Title: Utilization of a digitalized health insurance navigation program for survivors: a report from the Childhood Cancer Survivor Study

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Abstract: up to 2300 characters including spaces

Purpose of the study: The purpose of this study is to assess the digital literacy and utilization of a health insurance navigation program, in synchronous (live sessions) and asynchronous (video sessions) modalities, to assist long-term cancer survivors to better understand and utilize their health insurance.

Methods: We created a five-session health insurance navigation program (Health Insurance Navigation Tools; HINT) for long-term childhood cancer survivors who are insured. We report on baseline enrollment, digital literacy, and utilization of synchronous and asynchronous program modalities.

Results: From 5/23-9/25, 1830 CCSS survivors were invited to participate, and 573 were contacted and confirmed eligible (31.3%; 573/1830). 529 of eligibles were randomized (92.3%; 529/573): health insurance booklet only (n=58), asynchronous (n=234), and synchronous (n=237). Of the 529 survivors included in this analysis, 10 withdrew post-randomization. Of the 519 participants (60.7% female, Mean age=45.5 years (SD=9.4), 80.7% White, 8.2 years of age at diagnosis), 85.9% endorsed their ability to use applications/programs on a cell phone, computer, or another electronic device on their own. Utilization of the initial session was higher in the asynchronous group, with 90.8% opening the session compared to 67.2% completing the first session in the synchronous group. Follow-up session utilization varied by treatment group (synchronous and asynchronous groups respectively): Session 2 (64.2%, 84.2%), Session 3 (60.3%, 77.2%), Session 4 (59.9%, 69.8%), and Session 5 (58.6%, 65.9%). Utilization of the health insurance booklet was 77.6% for booklets only, 73.7% for synchronous, and 90.8% for asynchronous.

Conclusions: Overall digital literacy was high. Asynchronous delivery reflected higher rates of engagement, likely due to the inherent flexibility of video access. High utilization of a virtual health insurance booklet was observed for all participants. These findings support the feasibility of digital health insurance navigation interventions to improve health insurance literacy among long-term childhood cancer survivors.

List 2-3 Key words.