



Arthur J. Gallagher & Co.

## BENEFIT RESOURCE AND SUPPORT GUIDE – CANCER

BEING DIAGNOSED WITH CANCER CAN BE OVERWHELMING. WHILE YOUR PHYSICIAN IS YOUR PRIMARY CONTACT FOR CARE, WE WANT YOU TO BE AWARE OF OTHER AVAILABLE RESOURCES. HERE'S HOW THE ARTHUR J. GALLAGHER BENEFIT PROVIDERS CAN SUPPORT YOU AND YOUR FAMILY MEMBERS WITH THE PHYSICAL, FINANCIAL AND EMOTIONAL HEALTH ASPECTS OF YOUR DIAGNOSIS\*:

		PHYSICAL HEALTH	
WHAT IS YOUR QUESTION?	PROVIDER NAME	DESCRIPTION OF SERVICE/ASSISTANCE	CONTACT INFORMATION
Who can help me navigate and coordinate my overall care?	<b>Blue Cross Blue Shield of Illinois (BCBSIL)</b> (Medical Plan Participants)	<p>In most situations a Nurse Case Manager should reach out to you shortly after your diagnosis. You can also call BCBSIL to begin working with a Case Management Nurse. BCBSIL Case Management Nurses work with you, your family, and your physicians, as advocates, providing support during your oncology treatment course. Because each cancer diagnosis is different for each individual, BCBSIL has registered nurses who specialize in development of a personalized plan of care to fit your needs. Nurse Case Managers can assist you with:</p> <ul style="list-style-type: none"> <li>• Locating Blue Distinction Centers</li> <li>• Obtaining pre-certification for hospital stays</li> <li>• Describing and locating alternative therapies to manage the side effects of chemotherapy and/or radiation.</li> </ul> <p>Additionally, the nurses can assist with accessing community resources to address your concerns, from medication copay assistance to transportation issues.</p>	800-299-0274 and request to speak with a Nurse Case Manager. <a href="http://www.bcbsil.com/ajg">www.bcbsil.com/ajg</a>
		<p><b>24/7 Nurseline Audio Library</b> Access the audio health library to listen to various cancer topics, including treatment options, side effects, chemotherapy, transplants, clinical trials and many more.</p>	800-299-0274 Follow the prompts to access the audio health library. For a complete list of topics, go to <a href="http://www.bcbsil.com/ajg/coverage/nurseline.html">www.bcbsil.com/ajg/coverage/nurseline.html</a>
Who can answer my questions about my oncology medications?	<b>Express Scripts, Inc. (ESI) Specialty Pharmacists</b> (Medical Plan Participants)	When taking medications for complex conditions such as cancer you may have questions or concerns regarding your prescription drugs. ESI has pharmacists who specialize in oncology drugs and will provide counseling on usage, storage and possible adverse reactions to your specialty medications. Registered nurses can also provide in-home training on therapy administration and will reach out to you to monitor therapy adherence. A customer support center is available 24/7 to assist you in managing your care.	866-808-0968 <a href="http://www.express-scripts.com">www.express-scripts.com</a>
What do I need to do after I have been discharged from the hospital?	<b>Healthways</b> (Medical Plan Participants)	If you have been hospitalized during your illness, Healthways may contact you soon after your discharge and answer questions you may have following your post-discharge plan of care. Health clinicians are available to advise on a customized basis to meet your individual needs, which may include a new treatment plan, scheduling follow-up visits with your physician or completing additional lab work.	877-393-0504 <a href="https://ajg.embrace.healthways.com">https://ajg.embrace.healthways.com</a>



PHYSICAL HEALTH			
WHAT IS YOUR QUESTION?	PROVIDER NAME	DESCRIPTION OF SERVICE/ASSISTANCE	CONTACT INFORMATION
Will chemotherapy and/or radiation therapy affect my oral health?	<b>Delta Dental</b> (Dental Plan Participants)	Head and neck radiation can cause some specific oral health problems. You may also be at increased risk for infection when your immune system response has been weakened due to your health condition and treatment. You are encouraged to see your dentist prior to beginning your cancer treatments to discuss how they may impact your oral health. The AJG Dental plan includes an Enhanced Benefits Program (EBP) for cancer patients. The program provides you with up to 2 additional dental cleanings. You may also be eligible for fluoride applications.	To enroll in the EBP call 800-323-1743 www.deltadentalil.com
EMOTIONAL HEALTH			
WHAT IS YOUR QUESTION?	PROVIDER NAME	DESCRIPTION OF SERVICE/ASSISTANCE	CONTACT INFORMATION
I feel overwhelmed. Is there someone I can talk to?	<b>ComPsych</b> (You and your family members)	Being diagnosed with cancer can make you feel overwhelmed, sad or confused. Taking care of your emotional health is just as important as your physical health. Completely confidential, a ComPsych Guidance Consultant can help you and your family understand and process these feelings through counseling sessions. If additional counseling is needed, your Guidance Consultant can provide confidential referrals or additional resources such as support groups.	866-922-5679 www.guidanceresources.com Company ID: AJG123
FINANCIAL HEALTH			
WHAT IS YOUR QUESTION?	PROVIDER NAME	DESCRIPTION OF SERVICE/ASSISTANCE	CONTACT INFORMATION
Who can help me understand the financial impact that my condition may have on me and my family?	<b>ComPsych</b> (You and your family members)	A diagnosis of cancer can cause questions and concerns about your financial stability due to increased medical costs, time away from work and uncertainty about the future. Certified financial experts can help you navigate financial matters through: <ul style="list-style-type: none"> <li>• Unlimited financial information on a broad range of issues including debt management, family budgeting, estate planning and tax planning</li> <li>• Interactive tools, calculators and in-depth financial assistance available online</li> </ul>	866-922-5679 www.guidanceresources.com Company ID: AJG123
What if I need to miss work?	<b>Matrix</b> (You)	Whether out ill for several days or for an extended period, Matrix helps manage your time away from work. Once you call their intake center to open your claim, Matrix will contact your doctor to request medical documentation supporting your absence. This information will help them determine if you are eligible for short-term disability benefits as well as job protection benefits under the Family Medical Leave Act. Then they let your manager know how long you will be absent and your expected return to work. They do not share any of your medical information with your manager. (Note: if approved by Matrix, short-term disability benefits may begin after four consecutive days of absence.) If it seems that you will exhaust your short-term disability benefits, Matrix will help you apply for long-term disability benefits before your short-term disability benefits end.	866-644-8027 www.matrixservices.com

\*Your privacy is important – Family members or others you identify as involved with your health care must be authorized by you before your health information can be shared.

Please note that the purpose of this guide is to outline the resources that may be available to you as a Gallagher employee. This is not a guarantee of coverage or availability. You may have to pay an additional cost to take advantage of some of these services. Please visit the Gallagher One Portal or contact HRSupport@ajg.com with any specific questions.



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