

MSK Direct

Case Study

How Corning Incorporated increased access to quality cancer care for their employees

Partner

Corning Incorporated is one of the world's leading innovators in materials science. For 170 years, Corning has applied its unparalleled expertise in glass science, ceramic science, and optical physics to develop products and processes that have transformed industries and enhanced people's lives. Corning is a global employer with over 60,000 employees worldwide.

Challenge

Like most large employers, cancer is Corning's largest healthcare expenditure with a major portion of their spend being attributed to breast cancer services. Due to this significant expense, Corning wanted to ensure their employees had access to the best cancer care services at facilities with proven outcomes.

Solution

Corning took a [three-pronged approach](#) to reduce barriers employees face when accessing care. Because Memorial Sloan Kettering Cancer Center (MSK) has a consistent record of providing care with superior outcomes, [Corning decided to make it easier for their employees to seek care at MSK.](#)



Memorial Sloan Kettering
Cancer Center

CORNING

Solution: The Three-Pronged Approach

1. Introduced a National Cancer Benefits Solution

In 2016, Corning introduced MSK Direct, MSK's national cancer benefit solution, to provide their employees and their families seamless, timely access to appointments with MSK subspecialty physicians.

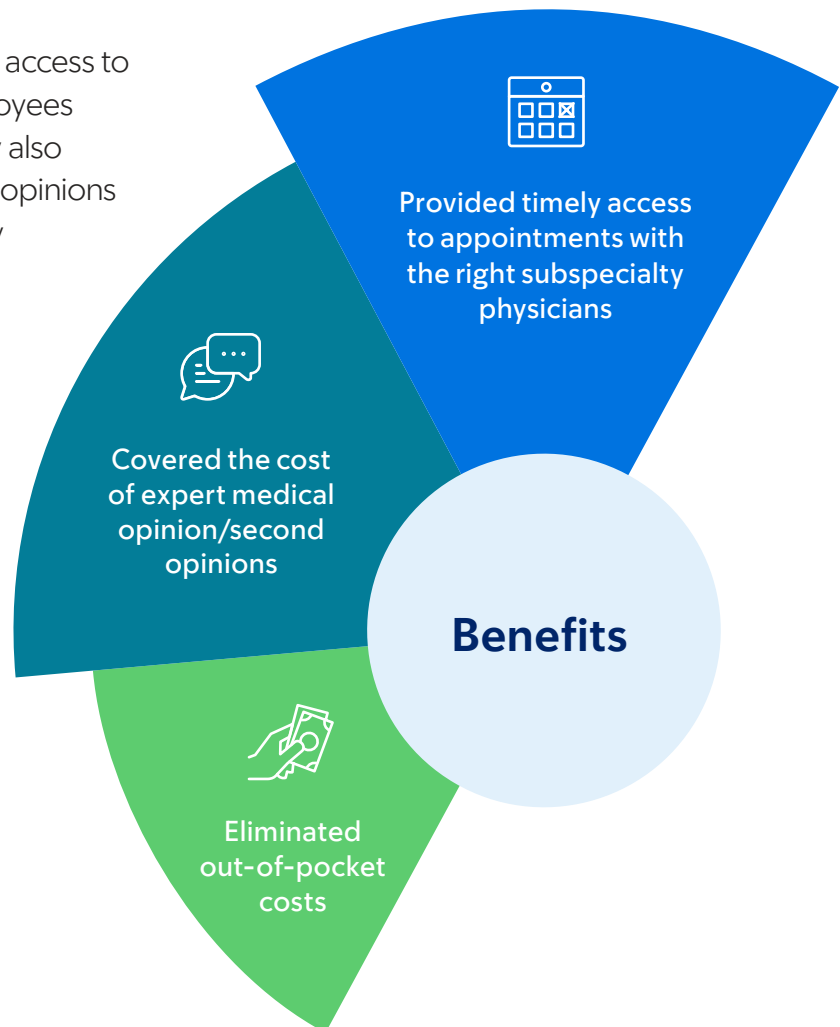
2. Developed and Implemented a Preferred Provider Program

In 2020, Corning developed a Preferred Provider Partner Program with MSK to further reduce barriers to accessing high-quality cancer care. This program:

- removed the cost of any cancer treatment and services provided by MSK for both Corning employees and eligible dependents.
- enhanced their travel benefits to fully cover costs associated with travel and lodging when obtaining care at MSK.

3. Virtual Oncology Services

Finally, Corning did not want to limit access to MSK's expertise to only those employees located near an MSK facility, so they also decided to provide expert medical opinions and virtual oncology services to any employee and eligible dependent regardless of where they live. These remote services are covered 100% by the plan.





EXPANDED
access to world-
class quality
cancer care



IMPROVED
employee
satisfaction



INCREASED
engagement

Results

As a result of Corning's three-pronged strategy, they have seen strong engagement of employees utilizing this benefit. Out of the expected number of new cancer cases for 2021, nearly **50% of those employees or their loved ones facing cancer sought care with MSK**. By removing barriers to accessing world-class cancer care, they ensured their employees are getting consistent, quality care. Corning families have reported positive experiences, finding the care at MSK to be the “perfect blend of professional and empathetic” as well as “life-changing.”

Business Group on Health. 2023 Large Employers' Health Care Strategy and Plan Design Survey. August 2022.

Available at: <https://www.businessgrouphealth.org/resources/2023-large-employers-health-care-strategy-survey-intro>

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MSK Direct is a national cancer benefits solution providing more than 6 million members with equitable and personalized access to the lifesaving discoveries and subspecialized expertise of Memorial Sloan Kettering Cancer Center. With virtual and in-person services that span screening and prevention, diagnosis, treatment, and life beyond cancer, MSK Direct measurably improves health outcomes and drives value through every person's unique journey of cancer.



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