developed *An Employer's Guide to Cancer Treatment & Prevention* (the *Guide*) to address the growing impact of cancer in the workplace. The *Guide* is a comprehensive set of tools designed to help benefit managers deal effectively with the many issues about cancer that arise in the workplace. The Practice Recommendations represent a fusion of NCCN's evidence-based clinical guidelines with employer-sponsored health care benefits, programs and practice recommendations.

Figure 1: Addressing Cancer Across the Continuum of Care



This is the only resource of its kind that is available. As much as possible, this document is intended to be a "plug and play" resource that can be readily applied to many aspects of the benefit life cycle, including benefit planning, budgeting and implementation; request for proposal (RFP) development; and vendor management, plan administration and evaluation. The *Guide* addresses issues related to cancer across the continuum of care (see Figure 1), including medical, pharmacy and behavioral health benefits; short-term disability (STD); family medical leave (FML); employee assistance programs (EAPs); and health improvement programs (HIPs). Recommendations are supported by evidence and knowledge from a wide range of sources. Therefore, anyone using the *Guide* can be confident that their benefit dollars for cancer are invested wisely and meet the needs of employees and their dependents.

National Business Group on Health

NCCN National Comprehensive Cancer Network®

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About the National Business Group on Health

The National Business Group on Health (the Business Group) is the nation's only non-profit organization devoted exclusively to representing large employers' perspectives on national health policy issues and to providing practical solutions to its members' most important health care problems.

Business Group members are primarily Fortune 500 companies, with 66 among the Fortune 100. Members also represent large public-sector employers—including the nation's most innovative health care purchasers—that provide health coverage for more than 55 million U.S. workers, retirees and their families. The Business Group fosters the development of a safe, high-quality health care delivery system and treatments based on scientific evidence of effectiveness.

About the National Comprehensive Cancer Network (NCCN)

The National Comprehensive Cancer Network, a not-for-profit alliance of 23 of the world's leading cancer centers, is dedicated to improving the quality and effectiveness of care provided to patients with cancer. Through the leadership and expertise of clinical professionals at NCCN Member Institutions, NCCN develops resources that present valuable information to the numerous stakeholders in the health care delivery system. NCCN promotes the importance of continuous quality improvement and recognizes the significance of creating clinical practice guidelines appropriate for use by patients, clinicians and other health care decision-makers. The primary goal of all NCCN initiatives is to improve the quality, effectiveness and efficiency of oncology practice so that patients can live better lives.

NCCN is dedicated to improving care along the continuum of cancer screening, diagnosis, treatment and follow-up. NCCN communicates sound, evaluative clinical information to enhance the decision-making processes of patients, physicians and others who influence access to and availability of cancer care.

The NCCN Clinical Practice Guidelines in Oncology (NCCN Guidelines®), the recognized standard for clinical policy in oncology, are the most comprehensive and most frequently updated clinical practice guidelines available in any area of medicine. Covering 97% of all patients with cancer and updated on a continual basis, the NCCN Guidelines® are developed through an explicit review of the evidence integrated with expert medical judgment by multidisciplinary panels from NCCN Member Institutions. Specific treatment recommendations are implemented through performance measurement. NCCN Guidelines® Panels address cancer detection; prevention and risk reduction; workup and diagnosis; and treatment and supportive care.

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About the National Advisory Committee on Employer Services for the Cancer Continuum of Care

The National Advisory Committee on Employer Services for the Cancer Continuum of Care serves as the expert advisory body for the *Guide*, ensuring that all information and recommendations are relevant to employers and their partners. The Committee helps develop recommendations for the design, quality assurance, structure and integration of resources, programs and services around the full spectrum of employer benefits and programs. This includes the medical and pharmacy plans, health and productivity programs and health improvement programs. The Committee consists of benefit managers, clinical cancer experts, medical directors, health plan representatives, pharmaceutical representatives, health care consultants, disability managers, EAP professionals and health improvement professionals.

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Guide Overview

This *Guide* provides technical assistance to help employers design, implement and monitor the performance of their cancer-related strategies in an efficient, effective way. The Practice Recommendations in each tool are based on published research and reports, including NCCN Clinical Practice Guidelines in Oncology (NCCN Guidelines®), the NCCN Drugs and Biologics Compendium (NCCN Compendium®), National Cancer Center-Designated Cancer Centers, the American Cancer Society, and American Society of Clinical Oncology reports and recommendations supported by the National Advisory Committee on Employer Services for the Cancer Continuum of Care.

In order to achieve the stated objective, the *Guide* is organized as follows:

- The *Guide's* recommendations are structured as actionable employer Practice Recommendations. Employers can view them as an opportunity to assess their current benefits and improve upon them, where appropriate.
- Each Practice Recommendation includes information that supports an employer's work activities within the benefit life cycle and across multiple types of benefit plan administrators and/or vendors. These include:
    - Medical benefit (including behavioral health);
    - Pharmacy plan;
    - Clinical support & condition management;
    - Short-term disability (STD);
    - Family medical leave (FML);
    - Employee assistance programs (EAPs); and
    - Health improvement programs (HIPs).
- Each Practice Recommendation is formatted to address multiple vendors. This is done to help employers assess and verify whether their benefits are consistent with the recommendations.

Employer Benefit Life Cycle

To facilitate implementation of the *Guide* by employers, the Practice Recommendations are designed to coincide with the benefit life cycle. The tools are divided into the steps illustrated in Figure 2, beginning with knowledge of evidence-based benefits, followed by plan design, vendor and program management, enrollment and communications, plan administration, and vendor program evaluation and management.

Evidence-Based Benefit Design Tools:

- **Tool 1 – Quick Reference Guide & Assessment**
  (http://www.businessgrouphealth.org/pub/f314ce36-2354-d714-5167-94d96ac431fc)
  Provides benefit managers and their partners with a short summary of evidence-based benefits and program recommendations across the entire benefit spectrum.

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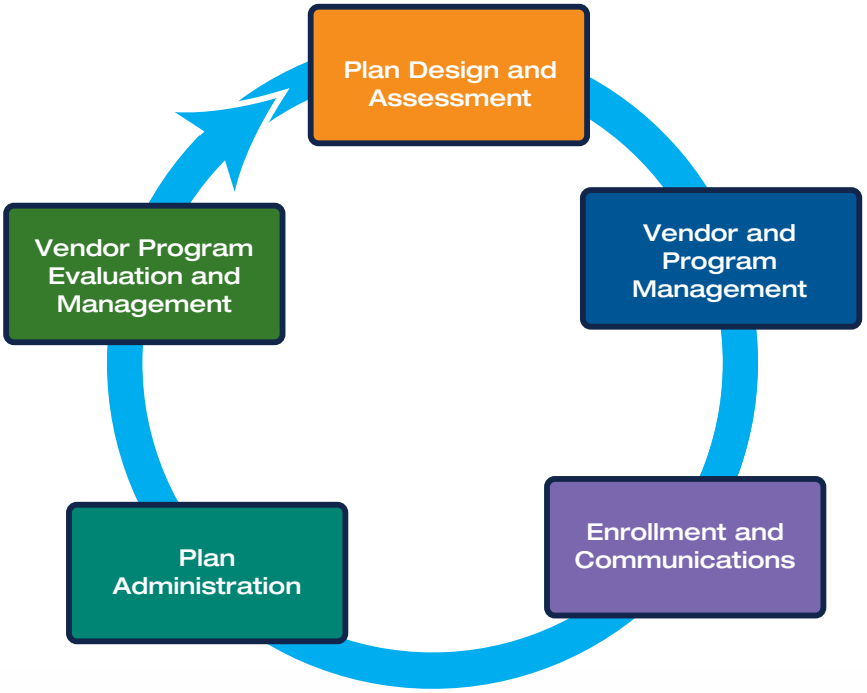
Figure 2: Steps in the Benefit Life Cycle



Plan Design and Assessment

- **Tool 2 – Plan Design & Assessment:**
  (http://www.businessgrouphealth.org/pub/f3128ebd-2354-d714-5131-878172bcc648)
  Provides Practice Recommendations and suggested comprehensive benefits, along with a methodology employers can use to assess the extent to which they and/or their vendors have adopted the recommendations. The Objectives and Administrative Guidance sections include the rationale and context for each recommendation.

Vendor and Program Management

- **Tool 3, Part I – Request for Proposal (RFP) Questions and Requested Evidence *for Vendors*:**
  (http://www.businessgrouphealth.org/pub/f31291dc-2354-d714-5181-6dc92be9c46f)
  Intended to be used in creating an RFP that will be sent to current and/or potential medical and pharmacy plan vendors. The tool can be used in two ways: to determine the extent to which current vendors are meeting or can meet an employer's benefit specifications and to evaluate potential vendors to determine which are able to implement the benefit plan in a way that is consistent with the employer's specifications.
- **Tool 3, Part II – Request for Proposal (RFP) and Response Evaluation *for Employers*:**
  (http://www.businessgrouphealth.org/pub/f3154606-2354-d714-515c-0b2f37e475f1)
  Provides benefit managers with guidance on evaluating vendor RFP responses for the benefits outlined in *Plan Design & Assessment*. To make it easier to follow the RFP guidance information, each benefit is also listed in this tool. Evaluation criteria are provided for each recommendation.

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- **Tool 3, Part III – RFP and Vendor Scoring:**
  (http://www.businessgrouphealth.org/pub/f3346a5a-2354-d714-5115-e2fd90cfdf76)
  Scores the responses of the medical, pharmacy, Centers of Excellence (COE), care management program, STD, FML, EAP and HIP vendors to the RFP questions outlined in *Tool 3: Part I*. Employers can use this scoring tool to evaluate, rate and rank multiple vendor responses. This tool is provided in Microsoft Excel® format.

Enrollment and Communications

- **Tool 4 – Summary Plan Description (SPD) Guidance:**
  (http://www.businessgrouphealth.org/pub/f3129380-2354-d714-5148-525d8e7b7403)
  Offers guidance to help employers translate the recommended benefit or practice from *Plan Design & Assessment* into SPD language for covered employees and dependents. Only those recommendations considered to be part of the plan design have been included in this document.

Plan Administration

- **Tool 5 – Vendor Contracting and Administration:**
  (http://www.businessgrouphealth.org/pub/f31294d8-2354-d714-51f5-6e24cc93c733)
  Assists benefit managers in developing the metrics and reporting components of an employer's contracts with medical and pharmacy vendors and, if applicable, Centers of Excellence (COE), care management program, STD, FML, EAP and HIP vendors.

Vendor Program Evaluation and Management

- **Tool 6 – Evaluation and Plan Reporting:**
  (http://www.businessgrouphealth.org/pub/f3129826-2354-d714-5132-7775dfcaa2dd)
  Provides a model that employers can use to both assess the performance of vendors and evaluate the overall effectiveness of the employee benefits.

Guide Organization

Each tool has been color-coded to its corresponding step within the employer benefit life cycle. This technique is designed to make it easier for employers to track the implementation of a specific Practice Recommendation. Both Figure 2 and Table 1 use a similar color scheme so that each recommendation is linked to a specific step in the Benefit Life Cycle.

- Tools supporting the **Quick Assessment** of the *Guide* are **RED**
- Tools associated with **Plan Design and Assessment** are **ORANGE**
- Tools associated with **Vendor and Program Management** are **BLUE**
- Tools associated with **Enrollment and Communications** are **PURPLE**
- Tools associated with **Plan Administration** are **TEAL**
- Tools associated with **Vendor Program Evaluation and Management** are **GREEN**

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Numbering System for Practice Recommendations

The Practice Recommendations in each tool are organized by benefit type. The numbering system refers to the vendor that manages each benefit.

- 1.0: Medical Benefit Plan (including Behavioral Health)
- 2.0: Pharmacy Plan
- 3.0: Clinical Support & Condition Management
- 4.0: Short-Term Disability
- 5.0: Family Medical Leave
- 6.0: Employee Assistance Programs
- 7.0 : Health Improvement Programs

The numbers associated with each plan administrator/vendor type allow *Guide* users to quickly locate the Practice Recommendation application across the benefit life cycle (Tools 1 - 6). Table 1 gives one example of how this works. It shows how Practice Recommendation 1.1 can be addressed using multiple tools.

Table 1: Practice Recommendations Across *An Employer's Guide to Cancer Treatment & Prevention*

Practice Recommendation	Plan Design		Vendor and Program Management			Enrollment and Communications	Plan Administration	Vendor Program Evaluation and Management
Plan Administrator/ Vendor Type General Medical	Plan Design and Assessment		Tool 3, Parts I, II and III Request for Proposal			Tool 4	Tool 5	Tool 6
1.1 Benefit plan should include access to a "Centers of Excellence" (COE) program for transplants, including bone marrow/stem cell transplants (SCT), that employs a rigorous qualification process using transplant-specific quality criteria.	Tool 1: Quick Reference Guide & Assessment	Tool 2: Plan Design & Assessment	Tool 3, Part I: Request for Proposal (RFP) Questions and Requested Evidence *for Vendors*	Tool 3, Part II: Request for Proposal (RFP) and Response Evaluation *for Employers*	Tool 3, Part III: RFP and Vendor Scoring	Summary Plan Description (SPD) Guidance	Vendor Contracting and Administration	Evaluation and Plan Reporting

Tool-Specific Quick Assessments

Most tools provide an assessment to help employers determine the extent to which they have implemented the Practice Recommendations. Specific questions about the recommendations help employers assess and verify whether they and their vendors are incorporating them into their operations. After completing the evaluation process, employers and vendors should have a better understanding of how their plan design and administrative performance compare to the referenced best practices.

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Communication Resources for Employees and Their Dependents

Employers can play a crucial role in supporting employees and their dependents who are dealing with cancer. Employers can provide a range of programs and services, along with resources, to educate employees and their dependents about what they can do to reduce their risk of developing certain types of cancer.

The Business Group and NCCN have developed a number of communication resources for employers to distribute to employees and their dependents. Employers can tailor the resources to include details about their own benefits and programs.

The PDF version contains generic information that may be of interest to all employees. The Word version allows employers to embed their own information (where indicated, in the highlighted areas) or copy and paste the content into their own health and wellness communications.

Employer Companion Guide

The *Employer Companion Guide* provides instructions on how to best use these tools within a given workforce. It also includes best practices for communicating cancer risk information. Case studies from innovators such as CBS Corporation, Pitney Bowes, Inc. and Delta Air Lines, Inc. illustrate how to implement best practices.

Cancer Benefits and Resource Guide

One way to support individuals dealing with cancer is to offer evidence-based, easy-to-understand resources that will help them grasp important issues and make informed decisions. These resources should be readily available and easy to find when they're needed. The *Cancer Benefits and Resource Guide* is one such resource. It includes information on key topics that individuals may need to think about when diagnosed with cancer or when caring for a loved one with cancer. The *Cancer Benefits and Resource Guide* includes information on cancer risk reduction and links to other credible resources for more detailed information.

The three sections of the *Cancer Benefits and Resource Guide* are tailored for the following audiences:

- Employees diagnosed with cancer or recovering from treatment;
- Employees serving as caregivers; and
- Employees/dependents looking to reduce their cancer risk.

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Fact Sheets

Fact Sheets, another important resource, were created to provide concise information on the following topic areas:

- Advance Care Planning
- Cancer Risk & Genetic Testing
- End-of-Life Care: Making Preferences Known
- Palliative Care: Is it Right for You?
- Cancer Survivorship

To access these materials, please go to:
http://www.businessgrouphealth.org/cancer/wellnessprogram/communication_resources.cfm

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A *National Business Group on Health*SM Toolkit

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About the National Advisory Committee on Employer Services for the Cancer Continuum of Care

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