

CASE STUDY

Thyme Care Partners with Leading Oncology Group to Improve Patient Experience and Enhance Value-Based Care

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Summary

Oncology is facing an inflection point. Costs are rising, and patients feel undersupported in their care journey. Oncology teams are increasingly stretched thin, facing growing lists of administrative hurdles that take them away from direct patient care. What's more, organizations struggle to derive meaningful insights on their oncology populations, impeding their ability to succeed in value-based care.

Thyme Care, a leading value-based cancer care enabler, has partnered with a large oncology network, representing hundreds of providers across the U.S., to support its patients and enable their success in value-based care. Through its partnership with Thyme Care, the oncology group receives access to 24/7 virtual patient navigation and robust operational and analytical support for their patients participating in a national oncology value-based care program, improving patient outcomes and experience while reducing costs.

Through its partnership with the oncology group, Thyme Care provides their eligible patients with a dedicated Care Team to help them navigate barriers to care, while partnering with their providers to identify and operationalize high-impact opportunities to appropriately reduce drug spend and lower financial toxicity for patients. Thyme Care's robust analytics capabilities and operational support unlock enhanced practice transformation and data-driven decision-making, maximizing provider staffing capacity while enabling success in value-based care.

With a shared drive to empower physicians to deliver high-quality, patient-centered care, the partnership with Thyme Care reduces costs, enhances the patient experience and furthers the delivery of true value-based care.

The Challenge

Cancer is one of the biggest drivers of healthcare spending, costing the United States more than \$200B per year. Patients with cancer face numerous challenges throughout their care journey, as they grapple with the emotional, physical and financial impact of an often confusing and overwhelming disease. Providers, for their part, struggle to find ways to holistically support the needs of their patients without adding strain on already overextended teams.

While the shift from volume to value in cancer care can unlock tremendous benefits for patients and drive significant cost savings for the healthcare ecosystem, implementing and scaling value-based programs can be burdensome for organizations. Moreover, achieving success in these programs demands oncology-specific advanced analytical, operational and staffing capabilities, requiring provider teams to invest additional resources to ensure their effectiveness.



The Solution

Thyme Care partnered with a large, nationally dispersed oncology network to support its providers and enable their success in value-based care. The oncology team was seeking a partner that furthered their mission of empowering physicians to provide high-quality, patient-centered care while reducing administrative burden and costs. Thyme Care is a leading value-based cancer care enabler that collaborates with payers and providers to transform the experience and outcomes for individuals with cancer. Thyme Care provides 24/7 navigation and support to its members with cancer, while also establishing contractual relationships with provider groups that involve deep coordination to unlock additional value, delivering a better patient experience, reducing administrative overhead and enabling success in value-based care.

Composed of experts with decades of expertise in oncology and healthcare technology, Thyme Care deeply understands cancer patients and the preventable barriers to care that they experience. Thyme Care's oncology-trained virtual Care Team assists eligible patients throughout their cancer journey and is powered by a robust technology platform that drives better patient engagement and enables data-driven care guidance at scale, helping unlock the promise of value-based care for patients and oncology groups.

"We see Thyme Care as an extension of our practice – both as a practice partner and as another trusted member of our cancer care support team," said the CEO of the oncology partner group. "Our partnership with Thyme Care has been seamless, providing us with the additional Care Team support and analytical capabilities to drive savings without added administrative burden. With their partnership, we have the confidence to succeed in alternative payment models in service of our patients."

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Chief Executive Officer at Thyme Care Oncology Partner Group

Thyme Care: Unlocking Value-Based Cancer Care in Lockstep with Provider Teams

Thyme Care empowers provider groups with a robust set of resources designed to better support their patients and pave the way for their success in value-based programs.

Thyme Care's oncology-trained Care Team, comprising nurse practitioners, oncology nurses, care partners and enrollment specialists, provides 24/7 virtual navigation support to eligible patients, serving as an extension of the provider care team. Support services include proactive symptom management, emotional support, appointment coordination, and reducing barriers to care through financial grants, transportation assistance, behavioral health support and more. Thyme Care has helped our oncology partner group support over 7,000 patients with programmatic requirements for a national oncology value-based care program.

“Thyme Care’s oncology-trained Care Team is deeply knowledgeable and empathetic in its approach to navigating patients through their cancer journey. Our patients love interacting with their team and feel supported, seen and heard. As a result of our partnership, we are delivering better patient outcomes and a more seamless experience during the course of treatment.”

Medical Oncologist at Thyme Care Oncology Partner Group

In addition to 24/7 navigation, Thyme Care provides our oncology partner group with analytical and operational support to enable practice transformation and value-driven decision-making, identifying opportunities to appropriately reduce drug spend and lower patient financial toxicity. Utilizing EHR data and advanced analytics, Thyme Care proactively determines a patient’s level of financial toxicity and identifies high-value, clinically appropriate opportunities to lower drug costs. Through workflows embedded into the practice EHR, Thyme Care notifies provider teams of patient-specific drug optimization opportunities, working closely with their pharmacy team on the appropriate actions to drive value.

Additionally, Thyme Care partners with the oncology partner group to analyze their expected performance, building automated solutions for data capture and reporting that reduce manual lift, minimize operational overhead and drive value-based care performance.

"Taking on new risk arrangements meant we needed a way to operationalize value-based care," said the Senior Regional Director of Operations at the oncology partner group. "We needed a partner with deep oncology expertise and technical capabilities designed to integrate with our clinics seamlessly. The partnership with Thyme Care and its 24/7 oncology-trained Care Team and robust analytic capabilities gave us the confidence and support we needed to thrive in this new model, without the administrative overhead."

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Senior Regional Director of Operations at Thyme Care
Oncology Partner Group

7,000+

provider partner patients supported

75%

ePRO completion rate

1,700

actions taken by Thyme Care to address a social need

\$2.5M

in projected savings across pharmacy interventions (over a 6-month period)



Thyme Care Impact:

Patient Spotlight: Thyme Care's support reduces out-of-pocket costs for John

Problem:

John, a 72-year-old male with diffuse large B-cell lymphoma and diabetes, was concerned that his blood glucose test strips were not covered by Medicare. While on cancer treatment, John requires more frequent monitoring of his blood glucose, which would significantly increase his out-of-pocket expenses.

Intervention:

After hearing John's concerns, a Thyme Care Care Partner immediately reached out to John's pharmacy and discovered that while his Part B coverage would in fact provide the glucose strips at no cost, his PCP was required to submit certain forms in order for the prescription to be processed, which had not happened.

Outcome:

Thyme Care acted promptly, following up with John's PCP office and ensuring the successful completion and submission of the necessary forms to the pharmacy. John's out-of-pocket costs were greatly reduced, providing him with much-needed financial relief.





Patient Spotlight:

Thyme Care's proactive symptom ID prevented Maria from needing a hospital visit

Problem:

Maria, a 75-year-old female diagnosed with lymphoma, recently underwent chemotherapy. During a check-in as part of the proactive symptom monitoring program with her Thyme Care Care Partner a few days later, she reported feeling extremely unwell, displaying symptoms of weakness, nausea, vomiting and overall discomfort.

Intervention:

Maria was escalated to a Thyme Care nurse, who identified that Maria was not adhering to her medication regimen. The nurse conducted medication education and, in consultation with her oncologist, established a proper medication schedule with Maria. On follow-up, Maria indicated remarkable improvement; she even felt well enough to go out to eat.

Outcome:

Maria expressed deep gratitude for Thyme Care's assistance, which significantly improved her symptoms and even allowed her to enjoy a meal out, bringing her great happiness. Thyme Care's support played a crucial role in averting the need for Maria to visit the hospital to address her side effects.

About Thyme Care

Thyme Care is the leading value-based cancer care partner, collaborating with payers and providers to transform the experience and outcomes for individuals with cancer. The company partners with health plans, employers and risk-bearing providers to assume accountability for enhanced care quality, improved health outcomes, and reduced total cost of care. Thyme Care's approach combines a technology-enabled Care Team and seamless integration with providers, creating a hybrid collaborative care delivery model that guides and supports the entire patient journey. Thyme Care empowers over 1,000 oncologists nationwide through purpose-built tech, advanced data analytics, and virtual patient engagement, driving better care and outcomes in value-based arrangements. Thyme Care is a founding member of [CancerX](#), and is backed by [leading investors](#).



To learn more, visit thymecare.com/oncologygroups

Thyme Care, Inc. and Thyme Care Medical, PLLC. (collectively "Thyme Care", "we", "us" "our") make up the Thyme Care organization. Thyme Care, Inc. provides management support services to Thyme Care Medical, PLLC and non-clinical cancer support services to its members. Thyme Care Medical, PLLC is a health care provider that offers clinical cancer support services to its patients. Thyme Care Medical, PLLC does not direct diagnosis or prescribing of medication for cancer treatment.