UnitedHealthcare Sherpa – Employee FAQ

1. What is "Sherpa"?

Sherpa offers a designated customer service team from UnitedHealthcare to help enrolled cancer patients with non-clinical issues such as insurance questions and claims, while providing advocacy and empathy along the way.

2. Why did UnitedHealthcare introduce this program?

Climbing a mountain is a metaphor that some cancer survivors have used to describe their cancer experience. The goal of the Sherpa program is an improved health outcome for cancer patients. Sherpa provides members with assistance in navigating a health care system that is complicated and can be difficult to understand.

3. Who is eligible for the Sherpa program?

Sherpa is available to cancer patients early in the treatment cycle and supports them throughout their entire treatment. Members with claims indicating a treatment code for radiation treatments, chemotherapy or cancer pharmaceuticals are eligible.

4. What services are provided by the program?

Sherpa offers a designated customer service team to help eligible UnitedHealthcare members:

- Resolve their non-clinical questions and concerns
- Set up appointments that will fit their schedule
- Arrange three-way calling with clinical and claim experts

5. Is there any cost to employees?

The Sherpa program is provided at no additional cost to enrolled participants at this time.

6. How is the program introduced to new participants?

When a member who is undergoing cancer treatment calls Customer Service with a question, the call will be routed to a Sherpa agent who will introduce the program and explain it to the member.

7. Does the member receive help with UnitedHealthcare's online tools?

Yes, the member will be given additional special assistance to maximize their ability to use the tools available to UnitedHealthcare members.

8. What training do the Sherpa agents receive?

Every Sherpa agent receives special training to help them understand the complexities associated with cancer. This includes detailed information on UnitedHealthcare's cancer benefit programs, oncology drug benefits, mental health support, call escalation, claim adjustment, COB, sensitivity training and more.

9. What resources have allocated to support the Sherpa program?

UnitedHealthcare has established two specialized customer service teams in Chico, CA and Greensboro, NC to support the program. Sherpa service is available Monday – Friday from 8:00 am to 8:00 pm (Eastern Time).

10. What feedback has been received from cancer patients using the Sherpa program?

We have received very positive feedback from people who are using the Sherpa program. One member told us: ***"Having you as my primary contact, and your co-workers as your backup, is very comforting to a cancer patient such as me. I am optimistic that you will save me time (and most importantly frustration) and reduce my stress in the future …"*** Another said: ***"I appreciate your help. I know who to go to when I need help. If you can't help, you can steer me in the right direction. That's what I need."***

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Notes and Legal Disclaimers:

UnitedHealthcare Sherpa customer service representatives cannot diagnose medical problems or recommend specific treatment and are not a substitute for a doctor's care. This program is not available for members of all size employers, is subject to change and limitations may apply.
Insurance coverage provided by or through United HealthCare Insurance Company or its affiliates.
Administrative services provided by UnitedHealthcare Services, Inc. or its affiliates.