

FAQs

Essence Healthcare Cologuard Campaign



Essence Healthcare has partnered with Exact Sciences (ESL) to offer **Cologuard Test Kits** for colorectal cancer screening to eligible members who have gaps in care.

Is there a cost to the member for completing the Cologuard test?

- The Cologuard test is covered as part of the members benefits and provided at no cost to them.

Which members are enrolled in the campaign?

- All Essence Healthcare members with an open Colorectal Cancer Screening gap in care are enrolled in the campaign. This is an auto deploy program, Cologuard kits are sent directly to members without requiring any prior action on their part. Exact Science has mailed member awareness letters clearly explaining the purpose of the test and its importance prior to the launch of the campaign to mitigate confusion or resistance.

How is a member's colon cancer risk assessed to assure they are appropriate candidates to receive a Cologuard kit?

- Eligibility is determined based on members with an open colorectal cancer screening gap – member awareness letter advises patients with adenomas, IBS, and certain hereditary syndromes to recycle the Cologuard kit upon arrival and consult with Primary Care Provider on a more appropriate screening method. Patients at high risk for colorectal cancer are encouraged to consult with their Primary Care Provider to determine the most appropriate screening method for their individual needs. Patients with personal history of colorectal cancer should be excluded.

How will the Primary Care Provider receive the test results?

- Provider information is included in the eligibility file submitted to Exact Sciences. After the test is returned, results are provided promptly to both members and their PCPs (by fax). For members with positive results, phone outreach is done up to three times, and if the third outreach attempt is unsuccessful, the member is mailed their result.
- If a Primary Care Provider requests a PDF version of their patient's Cologuard test results, there are several options available to retrieve those results:
- Provider Support Line: 1-844-870-8870, local Exact Sciences screening specialist, or EPIC Care Link Portal if applicable.

What are next steps following a positive result?

- Once the member and Primary Care Provider have been advised of a positive result from the Cologuard test kit, care coordinators can assist with scheduling a follow up colonoscopy. Colonoscopies following a positive result are covered under the members benefits.

Is there an option to opt out of the campaign?

- Members also have the option to opt out of receiving a kit by taking action through the Exact Sciences portal or calling 1-844-340-1594.

How does Essence know if a member has tested previously, what test they've had and when?

- Internal data allows us to see prior screening types if previously reported to the health plan via historical data, clinical data feeds, CDE, or claim.

*Essence Healthcare Quality and Provider Performance teams will continue to monitor the key metrics being reported by ESL to track number of kits ordered and shipped, test completion rates, percentage of positive results, results sent to PCPs and opt out rates.