



# Daymark Health

*Supportive Cancer Care, Personalized*

April 29, 2026

## Agenda

- 01** Daymark Health Overview
- 02** Care Delivery Model
- 03** Daymark Clarity
- 04** Care Delivery Impact
- 05** Questions



# Daymark Health Overview





**Daymark Health** is a **value-based care provider group** that provides **supportive services** to **patients with cancer**.

Daymark Health's **local care team** address clinical, mental health, and social needs to improve access, experience, and outcomes.

**For eligible patients, Daymark services are available at no out of pocket cost.**

# Daymark aims to improve the cancer experience

**20-30%**

of cancer care takes place **outside of Rhode Island**

- **Friction in the cancer workup** can lead to delays in treatment and poor experience for PCPs
- Patients and PCPs put a premium on **access**, resulting in patients seeking care out of state

**36%**

of **admissions** and **ED visits** for patients with cancer are **preventable**

- **Symptom Care is reactive**, leading to unnecessary acute care and lower quality of life
- **Pain, dehydration, diarrhea, nausea/emesis** are among the highest volume preventable admissions.

*Daymark's Team serves as an extension of the oncologist, and link between oncologist and PCP. The result of the Daymark Care Model is a better experience for patients and providers in RI, and fewer unnecessary ED visits/hospitalizations.*



Real challenges faced by patients with cancer create meaningful opportunities for Daymark to improve care, enhance patient experience, and reduce costs



**Briana**

71 years old | Dual-Eligible

**Challenges**

**Opportunities**

- 
- Lack of clarity on treatment options** → Uninformed site of care selection
  - Unsure how to respond to symptoms** → Unnecessary hospitalizations & emergency visits
  - Lack of transportation** → Missed chemo treatments & appointments
  - Financial toxicity** → Skipped doses
  - Fear & anxiety about cancer recurrence** → Evidence-based therapeutic interventions



# Care Closer to Home Strategy

- Daymark Health providers **reduce time to diagnosis** by accelerating **work up** and removing PCP administrative burden
- Daymark Health **improves access engaging upstream and** seeing new patients within 24-48 hours if desired
- Daymark Health is an extension of the oncologist and the PCP, serving patients in their own home or via text, phone, or video, **enhancing the patient experience**
- Daymark Medical Director Dr. Angela Taber serves as a 3rd party to **endorse high quality clinical care and research** in Rhode Island



# Care Delivery Model



# Daymark meets Rhode Islanders where they are, with the care they need



Improve access & experience to keep care closer to home in Rhode Island



Improve behavioral health & address social needs



Enhance clinical care

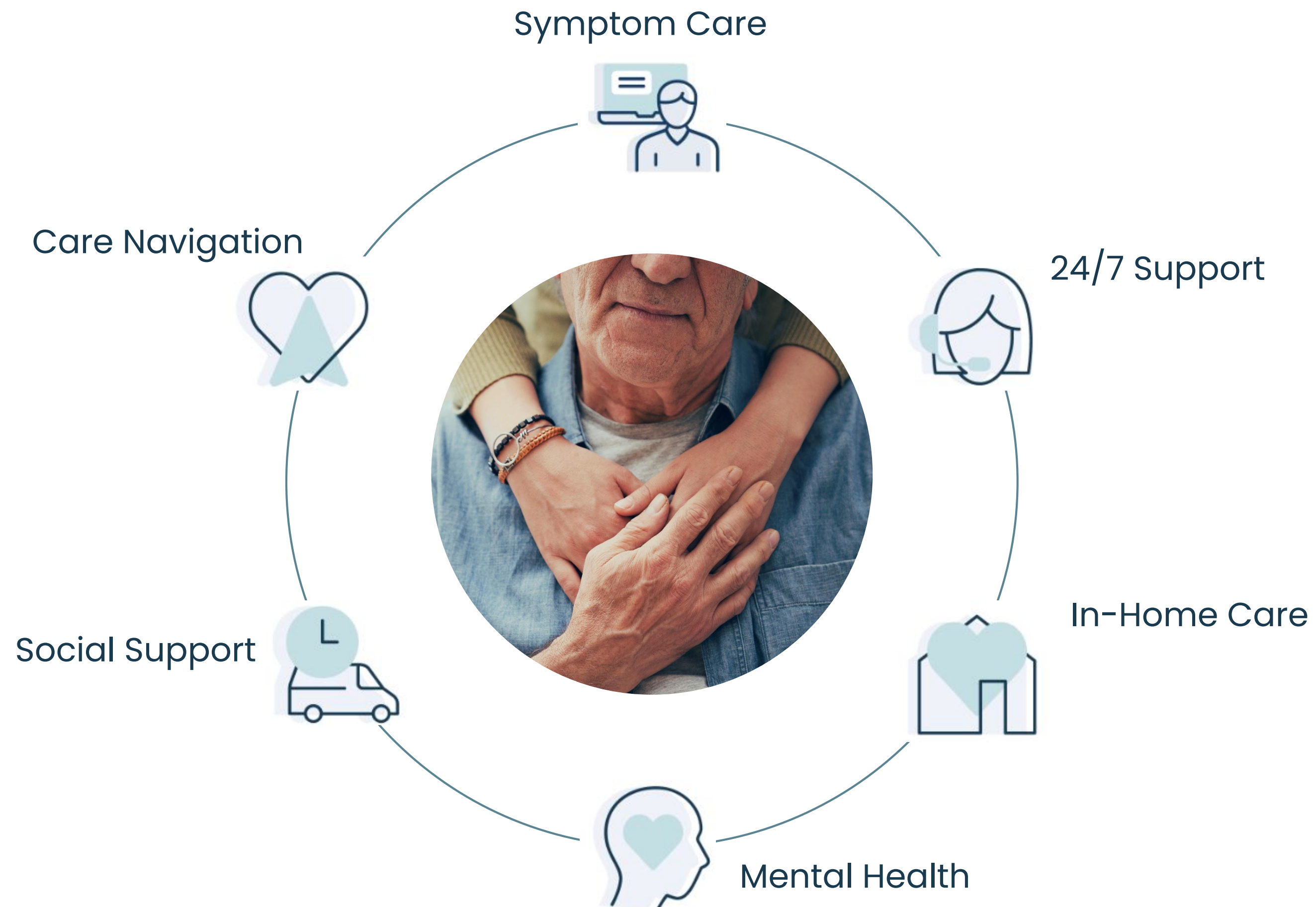
- Increase goal concordant care
- Reduce unnecessary acute care
- Address chronic conditions
- Coordinate w/Oncology team and PCPs





# Daymark's Care Model

Daymark's care team complements and extends local providers through wraparound, supportive services



## Tech-Enabled, Local Care Team



**Nurse Practitioners**  
*Supportive Oncology and Palliative  
Care Specialists, Urgentivists*



**Nurses**  
*Oncology trained*



**Social Workers**  
*Licensed, trained in CBT  
and related modalities*



**Health Partners**  
*Lay navigation and social  
support*



# Where?

*Patients can engage with Daymark Health in several ways that meet their needs and decrease time spent away from home*



**Home**



**Video**

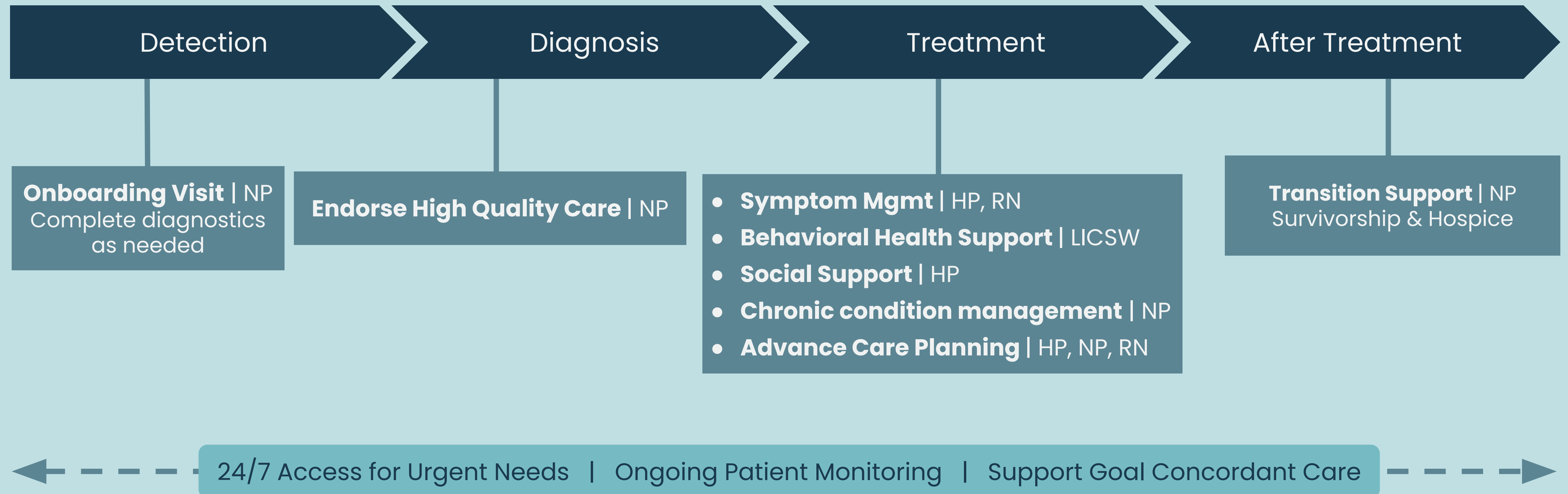


**Calls & Texting**



# The Patient Journey

Before treatment even begins, Daymark operates as an extension of PCPs and Oncologists to deploy wrap-around services that target unmet needs throughout the cancer care journey.



## Safe at Home

- Any **acute issue** (pain, diarrhea, constipation, vomiting, etc.), patient goes on our “Concerned List”
- Concerned list patients **receive calls daily** (including weekends) until back to baseline.
- “Watch list” begins when back to baseline. Patients receive **two calls over one week** during that time frame.
- Allows us to identify the sickest patients and provide **PROACTIVE symptom management**.
- PCP or oncology teams can call Daymark to identify patients of concern!



# RI Care Team

*Daymark's Oncology-trained team is embedded in the community*



**Angela Taber, MD**  
RI Medical Director



**Caroline Kinney, APRN**  
Nurse Practitioner



**Ali Imholt**  
Outreach Liaison



**Lucy Grumbles, RN**  
Oncology RN



**Ylse Cespedes**  
Health Partner



**Meredith Sherman, APRN**  
Nurse Practitioner



**Alex Rhoads, APRN**  
Nurse Practitioner



**Julie Araujo, RN**  
Oncology RN



**Marissa Gonzalez, RN**  
Oncology RN



**Diane Morolla, LCSW**  
Behavioral Health Care Manager



**Tanya Thomas, MD**  
Consulting Psychiatrist



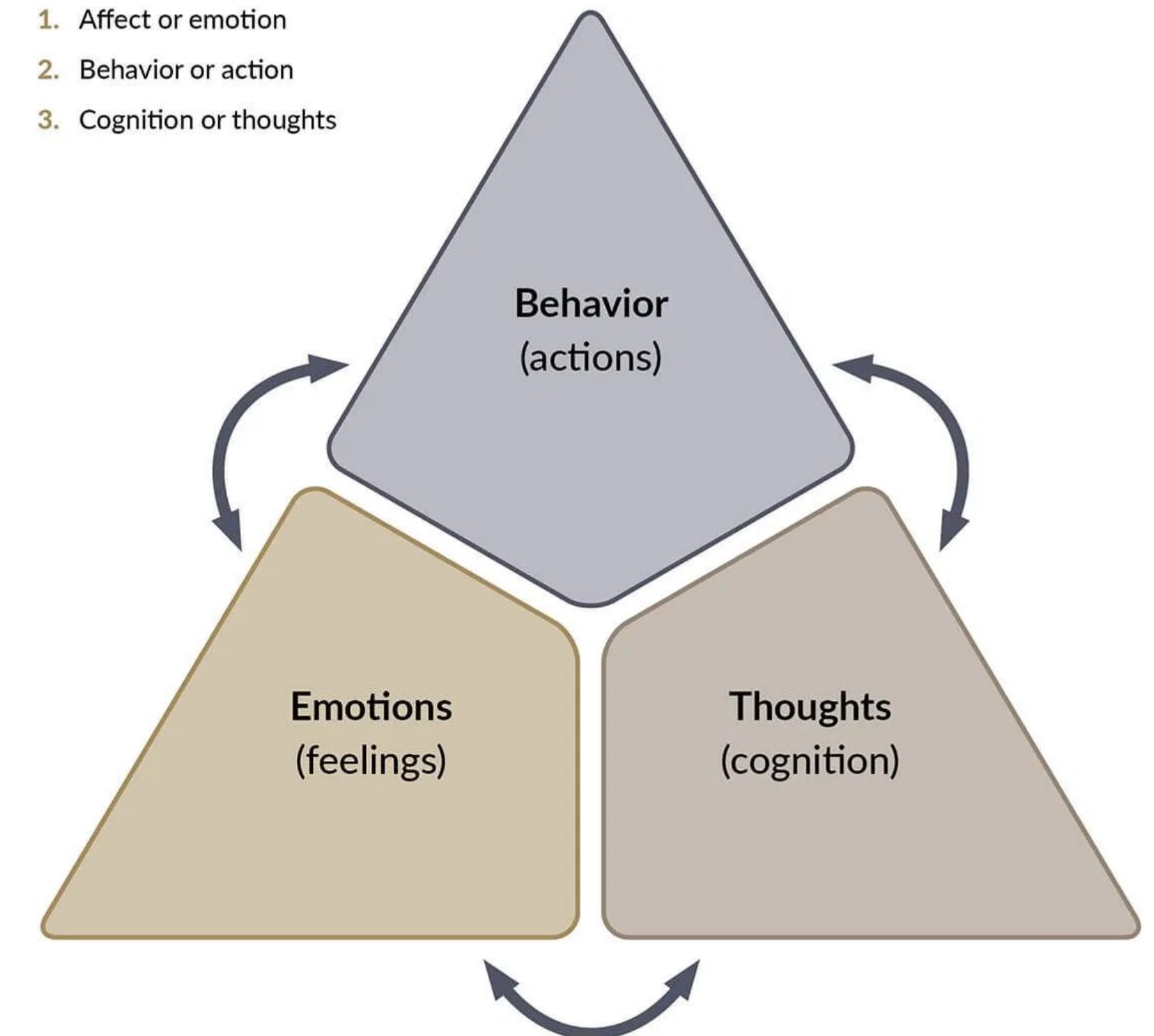
# Cognitive Behavioral Therapy

Cognitive Behavioral Therapy (CBT) for cancer is a structured, goal-oriented talk therapy that helps patients manage the **emotional, physical, and psychological** challenges of a cancer diagnosis. It focuses on changing unhelpful thoughts and behaviors to **improve mood, reduce pain, alleviate fatigue, and manage insomnia.**

## The CBT Triangle

The CBT triangle consists of three interconnected points:

1. Affect or emotion
2. Behavior or action
3. Cognition or thoughts

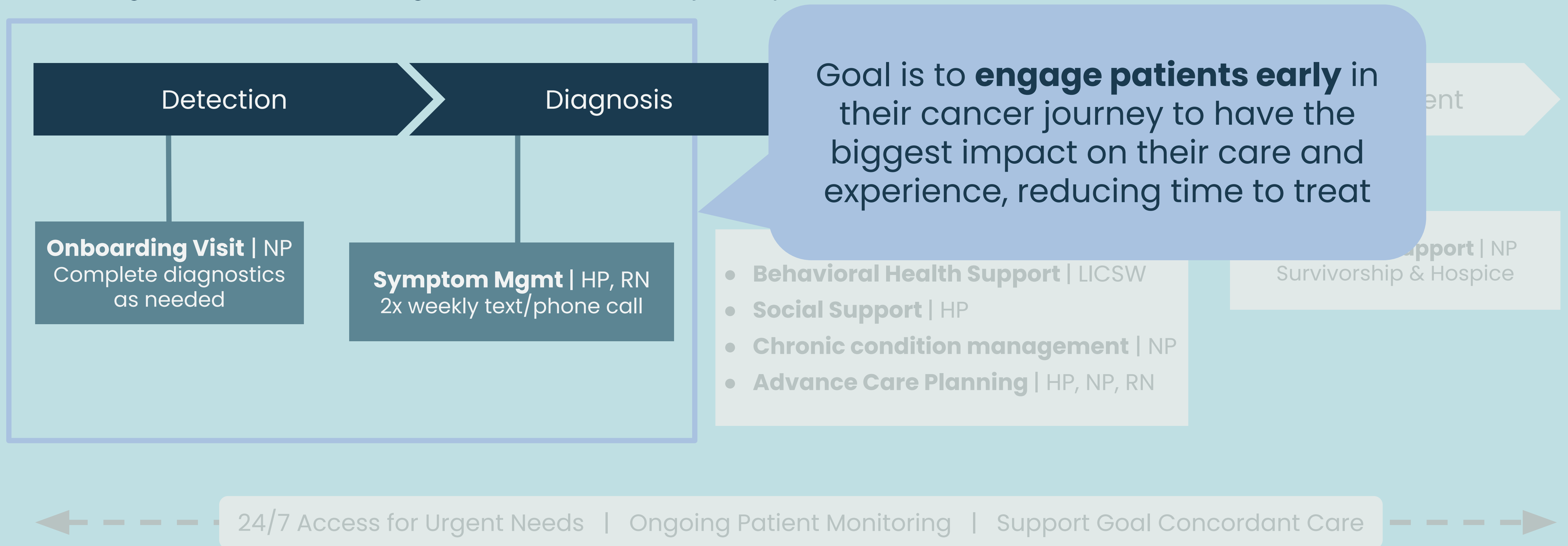


# Daymark Clarity



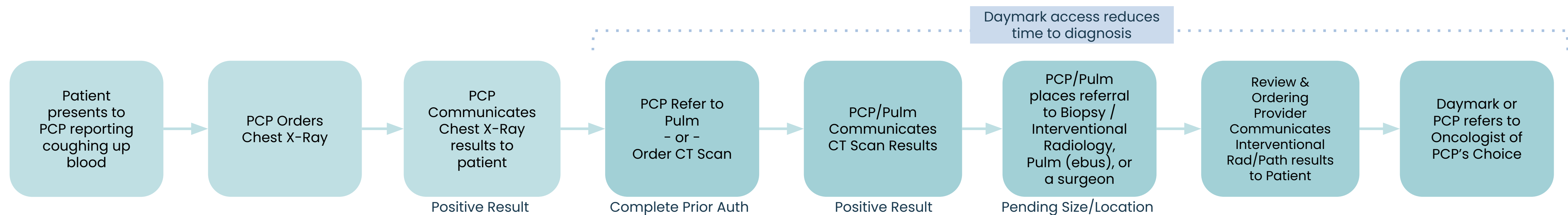
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# Lung Cancer Workup

Friction in the workup and incomplete referrals to oncology can result in delays in care and Patient and PCP dissatisfaction



## Benefits of Daymark-supported Diagnostic Evaluation

- **PCPs:** Relieve prior auth/coordination burden and keep the PCP informed
- **Patients & Families:** Reduce time to treat, decrease anxiety
- **Surgery team:** Seamless access and endorsement of world-class care
- **Oncologists:** Ensure a treatment plan can be set as soon as possible

*“There is **no “one thing” to fix.** Delays in time-to-treatment initiation are a result of multiple, seemingly small process issues that add up to several days’ worth of lost time.”*

Source: [NEJM Catalyst](#)



## Case: Reducing Time to Diagnosis and Care Closer to Home

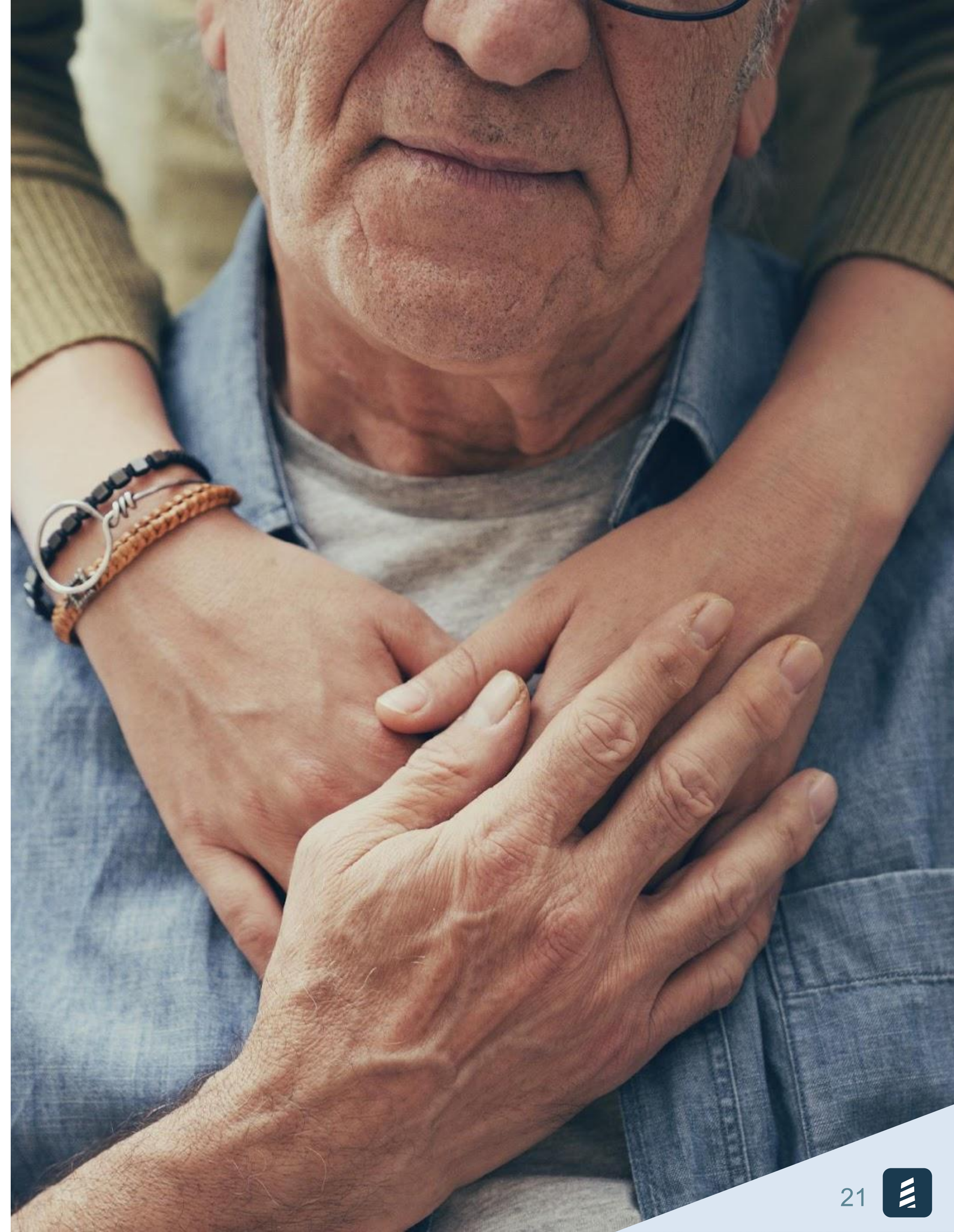
*“Mr. Miller” Mid-70s, BCBSRI Commercial, possible lung cancer*

1. Nephrologist referred patient to Urology after blood in urine identified
2. Urologist **ordered CT scan in May**, which revealed bladder mass
  - a. Scan also showed a possible lesion in the lung.
  - b. Subsequent chest CT confirmed a mass in the left upper lung.
3. PCP secured a pulm **appointment in 3 months later, a significant access and experience risk.**

### PCP Case Managers reached out to Daymark.

1. Daymark contacted patient’s Pulm, who recommended PET, then determined that a referral to Interventional Radiology was more appropriate **preventing delays, and improving access and experience**
2. Daymark team met with patient, submitted prior auth, and scheduled PET scan **during one business day.**

***Scan was completed 7 weeks before original specialist visit, reducing time to diagnosis***

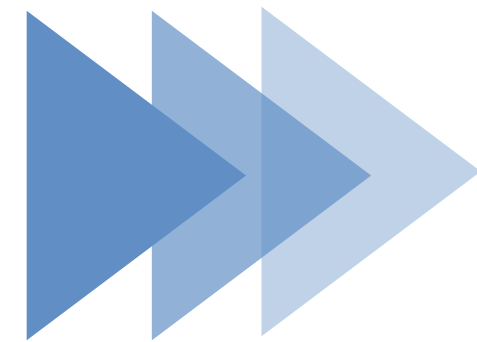


## Case Example: Decreased Acute Care Utilization



**"Mr. Gregory"**

Early-70s, colon cancer,  
Medicare Advantage



**Context:** Admitted to hospital in December with weight loss and pain. Found to have metastatic colon cancer. Discharged home with oncology referral but no scheduled appointment.

**Daymark Outreach:** His PCP referred the patient to us. Wife was very receptive as she was very overwhelmed. Referred 12/26. Seen next business day.

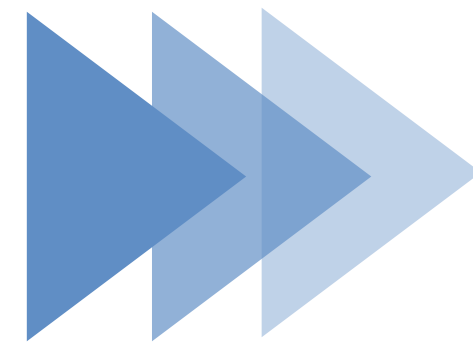
### **Results: Kept him "Safe at Home"**

1. Symptom Management
2. Home IVF
3. Wound care education and resources
4. Caregiver support
5. Expedite oncology appointment
6. Assistance to oncologist: Eyes and Ears in the Home
7. Goals of Care Conversations

*"Our conversation with Meredith was the most meaningful one we have had through this whole process. This whole team is top notch. I am so grateful."*



## Case Example: Reducing Barriers to Care



### “Mrs. Jones”

88 year old, Stage IV oral cancer  
Portuguese-speaking  
D-SNP member

*It was “really valuable to have Daymark’s perspective because she [Daymark NP] was in the home.”*

– Patient’s Oncologist

**Context:** After an initial RI oncology appointment no-show, a Daymark NP and social worker visited this patient at the skilled nursing facility where she was staying to conduct a warm onboarding visit and better understand her needs.

**Actions:** The Daymark team used language line to communicate with patient and her caregiver, both of whom were overwhelmed and deeply grateful for the support. They identified barriers to treatment and put a plan in place for a safe and smooth transition home from the SNF. Daymark coordinated with her RI oncology team to reschedule her visit and pre-arranged reliable transportation to that appointment, which our NP attended at the patient’s request in person for support and advocacy. Daymark’s team also visited with the patient and her caregiver in the home.

### Results:

1. The Daymark team helped to educate the patient and her caregiver on her care and her diagnosis, empowering her and helping her feel heard.
2. The patient and her oncologist decided together to proceed with home hospice, consistent with the patient’s wishes.

In-Home Care

Trusted Relationships

Goal Concordant Care

Seamless Collaboration



# Eligibility



# Identifying Patients

## 1. Insurance:

- a. Plans we accept: **BCBS RI Medicare Advantage, Dual Eligible, and Commercial** (excluding FEP)

## 2. Conditions

- a. Refer Patients with a **suspected cancer diagnosis** → we can help complete the workup
- b. Refer **newly diagnosed** patients - (start treatment on/after March 1, 2025) → we provide supportive services

## Exclusions:

- Patients on dialysis
- Acute leukemia
- Basal and squamous skin cancer (derm)

**Unsure?** Call **401-203-3779** and select option 1 to speak with Enrollment staff



# Referral Criteria & Process

## How to Refer

### 1. Phone Call Referral

- 401-203-3779 and Press 1 at the prompt (ask for Ali)

### 2. Fax Referral

- 855-710-6476

### 3. Email

- [ali.imholt@daymarkhealth.com](mailto:ali.imholt@daymarkhealth.com)



# Thank You

