

24/7 Cancer Helpline

We are here to help



The American Cancer Society National Cancer Information Center (NCIC) provides compassionate assistance and support for anyone with questions about cancer. Since January 1997, we have been there every step of the way for millions of people.

Our trained specialists are available 24/7 to help people who have just been diagnosed, are currently undergoing treatment, or are caring for someone else with cancer. They can provide the latest information, assist with health insurance questions, or help find transportation to treatment and lodging when treatment is far from home.

Our caring specialists are available via phone, video calls, and online live chat. Services through our toll-free cancer helpline are available in English, Spanish, and more than 200 other languages via a translation service. We can also provide information about American Cancer Society fundraising events and other opportunities to engage with us.

2022 Key Statistics

315,000	Approximate number of contacts (all areas)
210,000	Cancer information and cancer support contacts
100,000	Enterprise customer support contacts (income, volunteer, and event)
4,000	Health insurance and nurse support contacts

Genentech is a proud supporter of the American Cancer Society.



[cancer.org](https://www.cancer.org) | 1.800.227.2345

Key Services

Cancer Information

We empower patients and their caregivers to make informed decisions, communicate effectively with their treatment team, and cope with issues that arise throughout their cancer journey.

Patient Resource Support

Our specialists are trained to listen to patients, guide them along their journey, and connect them to the resources they need, including rides to treatment and lodging if they need to travel far from home for treatment. We also connect patients to resources from other organizations, to help them and their loved ones throughout their cancer experience.

Oncology Nurse Support

Oncology and pediatric oncology nurses support our caring, trained specialists by assisting with more medically complex questions that help empower cancer patients and their caregivers by providing them with health information for potentially better patient outcomes.

Health Insurance Assistance

We assist patients with questions about their options and rights if they're in danger of losing their insurance or have already lost their coverage. We also share patient stories with our nonprofit, nonpartisan advocacy affiliate, the American Cancer Society Cancer Action NetworkSM, to help improve advocacy efforts.

Donation, Event, and Volunteer Support

Specialists are ready to help those who wish to make a donation in memory or honor of a loved one. We can also answer questions about planned giving and a variety of other American Cancer Society initiatives. We can also provide technical support for event website and program needs, including site navigation, troubleshooting, issue resolution, and education.



She made a major impact on my life tonight. I went from crying and panic...to I'm OK."

NCIC caller

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