



# An Overview of Supportive Oncology

Presented to: Cancer and Connections

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Presented by: Robin B Katz, LCSW

# Supportive Oncology

**Supportive Oncology** at the Robert H. Lurie Comprehensive Cancer Center, Prentice Women's Cancer Center and Hematology Oncology Associates is comprised of the following disciplines: psychiatry, psychologists, social workers, dietitians, fertility preservation, breast cancer nurse navigator, massage therapy and acupuncture.

Oncology social workers provide psychosocial services to patients, their families and caregivers. Social workers provide emotional support; help the patient find resources close to home, and assist the and family with other practical needs and referrals as they navigate the healthcare system and their treatment needs.

# Supportive Oncology Staff

## SOCIAL WORKERS

**Chris Balcameda, LCSW**

*Brain Tumor Institute*

**Rebecca Ballen, LCSW**

*Women's Cancer Center*

**Sandra Manley-Eichler, LCSW**

*Radiation Oncology*

**Robin Katz, LCSW**

*Hematology Oncology*

**Katy Janak, LCSW**

*All Cancers*

**Catherine Cassingham, LSW**

*Solid Tumors Oncology*

# Supportive Oncology Staff

## PSYCHOLOGY

**Tim Pearman, PhD.**

All cancers

**Stacy Sanford, PhD.**

Sleep; adolescents and patients under 40

**Sofia Garcia, PhD.**

Breast; gynecological; all cancers and post treatment concerns

**Nan Rothrock, PhD.**

All cancers

## PSYCHIATRY

**Mehmet Dokucu, MD**

Medication management

# Supportive Oncology Staff

## DIETITIANS

**Caitlyn Busche, MS, RDN, LDN**

*Women's Cancer Center*

**Jocelyn Lutkus, RDN, CSO, LDN**

*Robert H. Lurie Comprehensive Cancer Center*

## FERTILITY PRESERVATION PATIENT NAVIGATOR

**Kristin Smith**

## BREAST CANCER NURSE NAVIGATOR

**Lynn Galuska Elsen, RN, BDN**

# Financial Assistance

**Financial Assistance for treatment:** Supportive Oncology has a team of financial counselors who screen patients for financial assistance. Financial assistance at The Robert H. Lurie Comprehensive Cancer Center and The Women's Cancer Center is income tested. If approved FA covers out patient treatment in the clinic setting and in patient treatment, does not cover any medications a patient would get from the pharmacy.

**Financial Assistance for medications:** The Supportive Oncology team, screens patients for a small patient assistance fund to help cover the costs of medication co-pays. This fund is income tested and limited.

# Medication Assistance

Pharmaceutical companies have financial assistance programs for specific drugs based on the patient's diagnosis. Pharmaceutical assistance can be income tested, insurance specific (employee based/affordable care act vs. government) and capped by cost.

Organizations that offset the costs for cancer patients:

**Patient Advocate Foundation Co-Pay Relief:** 1.866.512.3861 [www.copays.org](http://www.copays.org)

**Chronic Disease Fund:** provides financial for patients who cannot afford the medication they urgently need. 1.977.968.7233 [www.gooddaysfromcdf.org](http://www.gooddaysfromcdf.org)

**Patient Access Network Foundation:**  
1.866.316.7263 [www.panfoundation.org](http://www.panfoundation.org)

## Additional Medication Assistance

Internet pharmacies for patients to purchase drugs at a reduced cost

**Needy Meds** 1.800.503.6897 [www.needymeds.org](http://www.needymeds.org)

**Good RX** 1.888.799.2553 [www.goodrx.com](http://www.goodrx.com)

**RX Outreach** 1.800.769.3880 [www.rxoutreach.org](http://www.rxoutreach.org)

**Illinois Cares RX:** [www.illinoiscaresrx.com](http://www.illinoiscaresrx.com)

Takes you to Medicare Insurance Blog – Prescription drug assistance to low-income seniors and the disabled.

**HealthWell Foundation:** 1.800.675.8416 / [healthwellfoundation.org](http://healthwellfoundation.org)

Assistance varies based on diagnosis and whether fund is opened or closed



# Transportation

## **American Cancer Society: 1.800.227.2345**

Provides CTA, Metra and Amtrak passes. Road To Recovery Program: volunteers drive patients to and from oncology appointments

## **First Transit: Patient calls 1.877.725.0569 (Medicaid)**

For one-time rides, patients are to call on their own to set up services. For patients who need daily transportation for Radiation Therapy, or multiple appointments each week, fill out a “Standing Order Request”. This service is for patients who have Medicaid and are not able to take public transportation to their appointments.

## **PACE (over 60 years old): Patient calls 1.312.663.4357**

Patient requests an application to be mailed to their home and asks for an interview date. *Patient then calls the Department of Aging (312.744.4016) to asked to be pre-approved. SW has a PDF or print out of the steps for the patient*

## **PACE ParaTransit (under 60 years old): Patient calls 1.312.663.4357**

Patient asks for an application to be mailed to their home and asks for an interview date. SW has a PDF or print out of the steps for the patient.

## Transportation (continued)

**Special Needs Chicago:** wheelchair and ambulatory transportation for private pay individuals. Michelle Dacy / 630.668.9999 / [info@specialneedschicago.org](mailto:info@specialneedschicago.org)

**Elite Ambulance Services:** non-emergency medical transport

Chicago phone: 773.429.8880

Suburbs phone: 708.478.8880

[info@eliteamb.net](mailto:info@eliteamb.net)

**NW Parking Lot:**

\$11.00 for 7 hours, when validated at check-in/check-out

# Lodging

**Worcester House:** 244 East Pearson Street / **1.312.926.2566**

Dormitory style, twin beds, fridge, stove, linens included (no plates, cups, etc.)  
Approximately \$80.00 a night / 2 blocks from the hospital / can book one week at a time. *No shuttle service*

**DeWitt Building:** 900 North DeWitt Place / **1.312.642.7020**

Completely furnished studio apartments. Rents by the month. (One month plus booking is approximately \$65.00 a night) 3 blocks from Prentice / 4 blocks from Galter.  
*No shuttle service*

**Westin Hotel:** 909 N. Michigan Ave. / **1.312.787.2900**

5 blocks from Galter / Shuttle service within 5 miles of the hospital  
*Per available reservations - \$50 a night*

**NMH Lodging:** **1.312.926.ROOM** (7666) or [www.nmh.org](http://www.nmh.org)

## **CLOSEST HOTELS TO THE HOSPITAL:**

**Avenue Hotel:** 160 East Huron Street / **1.312.787.2900**

**Mile North Hotel:** 166 East Superior Street / **1.312.787.6000**

# Home Health and Interpreters

## Home Health

**Oncologist, nurse, social worker and dietitians** can put in referrals for certain items a patient may need at home.

## Interpreters

Northwestern staff utilize **Language Line** to contact patients at home and to work with patient's while in the clinic.

We also use ipads with patients so they can see the interpreter.

# Insurance

**Social Workers have patients that are uninsured or undocumented.**

**The following are resources to help the patients who qualify, find insurance.**

**Affordable Care Act: 1.800.318.2596 / [healthcare.gov](https://www.healthcare.gov)**

Federal government website putting all the insurance information you will ever need in one place. Website collects both public and private health insurance options in one single place. Includes option finder, information on your rights, how to navigate the healthcare marketplace, and more. English and Spanish.

**Change Health Care:** an organization who can help **in-patients** with obtaining Medicaid benefits. CHC will come to the patient while in the hospital and will follow up after the patient goes home. (Medicaid Eligibility - Inpatient, Outpatient, ED - Social Security Disability (SSDIB), Supplemental Security Income (SSI) State Disability, Charity Care Crime Victims Assistance Health Insurance Exchange

## Insurance (continued)

### **Medicaid: 1.800.843.6154 / <http://medicaid.gov>**

Under 65 years of age.

For families and individuals who have low income and limited resources.

### **Medicare: 1.800.633.4227 / <http://medicare.gov>**

Over 65 years of age who have worked and paid into the system and/or the disabled.

- **Part A:** Hospital; SNIF; Nursing Home Care; Hospice; Home Health
- **Part B:** Medically necessary services; Preventive services
- **Part C:** HMO or PPO that offers Medicare prescription drug coverage (Medicare Advantage Plan)
- **Part D:** Prescription Drug Coverage
- **Part F:** Supplemental coverage for the 20% Part A & B do not cover

Northwestern only accepts Illinois Medicaid

## Insurance (continued)

**SSI (Social Security Income):** provides stipends to **low-income** people who are either aged (65 or older), blind, or disabled. Eligibility is based on income and asset-based besides the disability component.

**SSDI (Social Security Disability):** Assistance for those who are disabled and cannot work. The person has to show they have paid into social security and have a solid work history. SSDI has a 6 month waiting period from the disability date to the payment date.

**SHIP (Senior Health Insurance Program):** is a **free** statewide health insurance counseling service for Medicare beneficiaries and their caregivers. In this section, visitors will find information and resources about applying for Medicare, sites in their area that they can get assistance applying for Medicare and tools for SHIP sites around the State to utilize in serving Medicare beneficiaries. To contact SHIP, please call **(800) 252-8966** or email [AGING.SHIP@illinois.gov](mailto:AGING.SHIP@illinois.gov)

# Department of Human Services

## **Department of Human Services (DORS) – Department Office of Rehabilitation Services**

**Details:** Under 60 years old, 4 hours a day/5 days a week (the most you can get), Have to be Medicaid eligible; done on a sliding scale; 30 day wait period. SW makes referral and someone contacts family to do a screening (income and need based)

**Information:** <http://www.dhs.state.il.us/page.aspx?item=29738>

**Web referral:** Complete web referral and call local office  
<https://wr.dhs.illinois.gov/wrpublic/wr/setReferral.do>

## **Homemaker:**

Homemakers provide assistance with personal care, as well as with household tasks such as cleaning, laundry, shopping, running errands, and planning and preparing meals. **Note:** (Private Duty): Patient pays out of pocket or if they have private insurance that covers the cost.



# Department of Aging

## **Community Care Programs: [www.illinois.gov](http://www.illinois.gov)**

Designed to help older people live independently, the Community Care Program provides in-home and adult day services to frail seniors each month. To be eligible for service, clients must be 60 or over and their asset level (for each single person) cannot be over \$17,500 not including home, car or furnishings – a cost share is applied if the client's income is above the specified level.

- City of Chicago: (312) 744-4016
- Suburban Referrals: (708) 383-0258

# Housing and Utilities

## **SUPPORTIVE HOUSING CHA VOUCHERS:**

Illinois Department of Human Services  
[ilhousingsearch.org](http://ilhousingsearch.org)

**NICOR:** <https://nicorgas.aglr.com/Home/PayYourBill/MedicalCertificate.aspx>  
NICOR has a form that is used by customers who require natural gas service because of an existing medical condition.

**COM ED:** HEAL program for patient's who need financial assistance with their electric bill. Application is initiated by social worker. This program opens yearly and closes when funds are exhausted.

**SNAP BENEFITS:** Supplemental Nutritional Assistance Program  
Patient's can sign up online: [feedamerica.org](http://feedamerica.org)

# Palliative Care and Hospice

**Palliative Care:** is specialized medical care that treats you, the person, to nurture you and revitalize your quality of life while your physicians work to cure or manage your condition. We collaborate with your doctors on a treatment plan that supports you and your goals, and we administer care to you wherever you are, whether at home or in a hospital. Palliative care can include many components:

- Pain and symptom relief
- Releasing anxiety and mental strain
- Emotional support and advocacy
- Counseling to help you and your loved ones manage stressors
- Spiritual guidance of your choosing
- Advance care planning

**HOSPICE:** Once all treatment options have been exhausted, a patient is placed in hospice care to provide comfort and dignity in one's final days. Hospice can be provided at home, or in an inpatient setting at a hospice care facility. Hospice is generally chosen by zip code

# Cancer and Careers

**Job Accommodation Network (JAN):** free consulting service providing information about job accommodations, the ADA (Americans with Disabilities Act) and employability of people with disabilities. Provided by the U.S. Dept. of Labor's Office of Disability Employment Policy.

**[www.jan.wvu.edu](http://www.jan.wvu.edu) / 1.800.526.7234**

**Cancer and Careers:** free career coaching, tools and resources to empower people with cancer to thrive in their workplace. **[cancerandcareers.org](http://cancerandcareers.org)**

## Support: On-Line / One-to-One / Groups

**cancercare.org:** Online support groups take place using a password-protected message board format (not live chat) and are led by professional oncology social workers who offer support and guidance. Groups are held for 15 weeks at a time, and group members must register to join. After completing the registration process (which can take up to 2-3 business days), members can participate by posting in the groups 24 hours a day, 7 days a week.

**Imerman Angels:** To provide personalized connections that enable one-on-one support among cancer fighters, survivors and caregivers.

**[www.imermanangels.org](http://www.imermanangels.org) 1.877.274.5529**

**Gilda's Club:** Gilda's Club Chicago offers FREE programs for men, women, children, and their families and friends whose lives have been impacted by any kind of cancer. Our mission is to ensure that all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community. **[www.gildasclubchicago.org](http://www.gildasclubchicago.org) 1.312.464.9900**

# References:

**Affordable Care Act:** [healthcare.gov](https://www.healthcare.gov)

**Cancer and Careers:** [www.cancerandcareers.org](https://www.cancerandcareers.org)

**Imerman Angels:** [www.imermanangels.org](https://www.imermanangels.org)

**Gilda's Club:** [www.gildasclubchicago.org](https://www.gildasclubchicago.org)

**SNAP Benefits:** [feedingamerica.org](https://feedingamerica.org)

**Social Security:** [ssa.gov](https://ssa.gov)

**Medicare:** [medicare.gov](https://medicare.gov)