



SISC Enhanced Cancer Benefit Oncology Center of Excellence FAQs

What is the Oncology Center of Excellence?

Self-Insured Schools of California (SISC) has partnered with Contigo Health™ to offer an Oncology Center of Excellence Program to help covered members navigate their cancer diagnosis and treatment journey.

The Oncology Center of Excellence Program is a specialized health care program that enables members to obtain expert care and support from a National Cancer Institute (NCI) designated Centers of Excellence. Founded in 1913, City of Hope is an NCI designated facility and is currently the facility available to SISC members through the Center of Excellence program. The National Cancer Institute has designated City of Hope as a comprehensive cancer center, an honor reserved for only 50 institutions nationwide. To retain the NCI designation, City of Hope is required to maintain the highest possible standards set by the NCI..

Who can participate with the Oncology Center of Excellence?

Members enrolled in an Anthem or Blue Shield PPO medical plan offered through SISC, excluding those enrolled in a SISC 65+ PPO plan. Per IRS guidelines, this benefit is subject to deductible for HSA members.

What's covered under the Oncology Center of Excellence?

Program elements include;

- An expert in-person or virtual evaluation at a recognized Center of Excellence, by a multidisciplinary cancer-focused clinical team led by an oncology expert specializing in the patient's particular type of cancer.
- Treatment options that may not be available in the member's local community.
- Navigation and advocacy support provided by the Contigo Health™ Case Management team every step of the way.
- 12 month follow up, to assist the member with support or other resources available in the member's local community.

How much will the program cost?

If you are enrolled in a SISC PPO Plan, program services are paid at 100% and your deductible does not apply. If you are enrolled in an HSA plan, your program services are covered at 100% after meeting your deductible per IRS guidelines.

If I travel to an Oncology Center of Excellence, will my travel expenses be covered?

For qualifying members, transportation, lodging, and a daily stipend for meals/expenses for you and a companion will be covered and coordinated through Contigo Health™. Per IRS guidelines, a portion of the travel expenses covered may be treated as taxable income. Please check with your tax accountant about this topic.

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Will I have access to clinical trials?

All patients will be evaluated for clinical trials for which they may be suitable candidates.

City of Hope aggressively pursues ways to help their members right now – not years from now. That focus puts City of Hope among the worldwide leaders in administering clinical trials. City of Hope is currently conducting more than 500 clinical trials, enrolling more than 6,200 members.

Does everyone with a cancer diagnosis need to use the Oncology Centers of Excellence Program?

No, this program is optional and participation is not required. The Oncology Center of Excellence program was created to help eligible members with navigating a diagnosis and treatment

How do eligible members access this benefit?

Members may call Contigo Health™ at (877) 220-3556. The Cancer Patient Advocate Coordinators are available from 6am-6pm Pacific Time, M-F. You can also submit an online intake form by visiting

Do eligible members need a prior authorization form from Blue Shield or Anthem to access this benefit?

No, carrier authorizations are not needed for the Oncology Centers of Excellence Program. However, Contigo Health™ may require you to complete an authorization for treatment form. The content contained herein is for educational and informational purposes only and shall not be construed as tax or medical advice. Nothing contained herein shall be construed as a guarantee of benefits. Please consult your plan documents for complete details on your benefit.