

# MD Anderson Cancer Center Direct™

## Shell Centers of Excellence Program for Cancer Care

MD Anderson Cancer Center Direct™ is part of the Shell Centers of Excellence program. It provides you with 100% coverage for cancer prevention, diagnosis, and treatment services. The information below will explain eligibility requirements, benefits and information on how to enroll and schedule your first appointment.

### Eligibility

Shell employees, non-Medicare eligible retirees, and dependents over age 18 enrolled in the HSM medical option (UHC Group #182232) or the Be Well @ Shell Kelsey-Seybold Health Plan (BWK #2499825) are eligible to enroll in MD Anderson Direct™.

- You must enroll **before receiving any services** at The University of Texas MD Anderson Cancer Center
- There are **no pre-existing conditions** clauses affecting participation benefits
- You **may enroll even after diagnosis** and/or treatment for cancer

Eligible dependent children under age 18 should enroll with Texas Children's Hospital for cancer-related care and prevention services. Dependent children remain eligible until December 31 of the year of their 26th birthday, or when they become Medicare eligible.

### Participation Benefits

Enrollment and Access Support

You are assigned a member services representative who will provide the following services:

- Eligibility verification
- Program enrollment
- First appointment requests
- Clinical information acquisition
- Travel and directions assistance
- First appointment greeting
- Resources and materials
- Benefits resource
- Assistance with contacting case managers, MD Anderson clinics, etc.

#### *Comprehensive Case Management*

If you are diagnosed with cancer, you are assigned a case manager from our office to support your care coordination. Case managers can also provide more information about the following services:

- Patient and care-giver education
- Services authorizations
- Advocacy assistance
- Referral to social work and nutrition
- Care navigation

The case managers and member services representatives are available to answer questions at 713-745-9720 or MDAPN-CaseManagers@mdanderson.org and [MDAPN-MemberReps@mdanderson.org](mailto:MDAPN-MemberReps@mdanderson.org)

#### *Cancer Prevention Information*

The MD Anderson Direct™ team is available to provide you with actionable cancer prevention information on how to reduce your cancer risk through educational materials for print, group presentation and educational workshops at Shell employee events.

## Coverage

Through MD Anderson Direct™ you have access to 100% coverage for cancer prevention services, cancer diagnosis and treatment, and management of complications due to a cancer diagnoses and/or treatment with no copays, deductibles, or coinsurance. Pre-existing conditions not related to cancer (i.e. cardiac conditions, diabetes, etc.) are not covered unless expressly exacerbated by the cancer or treatment and will be considered by other plans as applicable.

## Make Your First Appointment

If you do not have a cancer diagnosis and are new to this program, we strongly encourage you to make your first appointment for cancer prevention and screening. You can make your first appointment with us when you enroll in the program. See Enrollment below for more information.

## Cancer Prevention and Screening Appointment

The MD Anderson Lyda Hill Cancer Prevention Center offers a range of services to help you learn how to reduce your cancer risk or to detect cancer early – when it's most treatable. Cancer screening exams are based on age, gender, and disease risk. You can view a list of [prevention and screening services](#) on MD Anderson website, but please remember to submit your MD Anderson Direct™ enrollment form to request your first appointment.

## Treatment Appointment

If you have been diagnosed with cancer at the time of enrollment, please note this on the enrollment form. A member of the MD Anderson Direct™ team will assist you in scheduling an appointment with the specialty clinic where you will receive care.

## MD Anderson MyChart

After your first appointment, you can enroll in MyChart, MD Anderson's online patient portal. You can communicate with your doctor, access your test results, request prescription refills, and manage your appointments.

## Billing

Participants do not receive a bill for covered services. In the unlikely event you receive a bill, please contact an MD Anderson Direct™ member services representative at 713-745-9720 or [MDAPN-MemberReps@mdanderson.org](mailto:MDAPN-MemberReps@mdanderson.org) as soon as possible. When registering for your first appointment at MD Anderson, please provide only your MD Anderson Direct™ information, found on your digital identification card, to the registrars. For covered services, all copays and deductibles are at no cost to you.

## Enrollment

Enrolling in the program is done online, and you must enroll before receiving covered services at MD Anderson. Simply complete the online form [here](#), or type in [https://www3.mdanderson.org/physiciansnetwork/CMP\\_Shell/Request.cfc](https://www3.mdanderson.org/physiciansnetwork/CMP_Shell/Request.cfc). Use Invitation Code: PNCMPHELL. You can request your first appointment during enrollment.

Once enrolled, you will receive a digital identification card via email, or you may request a printed card by emailing "Card" with your full name and date of birth to [MDAPN-MemberReps@mdanderson.org](mailto:MDAPN-MemberReps@mdanderson.org)



\*\*\*You are responsible for reporting any and all changes in your personal/family's healthcare coverage to your employer and healthcare provider, failure to do so may result in personal out of pocket expenses.\*\*\*