

# Frequently Asked Questions

We care about you and your family's health. When in need, we connect you—free of charge—with a world-renowned expert who specializes in your cancer type.



## 1. What is Cancer Expert Now?

If you or your family member have been diagnosed with cancer, we are here for you. Cancer Expert Now virtually connects you with a world-class physician who can offer Personalized Cancer Education® about your diagnosis. You will speak with an expert, live on an audio or video call, and receive feedback on your questions or concerns.

## 2. How do I use Cancer Expert Now?

Once you connect with us via email, phone call, or our website, we take it from there. Your Cancer Expert Now care navigator will reach out to you to schedule your appointment and guide you through your next steps.

When it is time for your meeting with the expert, your care navigator will send you a virtual meeting link. Simply click the link and chat with the expert! Your expert will come prepared, having reviewed your case, so you can ask any questions—big or small.



## 3. Who can use Cancer Expert Now?

You and your...

- Spouse or domestic partner
- Children
- Parents
- Parents-in-law
- Civil union partners

## 4. Is Cancer Expert Now free to use?

Yes, Cancer Expert Now is a free service provided through your employer's health benefits package.



## 5. How many times can I use Cancer Expert Now?

There is no limit to how many times you can use Cancer Expert Now, as long as you are covered by your employer. Our service is free to you no matter how many times you use it.

## 6. How does Cancer Expert Now choose which expert I speak with?

Each expert is a leader in their field in cancer care, treatment, and/or research. You will always speak with an expert who specializes in your cancer type. For every meeting, our team will review your case in detail and run a "smart-match" to make sure you are connected to the best-suited expert for your case.



Learn more about our experts by visiting [www.CancerExpertNow.com/access](http://www.CancerExpertNow.com/access)



## 7. Is my data secure?

Your privacy is extremely important to us. Your information is uploaded into a secure, HIPAA-compliant portal. We will not share any details about you or your family member's diagnosis with your employer without your explicit permission.

**SCHEDULE A  
MEETING WITH  
AN EXPERT**

*We're available Monday-Friday,  
8:00 am-5:30 pm ET.*



[carenavigator@onviv.com](mailto:carenavigator@onviv.com)



+1 855-946-5735



[CancerExpertNow.com/access](http://CancerExpertNow.com/access)



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