

# AON and Thyme Care: Enabling Practices with Patient-Centered Support Beyond the Clinic

## Summary

Oncology is facing an inflection point as the industry continues its push toward value-based care. However, successfully scaling and implementing value-based care programs is time- and resource-intensive and can pose significant challenges for individual practices.

American Oncology Network (AON) equips its network physicians with the tools they need to thrive in value-based care arrangements, enabling physicians to focus on what matters most – providing the highest standard of patient care. Through its partnership with Thyme Care, a leading value-based cancer care enabler, AON practices can receive access to 24/7 virtual patient navigation and comprehensive support beyond the clinic for their Enhancing Oncology Model (EOM) patients, improving care outcomes while reducing costs.

Serving as an extension of AON practices, Thyme Care offers patients a dedicated Care Team to help them navigate the clinical, emotional, psychological and social barriers to care while AON oncologists continue to lead clinical decision-making. Thyme Care's robust analytics capabilities provide continual performance monitoring insights that support practice transformation and data-driven decision-making, enabling success in the EOM.

With a shared drive to empower physicians to deliver high-quality, patient-centered care, AON's partnership with Thyme Care reduces practice administrative burden, enhances the patient experience and furthers the delivery of true value-based care.



**24/7** virtual patient navigation

**Dedicated** Care Team

**Robust** analytics

**Reduces** administrative burden

## THE CHALLENGE: Administrative Burden and Costs

While the shift to value-based cancer care unlocks tremendous benefits for patients, implementing and scaling value-based programs at the individual practice level can be costly and burdensome. Moreover, achieving success in these programs, especially in the current landscape of two-sided risk, demands advanced analytical capabilities, requiring a practice to invest additional resources to ensure their effectiveness.

Most value-based programs, including the Enhancing Oncology Model (EOM), require that participating practices implement navigation services to support patients throughout their care journey, but resourcing such programs requires significant staffing, technology and operational investments, which introduces even more cost and complexity.

## THE SOLUTION: Partnering with Thyme Care to Enable Patient-Centered Support

AON provides its network of practices with access to expertise, centralized services and support to physicians who are now able to focus first and foremost on their patients. AON believes that all patients, no matter their location, deserve access to high-quality cancer care, and AON's integrated and comprehensive care model ensures the optimal patient experience.

A leader in helping oncology practices actualize value-based care, AON was seeking a partner that furthered its mission of empowering physicians to provide high-quality, patient-centered care while reducing administrative burden and costs. Thyme Care is a leading value-based cancer care enabler that collaborates with payers and providers to transform the experience and outcomes for individuals with cancer. Thyme Care provides 24/7 navigation and support to EOM-eligible patients outside the four walls of the cancer clinic, enhancing the care experience while improving outcomes and lowering costs.

Composed of experts with decades of expertise in oncology and healthcare technology, Thyme Care deeply understands cancer patients and the preventable barriers to care that they experience. Thyme Care's oncology-trained virtual Care Team assists EOM-eligible patients throughout their cancer journey and is powered by a robust technology platform that drives better patient engagement and enables data-driven care guidance at scale, helping unlock the promise of value-based care for patients and practices.

"Cancer patients should never have to worry about paying for their treatment or getting a ride to the office, but quite often that's a reality faced by all too many people," said Dr. Brian P. Mulherin, a medical oncologist at Hematology Oncology of Indiana, an AON partner practice. "Having a partner that could address these challenges, without adding another layer of complexity to our practice, was essential. With Thyme Care, we have complete confidence that our patients are always cared for - both in the clinic and elsewhere."



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**Brian P. Mulherin, MD**  
Hematology Oncology of  
Indiana



## AON and Thyme Care: Delivering Better Patient Outcomes Together

Thyme Care empowers AON oncologists with a robust set of resources designed to pave the way for their success in value-based programs such as the Enhancing Oncology Model (EOM).

Thyme Care's Care Team, comprising nurse practitioners, oncology nurses, care partners and enrollment specialists, provides navigation support to AON's EOM-eligible patients, serving as an extension of the practice care team. Support services include proactive symptom management, emotional support, appointment coordination, and reducing barriers to care through financial grants, transportation assistance, behavioral health support and more. Thyme Care's care delivery platform enables its Care Team to drive proactive patient engagement and intelligent care support at scale, and its mobile assessment capabilities allow AON practices to fulfill critical EOM requirements such as ePRO (patient-reported outcomes) collection and HRSN (health-related social needs) screening. Thyme Care has helped AON support over 2,700 patients with programmatic requirements for EOM.

"Thyme Care's oncology-trained Care Team is deeply knowledgeable and empathetic in its approach to navigating patients through their cancer journey," said Dr. Christopher Chay, medical oncologist at

Messino Cancer Centers, an AON partner practice. “Our patients love interacting with their team and feel supported, seen and heard. As a result of our partnership, we are delivering better patient outcomes and a more seamless experience during the course of treatment.”

Leveraging AON data, Thyme Care’s robust analytics engine proactively identifies savings opportunities most likely to drive success in the EOM and partners with AON providers to thoughtfully deploy interventions that improve outcomes and reduce the total cost of care. This includes enabling clinically validated, high-value pharmacy interventions and flagging and monitoring high-risk patients to minimize unnecessary hospitalizations. Thyme Care also works closely with AON to analyze their expected EOM performance, building automated solutions for data capture and reporting that reduce manual lift, minimize operational overhead and drive revenue.

“Taking on new risk arrangements to succeed in CMS’s Enhancing Oncology Model meant we needed a way to operationalize value-based care,” said Lesia Landers, Senior Regional Director of Operations at American Oncology Network. “We needed a partner with deep oncology expertise and technical capabilities designed to integrate with our clinics seamlessly. The partnership with Thyme Care and its 24/7 oncology-trained Care Team and robust analytic capabilities gave us the confidence and support we needed to thrive in this new model, without the administrative overhead.”



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**Lesia Landers**  
Senior Regional Director  
of Operations, American  
Oncology Network



### Patient Spotlight:

#### Thyme Care's support reduces out-of-pocket costs for John



##### Problem:

John, a 72-year-old male with diffuse large B-cell lymphoma and diabetes, was concerned that his blood glucose test strips were not covered by Medicare. While on cancer treatment, John requires more frequent monitoring of his blood glucose, which would significantly increase his out-of-pocket expenses.



##### Intervention:

After hearing John's concerns, a Thyme Care Care Partner immediately reached out to John's pharmacy and discovered that while his Part B coverage would in fact provide the glucose strips at no cost, his primary care physician (PCP) was required to submit certain forms in order for the prescription to be processed, which had not happened.



##### Outcome:

Thyme Care acted promptly, following up with John's PCP office and ensuring the successful completion and submission of the necessary forms to the pharmacy. John's out-of-pocket costs were greatly reduced, providing him with much-needed financial relief.

### Patient Spotlight:

#### Thyme Care's proactive symptom ID prevented Maria from needing a hospital visit



##### Problem:

Maria, a 75-year-old female diagnosed with lymphoma, recently underwent chemotherapy. During a check-in as part of a proactive symptom monitoring program with her Thyme Care Care Partner a few days later, she reported feeling extremely unwell, displaying symptoms of weakness, nausea, vomiting and overall discomfort.



##### Intervention:

Maria was escalated to a Thyme Care nurse, who identified that Maria was not adhering to her medication regimen. The nurse conducted medication education and established a proper medication schedule with Maria. On follow-up, Maria indicated remarkable improvement; she even felt well enough to go out to eat.



##### Outcome:

Maria expressed deep gratitude for Thyme Care's assistance, which significantly improved her symptoms and even allowed her to enjoy a meal out, bringing her great happiness. Thyme Care's support played a crucial role in averting the need for Maria to visit the hospital to address her side effects.

## About AON

American Oncology Network (AON) (Nasdaq: AONC) is an alliance of physicians and seasoned healthcare leaders partnering to ensure the long-term success and viability of community oncology and other specialties. Founded in 2018, AON's rapidly expanding network represents more than 220 providers practicing across 20 states. AON pioneers innovative healthcare solutions through its physician-led model, fostering value-based care that improves patient outcomes while reducing costs and expanding access to quality care. AON equips its network physicians with the tools they need to thrive independently while providing comprehensive support, integrated revenue-diversifying ancillary services, and practice management expertise, enabling physicians to focus on what matters most – providing the highest standard of care for every patient. AON is committed to promoting health equity by addressing disparities in cancer care and ensuring that all patients have access to the care they need to achieve optimal health outcomes. With a focus on innovation and collaboration, AON is shaping the future of community oncology. Learn more at [AONcology.com](https://aoncology.com).



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## About Thyme Care

Thyme Care is the leading value-based cancer care partner, collaborating with payers and providers to transform the experience and outcomes for individuals with cancer. The company partners with health plans, employers and risk-bearing providers to assume accountability for enhanced care quality, improved health outcomes, and reduced total cost of care. Thyme Care's approach combines a technology-enabled Care Team and seamless integration with providers, creating a hybrid collaborative care delivery model that guides and supports the entire patient journey. Thyme Care empowers over 300 oncologists nationwide through purpose-built tech, advanced data analytics, and virtual patient engagement, driving better care and outcomes in value-based arrangements. Thyme Care is a founding member of CancerX, and is backed by leading investors. To learn more about how Thyme Care is enabling the shift to value-based care in oncology, visit [www.thymecare.com](https://www.thymecare.com).

