



Simplot

BENEFITS FOR THE WHOLE YOU

# FAQs

## AccessHope

## Overview

Wherever you are in your cancer journey — whether you've just been diagnosed, have already started treatment or have previously been diagnosed with cancer — or if you're caring for someone with cancer, every moment matters, so you should be able to easily access leading expertise, wherever you are.

### What is AccessHope?

AccessHope remotely connects you and your treating oncologist to expertise from renowned National Cancer Institute (NCI)-Designated Comprehensive Cancer Centers for expert cancer support.

### What is an NCI-Designated Comprehensive Cancer Center?

NCI-Designated Comprehensive Cancer Centers are the top cancer centers in the U.S. They have received this designation in recognition of their innovative research and leading-edge treatments. Outcomes are dramatically better at NCI-Designated Comprehensive Cancer Centers, but only 20% of cases are treated there.<sup>1</sup> AccessHope was founded to make it easier for people on a cancer journey and their treating oncologists to access the exceptional expertise of NCI-Designated Comprehensive Cancer Centers no matter where they live in the U.S.

### Why does Simplot offer AccessHope's services?

AccessHope's services can help you navigate the cancer journey for a better experience, an optimized treatment plan and improved outcomes.

### What services are available from AccessHope?

- **Cancer Support Team.** Call AccessHope to connect with experienced oncology nurses to discuss tips on preparing for doctor appointments, treatment information or emotional support — wherever you are in your cancer journey, and whether you've received a cancer diagnosis or are caring for someone who has.
- **Expert Advisory Review.** You can request that an AccessHope medical expert reviews your case. This specialist will provide recommendations to your treatment plan based on groundbreaking insights and leading discoveries for your type of cancer, while communicating with your treating oncologist so you can stay close to home.

### How much does AccessHope cost?

There's no additional cost to you or your treating oncologist for AccessHope's services — they're included with your enrollment in the Simplot Medical Program.

## How do I enroll in AccessHope's services?

There is no enrollment — just contact AccessHope to confirm your eligibility and use the services.

## When do I use AccessHope's programs?

You can contact AccessHope to use the services at any point in a cancer journey, whether you've just received a diagnosis, are undergoing or are post-treatment or you're caring for someone on their own cancer journey.

## How does AccessHope work with my treating oncologist?

AccessHope's specialists will review your medical records and treatment plan. They'll then provide expert clinical recommendations to your treating oncologist while offering peer-to-peer discussion. The specialists may share the latest cancer research findings and identify new medications, tests and/or clinical trials relevant to your care, as your doctor continues to oversee your treatment plan. Please note that the AccessHope recommendation has to meet Blue Cross of Idaho medical policy and preauthorization requirements to be covered by medical insurance. Your doctor needs to work with Blue Cross of Idaho on treatment authorizations and approvals.

## Can I sign up for a clinical trial through AccessHope?

Part of AccessHope's Expert Advisory Review and Accountable Precision Oncology Review services is to identify potential clinical trials for you, if appropriate. Clinical trials, treatments and costs must be approved by Blue Cross of Idaho.

## Does everyone with a cancer diagnosis need to use AccessHope's services?

No, AccessHope's services are completely voluntary. They were created to help people with cancer navigate an unwanted journey while feeling supported by expertise for the best possible outcomes. But you aren't required to use them.

## Who is eligible for AccessHope services?

Employees and their dependents enrolled in the Simplot Medical Program are eligible for AccessHope. Some services are also offered to family members, including parents, parents-in-law, grandparents, grandparents-in-law, siblings, siblings-in-law, children, children-in-law, grandchildren and grandchildren-in-law.

## Where can I get more information?

To learn more, visit [myaccesshope.org/Simplot](https://myaccesshope.org/Simplot) or call **844-520-0922**.

### References:

1. National Cancer Institute. Data table 3: Reportable patients/participation in therapeutic studies. [cancercenters.cancer.gov/DT/DT3](https://cancercenters.cancer.gov/DT/DT3). 2023. Accessed Aug. 11, 2023.

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