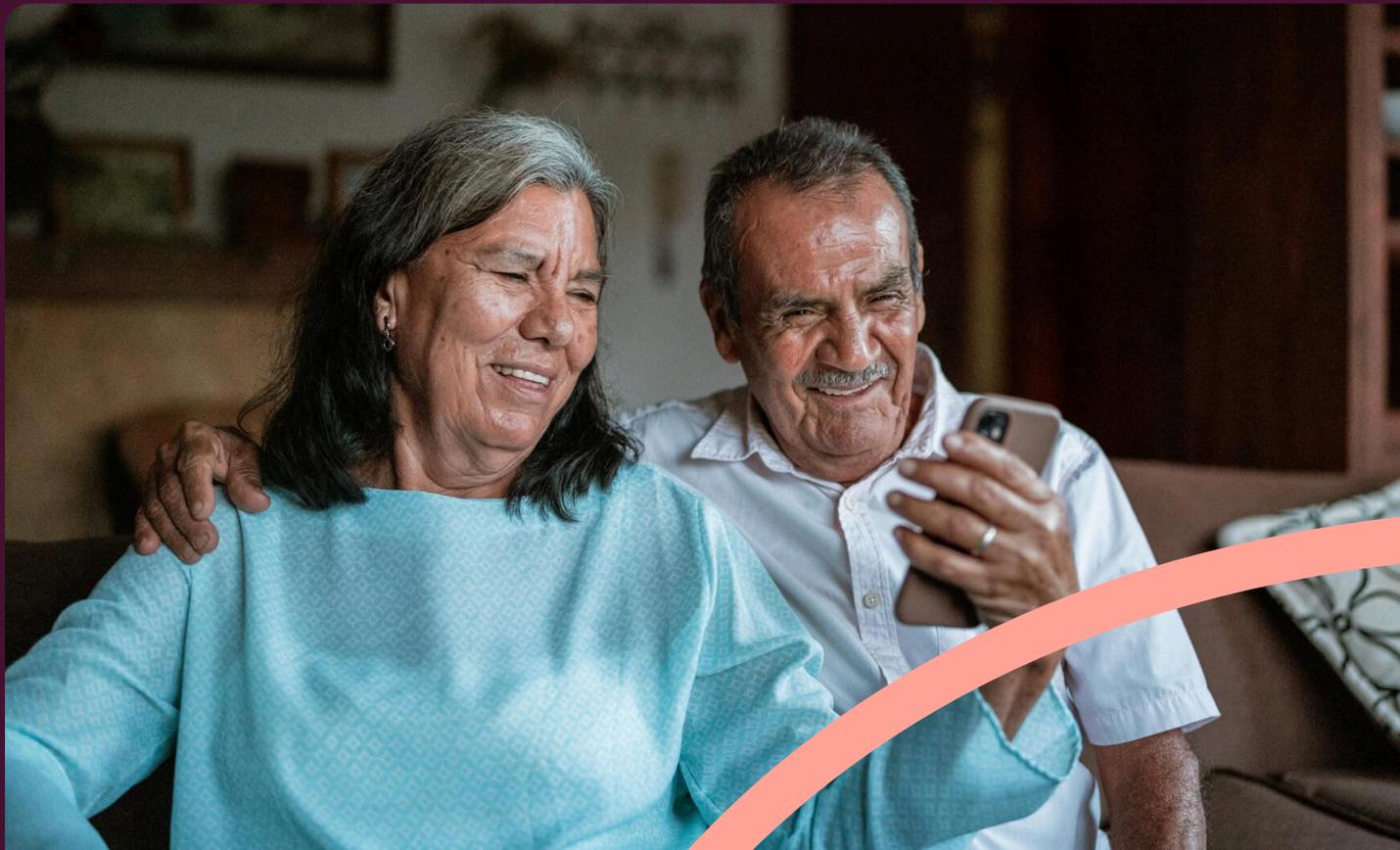


# Transforming the Cancer Care Experience: *Delivering Outcomes and Results that Matter*

Thyme Care's 2024 Impact Report on Improving  
the Cancer Care Journey



# The Cancer Journey *Continues*

Thyme Care's mission has been clear since day one: to help individuals navigate the complexities of their cancer journey with personalized, compassionate, and effective support. Since our launch in 2020, we've grown our oncology-trained Care Team to 180+ team members, expanded our clinical and tech capabilities, broadened our partnerships, increased the number of lives we touch, and deepened our impact at every point on the cancer care continuum.

How do we measure impact? We look at our ability to provide timely access to care, proactively address challenges, and create an experience where every member feels genuinely supported. We only achieve that impact by helping everyone involved in a cancer care journey overcome the many gaps, barriers, and unexpected events along the way.

That's why we track specific metrics that tell us if we're truly making a difference: improved access to care, increased engagement, reduced acute care utilization, and our ability to find practical solutions to the emotional, physical, financial, and social barriers to care that our members face. We see these as leading indicators that show us how we're creating a better cancer care journey for our members, and everyone that supports their care.

None of this progress would be possible without the dedicated people who bring our vision to life. From our Care Team and healthcare experts to our data scientists, product innovators, and

creative problem-solvers – alongside our board members, advisors, and investors – each person plays a vital role in fueling our mission. Together with our health plan and provider partners, we're building a system where every person's cancer journey is fully supported, every barrier is addressed, and every outcome is improved.

What lies ahead energizes me even more than our achievements in 2024. Building on our strong foundation, we see incredible opportunities to reach more patients, enhance support across the care journey, and advance our AI and technology capabilities to make navigation even more seamless. These possibilities will help us create greater value for everyone touched by cancer – from patients and their families to providers and payers – as we work to provide comprehensive support at every stage.

Thank you to everyone who contributed to this important mission. This report is a celebration of our collective impact in the work we are privileged to do as we help people with cancer along every stage of their journey.

With gratitude and optimism,



***Robin Shah***

Chief Executive Officer  
Thyme Care

# Table of Contents

Advancing Shared Goals for Better Cancer Care.....05

Thyme Care’s Unique Approach to Cancer Care Navigation.....07

The Leading Indicators of a Successful Cancer Care Journey.....09

Making Cancer Care Accessible and Responsive.....10

Driving Meaningful Reductions in Acute Care Utilization.....11

Reducing Social Barriers and Honoring Personal Preferences.....12

Improving the Cancer Care Experience for Members.....13

Thyme Care’s Transformative Approach to the Oncology Ecosystem.....14



## A Quick Look at *Thyme Care's 2024 Impact*

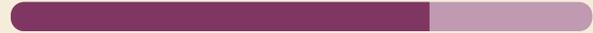
**<1:50**

Oncology-trained nurses have a panel size **less than 1:50**.



**72% of our members**

respond to proactive patient reported outcome surveys (ePROs).



**>60%**

For our flagship Medicare Advantage partnership, **over 60% of members** we connected with enroll in our program.



**40%**

relative risk reduction in ED utilization when members completed ePRO surveys.



**19%**

decrease in inpatient admissions.

**Over 50% of members** we surveyed told us they were experiencing some degree of financial toxicity, and...

**82% of those members** were assisted by our Care Team to address their needs.



**9/10**

members report satisfaction with Thyme Care.

**73%**

of surveyed members felt supported by Thyme Care in ways that helped reduce the need for provider or ER visits.

**88%**

of surveyed members who report feeling more supported since engaging with Thyme Care.

**2025:**

**~230K members** with cancer that have access to Thyme Care.

Thyme Care is at risk for **>50k members** on active cancer treatment.

# Advancing Shared Goals for *Better Cancer Care*

The cancer journey is challenging for individuals and those who support them along the way. It's also a journey that pushes the capacity of our healthcare system to its limits.

Cancer care continues to be one of the top drivers of healthcare costs in the US, due to the rising costs of therapies, particularly cancer drugs, the continued increase in preventable emergency department visits and inpatient hospital admissions, and the resources devoted to aggressive treatment during end-of-life care.

As a result, care expenditures for members with cancer are four times higher<sup>1</sup> than for those without the disease. Traditional cost-reduction strategies, like utilization management, often fall short in oncology care, where treatment delays or administrative hurdles can worsen clinical outcomes, lengthen treatment delays, exacerbate administrative burdens, and make the experience of care more difficult for members and clinicians alike. That's why we focus on proactive oncology navigation to anticipate and address challenges before they escalate.

**When the arrows for costs, outcomes, and experience are all pointing in the wrong direction, it's time for comprehensive change.**

↗ **Rising** utilization and costs !

↗ **Variability** in treatment and outcomes !

↘ **Gaps** in support for patients !

<sup>1</sup> <https://pmc.ncbi.nlm.nih.gov/articles/PMC6778988/>

<sup>2</sup> <https://www.statnews.com/2023/05/23/financial-toxicity-cancer-costs-cost-sharing/>



1 in 3

cancer patients have to turn to friends or family to pay for care.<sup>2</sup>

>40%

of patients spend their entire life savings in the first two years of treatment.<sup>2</sup>

~30%

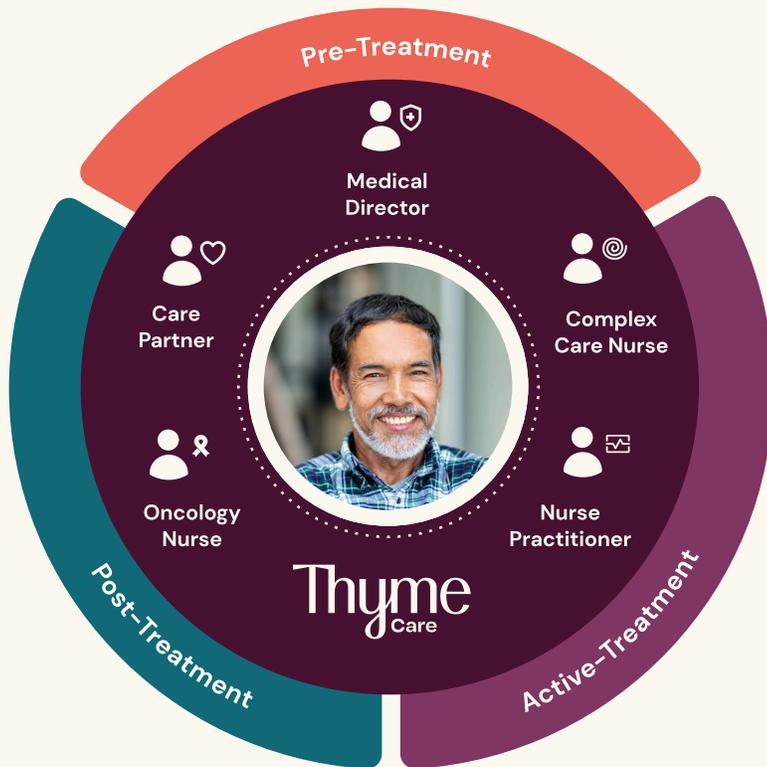
of Americans with a cancer history report having had problems paying their medical bills, having to borrow money, or filing for bankruptcy protection because of their cancer.<sup>2</sup>

### That's why Thyme Care is here.

Together with our health plan and provider partners, we share the goal of achieving better outcomes for individuals living with cancer at lower costs.

We also know the cancer care journey is extraordinarily complex – always challenging physically, emotionally, and financially – and different for every individual.

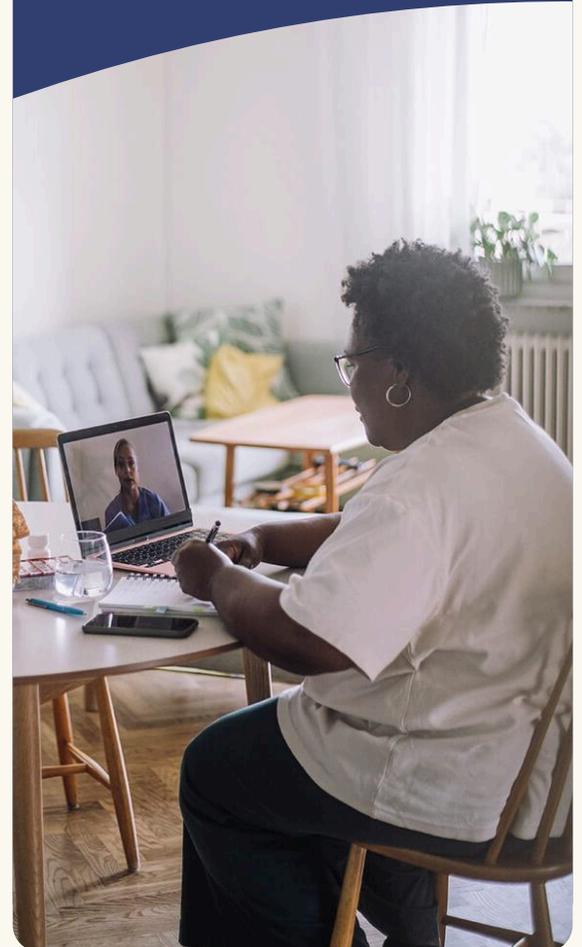
To that end, we've built a unique cancer care navigation solution that offers proactive, personalized, comprehensive support through our purpose-built technology, our oncology-trained Care Team, and our deeply integrated Thyme Care Oncology Partners (TCOP) across the cancer care continuum with support tailored to each individual's clinical and non-clinical needs.



Thyme Care's oncology-trained clinical team members support every phase of an individual's cancer journey.



Navigation programs have been proven to reduce total cost of care for MA patients by nearly 20%.



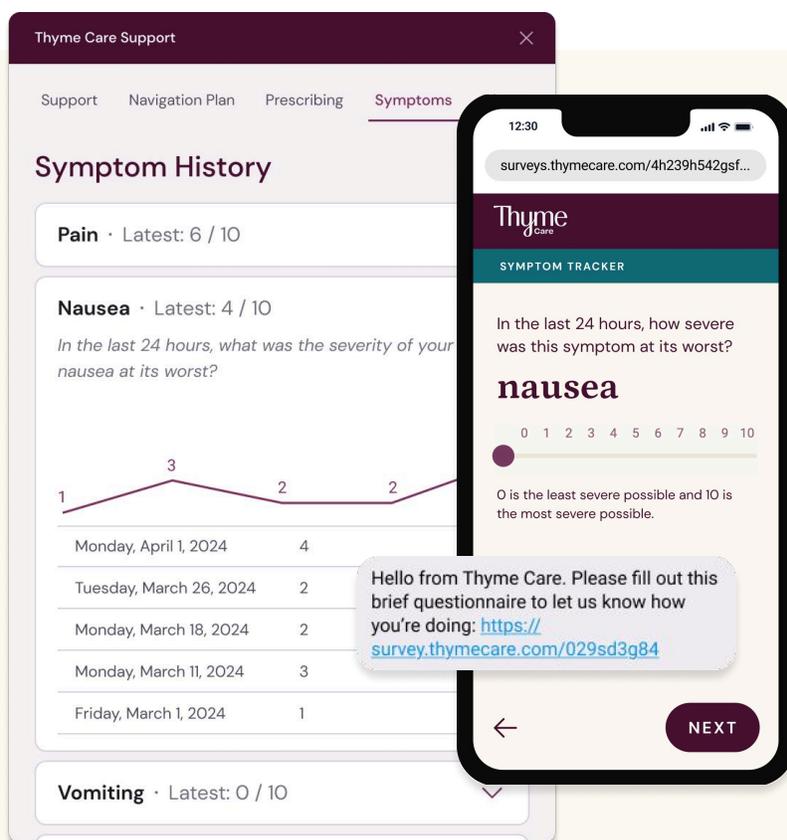
# Thyme Care's Unique Approach to Cancer Care Navigation

A cancer journey is not just a string of clinical visits and treatments. Every individual with cancer faces their own unique challenges and roadblocks with needs that change over time.

Those needs can range from transportation to oncology appointments, money for food or medications, support for emotional setbacks related to depression, loneliness, or anxiety, help dealing with overwhelming symptoms or co-morbidities, or palliative care that takes into account personal goals and values.

**The right support at the right time can make all the difference in the world – to lives, to the overall cost of care, and to limited clinical resources.**

Thyme Care was founded on the belief that we can transform cancer care outcomes and experience by partnering closely with oncologists who can leverage our virtual services and integrated technology platform to bridge gaps and extend support beyond the clinic. Our fully-employed oncology-trained Care Team is empowered with information, best practices, and technology to proactively meet each individual's unique clinical and non-clinical care needs along the way.



Based on acuity, Thyme Care engages at-risk patients asynchronously to **proactively address concerning symptoms** outside of the four walls of the facility.

The result is a proven approach to whole-person, wraparound cancer care that enhances access, quality, and experience while making care delivery more efficient and cost-effective. Thyme Care's personalized, wraparound oncology navigation services help bridge these gaps.

**Here's how we do it:**



**24/7 comprehensive support**

Our oncology-trained Care Team addresses medical, emotional, and logistical needs through continuous engagement, real-time interventions, and seamless care coordination. Comprehensive support involves direct member interaction, efficient communication between stakeholders, and the use of data to anticipate and respond to challenges throughout the care journey.



**Purpose-built, scalable technology**

[Thyme Box](#) delivers an intuitive experience that allows for easy data collection, rapid decision support, and coordinated care. And, members can access on-demand educational resources, track symptoms, and reach out for help via phone, text, or video at any time via [Thyme Care Connect](#), our member-facing digital playform.



**Close provider collaboration**

Thyme Care works directly with a member's oncologist across all settings, sharing real-time oncology analytics and guidance while serving as a practice extension for coordinated, enhanced support, and ensuring continuity of care throughout the cancer journey.



**Proven cost reduction**

With ongoing symptom monitoring and an intelligent care delivery platform, our Care Team anticipates member needs before they arise, deploying proactive support to reduce acute care costs. Plus, partnerships with select oncology groups can unlock additional drug savings.

# *The Leading Indicators of a Successful Cancer Care Journey*

Legacy care models often focus on isolated interventions, leaving gaps in access, coordination, and support that drive up costs and lead to fragmented experiences. At Thyme Care, we take a different approach—one that proactively addresses the full scope of member needs beyond treatment and reduces unnecessary acute care utilization.

The success of a cancer care journey is measured not just by clinical outcomes but by the ability to improve access, lower costs, and enhance the overall experience for patients and providers alike. That's why we track our performance and impact through four key indicators—metrics proven to reduce downstream costs while ensuring members receive the right care, at the right time, in the right setting.



Improved access and engagement



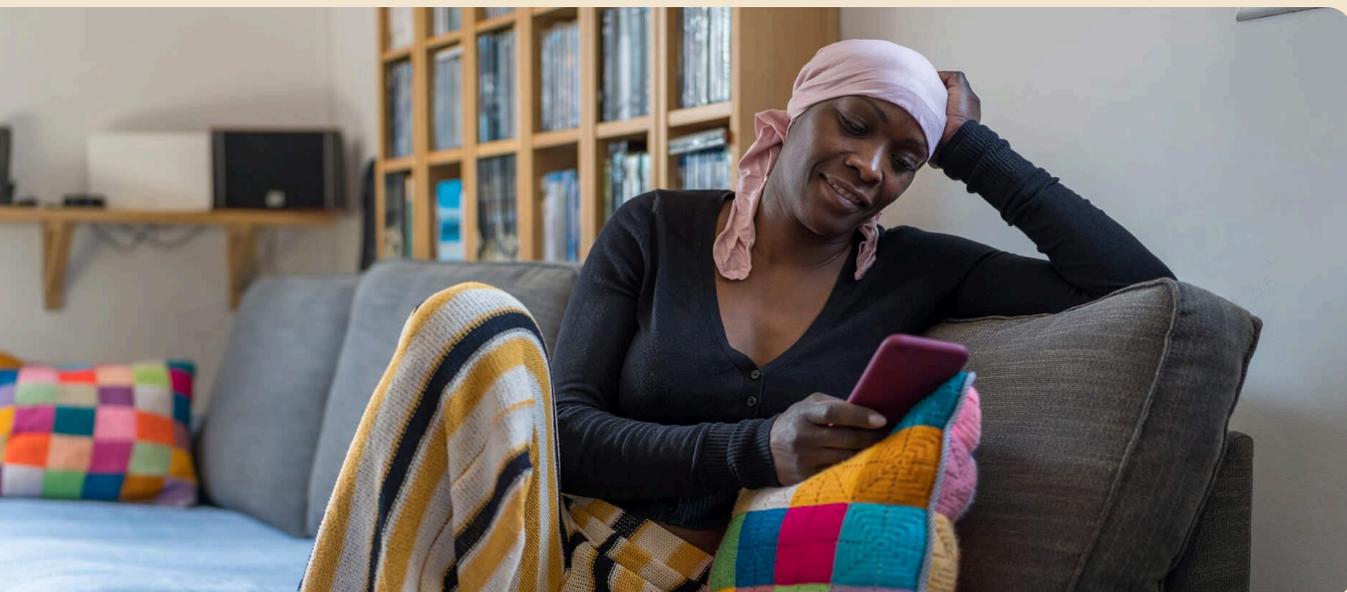
Reduced acute care utilization



Assistance overcoming social barriers to care



Improved care experience



# Making Cancer Care *Accessible and Responsive*

Navigation services alone are not enough if they only focus on scheduling appointments, coordinating referrals, or managing the tests cancer patients undergo. These tasks, while necessary, don't address the broader challenges members face—like symptom burden, emotional distress, or logistical and financial barriers—that can impact their ability to stay engaged in care.

We believe that true access and engagement requires more than logistics. That's why we've built our navigation model around an integrated system of high-touch interactions between members and our oncology-trained Care Team via an omni-channel approach. This model ensures efficient communication across all stakeholders and leverages real-time data collection to anticipate needs, drive timely interventions, and improve overall care coordination.

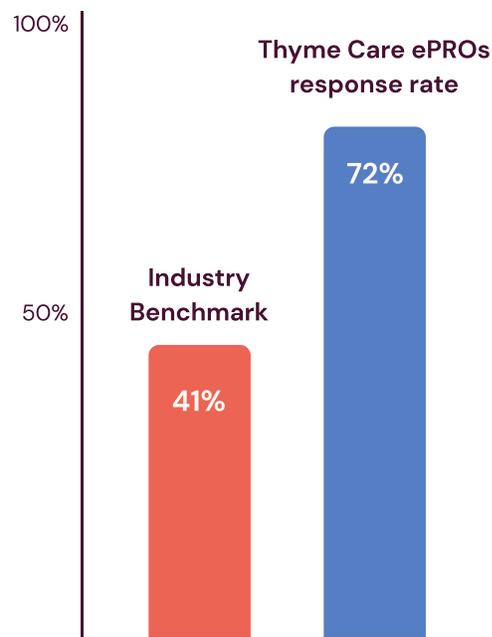
**Thyme Care's comprehensive model is proven to have:**

## High enrollment rates

For our flagship Medicare Advantage partnership, **over 60% of members we connected with enroll in our program**, demonstrating the strong appeal of our personalized healthcare experience. Even more broadly, we successfully enroll nearly half of all eligible members we reach out to.

## High ePRO response rates

**72% of our members respond to proactive patient reported outcome surveys (ePROs)**, compared to an industry benchmark of 41%. This high engagement reflects the trust and connection our members have with their dedicated Care Team.



## *Driving Meaningful Reductions in Acute Care Utilization*

Taking a proactive approach to care management reduces costly and often preventable hospitalizations and emergency room visits, which contribute to rising total cost of care. By combining high-touch Oncology Nurse support with proactive symptom monitoring and coordinated transitions of care, Thyme Care can proactively identify clinical and non-clinical barriers to care—from medication adherence to transportation needs—and intervene early.

**For the most complex patients, our oncology-trained Nurses have a panel size less than 1:50 which allows them to reach out to those patients weekly.**

We routinely and proactively monitor symptoms for those patients through symptom surveys. Responses that indicate side effects trigger support and action from our Care Team 24/7.



That's how we've been able to achieve a **40% relative risk reduction in ED utilization** when members completed ePRO surveys, and a **19% decrease in inpatient admissions**, keeping patients away from the ED and out of the hospital unless clinically necessary.

Through mobile assessments and ePRO surveys, members can easily share their symptoms and proactively surface barriers to care.



And when those members do enter the hospital, **over 95% receive immediate outreach from a transition care nurse following discharge and a post-discharge follow-up visit with their oncologist.**

By completing an inpatient discharge assessment, we help those members **reduce their risk of readmission within 30 days by 20%.**

## Reducing Social Barriers and Honoring Personal Preferences

Social, economic, and personal circumstances – ranging from financial toxicity to lack of ready transportation to depression or loneliness – can create real impediments to care. As a result, members may have difficulty getting to appointments, following their treatment plan, buying food, paying their bills, managing their symptoms, and avoiding acute events that might require hospitalization or worsen their health outlook.

Our ePRO surveys and SDOH screening helps surface emotional and psychosocial support needs proactively. We capture initial barriers when we first engage with members and we continue to surface, identify and mitigate barriers as their care journey progresses. This allows us to connect members to the right resources and services as those needs arise and provide solutions in a timely way.

For members with serious illness, our Care Team ensures that 100% of those recommended for palliative care first have a conversation with a Nurse to explore whether that referral is going to meet their needs from a financial, symptom, and support perspective. We take in preference for where they would like to receive treatment (telemedicine, clinic-based, or in-home), and make every effort to prioritize their first choice in how we are delivering care.



**Over 50%** of members we surveyed told us they were experiencing some degree of financial toxicity.



**82%** of those members were assisted by our Care Team to address their need.

By facilitating advance care planning discussions, we empower members to prioritize quality of life while avoiding unnecessary interventions. We help members clarify their goals, values, and preferences so they can avoid unnecessarily aggressive treatment, manage their symptoms, reduce their suffering, incorporate psychosocial and spiritual care, and enhance their quality of life in the ways that matter most to them.

# Improving the Cancer Care Experience for Members

## How does Thyme Care make a difference?

In the end, our impact is simple. Through our efforts to facilitate a quality cancer care journey, we're not only helping members achieve their best clinical outcomes possible and avoid unnecessary treatments, we're also helping them feel supported and cared for along the way.

We know we've been of service when members report feeling less stressed, worried, overwhelmed and alone during their cancer care journey; when they've been able to access their clinical care and follow their treatment plan without delays or problems; and when they've received timely, proactive support for any symptoms or effects that arise.

**9/10** members report satisfaction with Thyme Care.

**73%** of surveyed members felt supported by Thyme Care in ways that helped reduce the need for provider or ER visits.

**88%** of surveyed members who report feeling more supported since engaging with Thyme Care.



We know we've helped when members feel supported, experience less stress, and receive timely, proactive care.

# Thyme Care's Transformative Approach to the Oncology Ecosystem

A cancer diagnosis changes everything. In an instant, patients and their families are thrust into a complex maze of medical decisions, appointment scheduling, symptom management, and overwhelming emotions—all while trying to maintain their daily lives. This journey demands more than just medical treatment; it requires comprehensive, proactive support and deeply integrated oncology insights uniquely tailored to each person's evolving needs, both clinical and personal.

Thyme Care connects with stakeholders across the cancer care continuum – health plans, providers, and patients – to make the process easier. Our innovative, tech-enabled, human-centered approach helps health plans and risk-bearing entities transform this challenging experience for their members. We ensure each person receives the right level of care and support exactly when they need it, delivered in the most cost-effective way. Our approach recognizes that behind every medical chart is a human story deserving of expert guidance and compassionate care.

**2025:**

**~230K members** with cancer that have access to Thyme Care.

Thyme Care is at risk for **>50k members** on active cancer treatment.

In a healthcare landscape where resources are stretched thin but the stakes couldn't be higher, Thyme Care's dedicated team and leading system of solutions are reshaping cancer care delivery. We're creating a future where no one has to navigate their cancer journey alone, and where expert support is always just a call or click away.



Interested in partnering with us?  
*Connect with our team [here](#).*