



Preparing for Your First Call



www.mycancerbridge.com

How do I access CancerBridge?

Call 855-366-7700 weekdays between 8 a.m. and 5 p.m. (ET). Please make sure you have your Employee ID Number available, as you will need to provide this to the CancerBridge oncology nurse to access the service.

What will happen on my first call to CancerBridge?

Our oncology (cancer) nurse will ask you questions about you or your immediate family member's cancer and will give you information on this type of cancer. The oncology nurse may also provide you informational resources that will help you learn more about your cancer and or the treatments. You may also find it helpful to talk with an oncology physician who is an expert in your (or your family member's) specific cancer. The oncology nurse will help arrange for a time for you to speak by phone with one of our physician experts. If needed, the oncology nurse may help you provide you information to locate a cancer expert at a National Cancer Institute (NCI) designated Comprehensive Cancer Center near you to seek treatment or to obtain a second opinion. Please note: Before scheduling an appointment, we recommend that you check with your insurance company to ensure the physician is participating on your plan.

Please understand that the information provided is not intended as medical advice, and the nurses and physicians will not provide diagnoses, medical consultations, second opinions or treatments, order tests, or prescribe medications over the phone.

What types of situations would be appropriate to call CancerBridge?

Feel free to call CancerBridge when you or your family member may have any of the following situations:

- have a new diagnosis of cancer
- want to discuss a treatment plan
- want to locate a NCI designated comprehensive cancer center
- need assistance in finding cancer education and support resources
- have questions about a cancer clinical trial

Am I charged a fee when I call CancerBridge?

No fees are associated to your call to Cancer Bridge, a service provided by your employer for employees and members of their immediate families. You can contact the CancerBridge staff as often as needed.

Do I have to have a certain insurance coverage to use CancerBridge?

No. Health insurance is not needed to access CancerBridge or to talk with our cancer experts.

What type of information should I have ready when I call CancerBridge?

Please have your Employee ID Number. After that, our oncology nurse will ask a series of questions to help better understand your cancer concerns. These questions will help us connect you with the appropriate cancer physician expert

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Disclaimer: CancerBridge provides information specific to cancer inquiries, expert cancer navigation, and insights into treatment options. CancerBridge is not able to provide medical advice, diagnoses, medical consultations or treatments, order tests, or prescribe medications.