

A cancer patient's specialty medication, saved in under 3 hours.

How rapid-response advocacy prevented a critical treatment delay for a 70-year-old client undergoing oncology care.

CLIENT PROFILE	
CLIENT 70-year-old retiree	COVERAGE Med-Supp + Part D
HEALTH CONTEXT Active cancer treatment	MEDICATION Specialty oncology

TIME TO RESOLUTION

< 3 hrs

From notification to confirmed overnight delivery.

⚠ THE CHALLENGE

Two days before delivery, the specialty pharmacy notified the client:

- ✗ They were not in network
- ✗ The medication would not be shipped
- ✗ Manual carrier approval was required

Serious risk of treatment delay and significant stress.

✦ DOCTOR'S CHOICE RESPONSE

- 1. Verified coverage.** with Humana and Medicare, pharmacy in-network, medication approved
- 2. Identified backup.** Walgreens confirmed for next-day local pickup if needed
- 3. Coordinated shipment.** overnight delivery monitored to release

"I honestly don't know how someone older, or with cognitive or health challenges, could manage this on their own. The system is so confusing. When you're already worried about missing a dose, having someone like you makes all the difference."

THE CLIENT

✓ WHAT MADE THE DIFFERENCE

- ✓ Salaried advisors picked up immediately, no queue, no commission incentives.
- ✓ Direct working relationships with Humana and Medicare resolved coverage in one call.
- ✓ Backup pharmacy verified before the patient was ever asked to escalate.

WHY EMPLOYERS & PARTNERS CHOOSE US

- ✓ Rapid-response advocacy
- ✓ Hands-on coordination, we act
- ✓ Deep Medicare expertise
- ✓ Compassionate human service

GET IN TOUCH

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