

# Best Doctors: Summary Plan Document (SPD) Information

## Program Overview

Best Doctors offers expert medical advice when you or your family members are facing an important medical decision. Best Doctors is available to help with anything from a simple out-patient surgery decision to more serious issues like cancer, heart conditions and more. We use physicians who are recognized national experts, nominated by their peers, to help you review any medical diagnosis and better understand your treatment options.

Best Doctors is a voluntary and confidential service provided at absolutely no cost to you.

## Best Doctors offers the following services:

### **In-Depth Medical Review (InterConsultation®)**

If you have a complicated medical condition, are questioning a diagnosis, or are unsure of your treatment options, this service can help you get the answers you need to make an informed medical decision. A dedicated Best Doctors Member Advocate will have an in-depth conversation with you about your medical condition, including obtaining a full health history of you and your family. After the discussion, following your written authorization, Best Doctors will gather all of your medical records concerning your present condition and diagnosis.

When the records are received, the Best Doctors clinical team conducts a comprehensive analysis of your clinical information. They select the appropriate expert(s) for your medical condition to evaluate your case. Once the Best Doctors expert has completed the in-depth medical case review, you will receive a report with the expert's findings and recommendations. Your Member Advocate will speak with you about the report's findings and then, provided that you authorize it, Best Doctors can also deliver the report to your treating physician. Throughout the process, your Member Advocate is available to answer your questions.

### **Ask the Expert™**

For basic questions about your health condition and treatment plan options, Ask the Expert provides you with the answers. A dedicated member of the Best Doctors clinical team will discuss any necessary medical information with you and work with you to determine the questions you want answered. Your questions and unique medical information will be sent to an expert physician for review. In about seven business days you'll receive a personalized report with the expert's answers, along with recommendation for treatment options.

### **Find a Best Doctor™**

With this service, Best Doctors seeks to match you with one or more doctors who meet *your* specific needs and who have been chosen as the best in their field by other leading physicians. Best Doctors takes into account your age, medical history and health condition, and then searches their proprietary network of more than 53,000 Best Doctors expert physicians in more than 450 specialties and subspecialties.

### **Critical Care Support**

Best Doctors can help ensure that you have the right diagnosis and treatment when it matters the most – after an acute or catastrophic medical event. Our renowned medical experts can provide early intervention for some of the most serious cases, significantly improving outcomes while reducing unnecessary expenses.

### **Treatment Decision Support (TDS)**

This service provides you with additional support that can help you understand all medical options when you're considering surgery or another medical procedure. This service helps you make the treatment decision that's right for you. It includes:

- Telephonic health coaching from a registered nurse
- Online interactive decision aides that explain multiple treatment options and consider lifestyle preferences
- Information about all the treatment options available to you
- Help making the right medical decision

Although the Best Doctors program is provided at no additional cost to you, please be aware that any additional tests or services you elect to undertake as a result of information contained in your Best Doctors Expert Report will be paid according to the provisions of your selected health insurance plan. If you have a concern regarding the cost of any additional test or service, it is recommended that you check with your provider before proceeding.

### **Confidentiality**

Best Doctors will NOT share your medical records, medical information or the contents of your Best Doctors report with anyone at your employer or your health plan unless you specifically authorize such disclosure.

In addition, Best Doctors complies with all relevant state, national, and international laws and regulations including the U.S. Health Insurance Portability and Accountability Act (HIPAA) of 1996. You can find their Privacy Policy at <http://www.bestdoctors.com/us/Privacy-Policy.aspx>. Unless required by law, your specific name and medical information will NOT be shared with anyone without your written consent. Only de-identified and aggregate information will be used for program evaluation and improvement purposes.

### **Contact Information**

To get started, call Best Doctors at **1-866-904-0910** or visit [members.bestdoctors.com](http://members.bestdoctors.com)

### **Exclusions and Eligibility**

All benefits-eligible employees and their covered family members may take advantage of the Best Doctors program. Please note that certain types of cases cannot be reviewed by Best Doctors. For instance, cases of mental health disorders that do not have physical ailments are not serviced by Best Doctors as there is insufficient data contained within the records to perform an informed analysis, and in-person evaluations are more appropriate. If you are unsure if your case can be reviewed by Best Doctors, please call **1-866-904-0910**.