

# **Stronger** Together



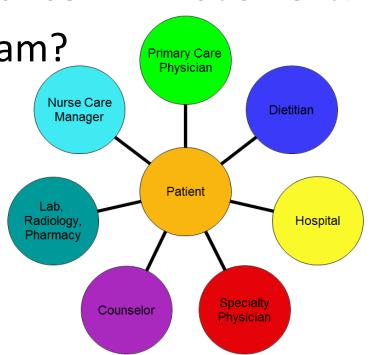
#### MEMORIAL REGIONAL HOSPITAL | MEMORIAL HOSPITAL WEST MEMORIAL AVENTURA GROUP

### **Social Work Support for Oncology Patients & Caregivers**

Elizabeth Marshall, MSW Oncology Social Worker January 2017

## Where to start...

- Now that you have been diagnosed with cancer... What's next?
- Who are the members on your medical team?
- Understanding your treatment plan?
- Working during treatment?
- Identifying your financial responsibilities?





In a 2012 survey done by Cancer Support Communities, 63.5 % of respondents indicated that they had experienced emotional distress as a result of the cost of cancer care.





Just remember you are not alone in this journey there is a lot of support available to you.



## Role of the Oncology Social Worker in a Hospital Setting...

An oncology social worker works as a part of an interdisciplinary team caring for cancer patients and caregivers. Social Workers in a healthcare setting assist with some insurance questions, linking community resources, community outreach, support groups, discuss barriers on access to care, and provide counseling to process the psychological impact of the cancer diagnosis.





### Stronger Together



MEMORIAL AVENTURA GROUP

## Focused topics:

- Psychosocial Support
- Educational Resources
- Financial Resources
- Employment and Legal Resources
- Pharmaceutical Resources
- Government Resources
- Electronic Tools to assist





## **Psychosocial Support**

- Psychosocial support has been shown with improvement in pain, depression, quality of life, assessing barriers to care, and self-efficacy in patients and caregivers.
- Reaching out to an Oncology Social Workers (OSW) to explore your options both financial and emotional.
- It's extremely important to manage your stress levels.





## Do your



- Have you compared your insurance bills to the hospital bills and EOB?
- Do you have a dedicated individual during your treatment from your insurance company; such as a case worker, who can recommend how to keep your health cost low?
- Are you aware of the follow up testing required after treatment and cost?





Online: Cancer Care

http://www.cancercare.org/

Leukemia & Lymphoma Society www.lls.org

Stupid Cancer http://www.stupidcancer.org/

Survivorship A to Z http://www.survivorshipatoz.org/cancer

Cancer.net <a href="http://www.cancer.net/">http://www.cancer.net/</a>

## **Educational Resources**

Local Resources to South Florida: American Cancer Society-gift closet www.cancer.org

Gilda's Club of South Florida http://gildasclubsouthflorida.org/

Cancer Support Community http://cancersupportcommunitymiami.org/

Clinical Trials/Research https://www.cancer.gov/about-cancer





## **Financial Resources**

### **Cancer Care**

800-813-4673

### http://www.cancercare.org/

Provides resources for co-pay assistance, financial assistance applications, and educational resources/webinars.

### The Leukemia and Lymphoma Society

800-955-4572

### www.lls.org

Provides co-pay assistance, financial resources, educational resources, state wide support groups, and patient and healthcare providers focus educational outreach.

### **Healthwell Foundation**

800-675-8416

https://www.healthwellfoundation.org/

Provides Co-pay assistance and medication assistance.

### **National Marrow Donor Program**

(post transplant cost) 888-999-6743

www.marrow.org



## Stronger Together



MEMORIAL AVENTURA GROUP

## Financial Resources (Cont'd)

### **Child Cancer Fund**

904-396-4223

#### www.childcancerfund.org

The fund assists families in North East Florida and South East Georgia – must be treated at Wolfson or Nemours Children Clinic (Jacksonville, FL).

#### **Cancer Financial Assistance Coalition**

#### www.cancerfac.org

Provides a database focused on national and regional organizations that provide financial assistance.

#### Other organization to consider:

Faith Based Charities First Call For Help (211)/<u>www.211.org</u> United Way American Cancer Society



## Stronger Together



MEMORIAL AVENTURA GROUP

## **Employment and Legal Resources**

### **Cancer and Careers**

### 646-929-8032

http://www.cancerandcareers.org

Focus: "Be the boss of your cancer" Provides coaches to review resumes, legal assistance to protect your job and know your employment rights, and tips on finding employment opportunities.



### **Patient Advocate Foundation**

800-532-5274

#### www.patientadvocate.org

Assists in solving patient problems focusing on access to care, medical debt and job retention.

### **Cancer Legal Resource Center (CLRC)** 866-THE-CLRC

### www.cancerlegalresources.org

Provides a national hotline, outreach programs, and community events to educate and support cancer patients and families regarding governmental benefits, medical leave, and estate planning.



## **Pharmaceutical Resources**

### **NeedyMeds**

800-503-6897 http://www.needymeds.org/

Database of low cost medication and pharmaceutical company assistance. (May require income verification)

### **RxOutreach**

888-796-1234 http://rxoutreach.org/

Low income online prescription options.

### Other options to consider:

Speak with Medical Provider/Nurse to discuss copay issues and/or generic options.

Speak with insurance company about preferred pharmacy and/or bulk ordering of medication.





## **Government Resources**

#### Medicare

https://www.medicare.gov/

Medicaid/Food Stamps (Florida)

http://www.myflfamilies.com/

Alliance for Aging http://www.allianceforaging.org/consumers/gethelp-information/adrc Social Security Administration https://www.ssa.gov/

Healthcare.gov https://www.healthcare.gov/



Track your money...

### **Online E- Tools**

Inbox 🚯 Your Account Sign Out

### simple



DATE	DESCRIPTION	TOTAL FEE	YOU PAY	STATUS	
02-15-11	Bob's visit to Palo Alto Medical Foundation	\$418.00	\$121.06	Paid	
02-01-11	Bob's visit to Palo Alto Medical Foundation	\$339.00	\$230.00	Paid	
01-05-11	David's visit to El Camino Hospital	\$414.00	\$127.17	Paid	
01-04-11	David's visit to El Camino Ob/gyn Med Group	\$465.00	\$194.93	Paid	

### Welcome, Mike!

Profile Completeness 60% Complete

#### Complete your profile: Why do this?

Add vision plan (10%)
Confirm lamily members (15%)
Add monthly premiums (10%)

+ Add Zip Code (5%)

#### Your linked plans: 2

Anthem Plan coverage for: David, Josh, Mike, Sue and Bob (Last updated: May 19, 2011) A Login failed

C) Betresh now

Delta Dental Plan coverage for: David, Josh, Bob, Sue and Mike (Last updated: May 18, 2011) A Login failed Q Refruit new Food For Thought: Article below about getting the most from your insurance plan: in network, out of network, and FSA account.

### http://www.consumerreports.org/cro/2012/09/gettingthe-most-from-your-health-insurance/index.htm

## Stronger Together



IORIAL REGIONAL HOSPITAL T MEMORIAL HOSPITAL WE MEMORIAL AVENTURA GROUP Highlighting an organization:

### Jack & Jill Late Stage Cancer Foundation <u>https://jajf.org/</u>

#### More information about Cancer Resources

http://www.patientresource.com/financial\_resources.aspx









"More than 10 million Americans are living with cancer, and they demo the ever-increasing possibility of living beyond cancer." "Sheryl Cro

MEMORIAL REGIONAL HOSPITAL | MEMORIAL HOSPITAL WEST MEMORIAL AVENTURA GROUP



For more information, please contact: **Elizabeth Marshall, MSW** <u>emooremarshall@mhs.net</u>

