



# American Cancer Society and Extended Stay America Partnership



## Reference Document for the Patient Referral Process

The American Cancer Society and Extended Stay America are partnering to connect eligible cancer patients with free and reduced-rate lodging opportunities in select markets.

Simply refer patients with cancer to the American Cancer Society as you would for any lodging program.

- ❖ Have the patient or caregiver call and speak to one of our Cancer Support Specialists at our National Cancer Information Center at 1.800.227.2345
- ❖ The American Cancer Society offers several lodging solutions for patients traveling 40 miles or more for treatment-related appointments. At your discretion, please utilize the American Cancer Society resources based on what may be available in your area.

**Hope Lodge:** Please refer to Hope Lodge whenever possible, if the Hope Lodge is not able to accommodate your patient, please move to the next options

**Extended Stay America:** Please contact NCIC for eligibility assessment of the free and/or reduced cost stays.

**Patient Lodging Grants Program:** If your health system was awarded a patient lodging grant, please utilize these funds as available and appropriate following a Hope Lodge assessment.

- ❖ If the Extended Stay America partnership is chosen to be utilized the ACS team members (Cancer Support Specialists) at our National Cancer Information Center will assess patient eligibility and provide them with a unique link to a special Extended Stay America website.
- ❖ The Cancer Support Specialist will make sure patients understand how to navigate the ESA website and have all the instructions needed to successfully book their hotel accommodations.
- ❖ There are two types of unique links available to patients:
  - The first set of links will allow a patient to secure up to five consecutive nights of free lodging at any ESA location nationwide. Each patient can receive up to 8 free links, which is a total of 40 nights of lodging, per diagnosis or recurrence.
  - The second unique link will provide a 45% discount for any lodging reservation made nationwide through ESA. There is no limit to the number of 45% off links an eligible patient can receive.
- ❖ Patients can visit [www.extendedstayamerica.com](http://www.extendedstayamerica.com) or contact the hotel directly to cancel or modify their reservations. Cancellations must be made at least 24 hours before the check-in time.
- ❖ For customer service-related feedback concerning Extended Stay America locations, please contact 1.877.651.2124.