



# Frequently Asked Questions (FAQ)

We believe everyone affected by cancer, and their loved ones, should receive the empathetic support they deserve. Jasper is here to support you with one-on-one coaching, personalized guidance, recommendations, and help you stay organized. We help you manage your cancer care, all in one digital application.

Here are answers to common questions about Jasper, offered as a benefit, at no-cost to you, by your employer.

## ? What is Jasper?

**Answer:** Jasper is a cancer care companion, available online or via mobile app. Get your own dedicated Care Coach for ongoing support, and simplify your care with our smart planning and personalized content. Jasper keeps your appointments, medications, and to-dos organized all in one place, and we'll send you reminders, too.

## ? How do I access Jasper?

**Answer:** Jasper is available on your computer, tablet or smartphone. Access Jasper on a web browser or through the Jasper app, available on the Apple Store and Google Play.

## ? Can you tell me more about Jasper Care Coaches?

**Answer:** Once you sign up for Jasper, you can immediately connect with a Care Coach, who is available 24/7. You will be matched with a dedicated Care Coach to support\* your unique needs.

\*Care Coaches do not provide any advice on treatment decisions nor provide or supplement clinical care from their current healthcare professional team.

## ? What are some examples of things that my Care Coach can help me with?

**Answer:** Care Coaches provide support on topics around mental health, nutrition and meal planning, financial toxicity, available resources, and more.

## ? Is there a limit to how much I can talk with a Care Coach?

**Answer:** There is no limit on how often you talk or connect with your Care Coach. You and your Care Coach will set up a schedule that will accommodate your needs.

## ? What methods can I communicate with a Care Coach?

**Answer:** Care Coaches are available via chat in the Jasper application, phone call, or video.

## ? Can a caregiver use Jasper?

**Answer:** Yes! Jasper is designed to support both patients and their caregivers. Caregivers can sign up on behalf of the patient, and use Jasper to keep your care organized, as well as receive 1:1 coaching and support specific to the caregiver and their role.

## ? Is there any additional cost to me?

**Answer:** Nope! Jasper is offered as a benefit on behalf of your employer and is available to you at no additional cost.