

Second Opinion Program

A feature of our Health Advocacy Service



HealthAdvocate Solutions™





Second Opinion Program

Life-changing decisions
require special support.

Personalized approach helps find world-class medical experts

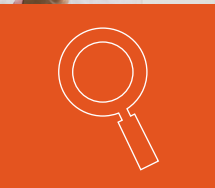
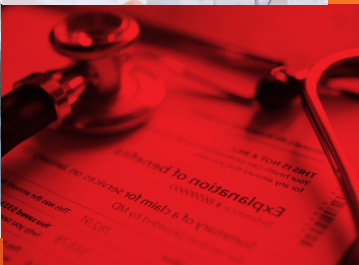
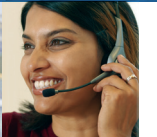
For many individuals with a serious medical condition, getting peace of mind knowing they have a correct diagnosis, and that their doctors are experts in the latest treatment advances, is more important than ever.

Health Advocate's Second Opinion Program does just that and more. A key feature of our Health Advocacy service, the program is highly personalized, uniquely comprehensive and led by a superior team of physicians and nurses.

During the confusing time following a serious diagnosis, we offer a solid understanding, vast clinical experience and broad-based authority to help employees get the very best consultation for the very best care.

HealthAdvocate SolutionsSM





Leave the research and paperwork to us

Our Second Opinion Program goes above and beyond simply sending out charts for physician review and conducting cursory research.

Our personalized approach serves your employees in the following ways:

Superior clinical team

Led by our medical directors, our clinical team has extensive experience working at leading institutions and addressing complicated medical issues. Employees can be assured that Health Advocate can locate and evaluate “best in class” medical centers and physicians to address their condition.

Locate best-in-class providers

Our team conducts extensive research to identify the most advanced approaches to care, consults various assessment databases, and networks directly with renowned medical experts to locate appropriate care options.

Provide customized support

We carefully assess the employee’s needs and preferences, and can arrange a chart review or face-to-face consultation with a specialized provider anywhere in the U.S.

Protect health information

We obtain a signed, HIPAA-compliant release allowing Health Advocate to interface with the employee’s health plan, administrator, physicians and other care providers on their behalf.

Speak directly to the consulting physician

Direct communication ensures that we fully understand the employee’s needs.

Identify in-network options

We search network lists for qualified providers that meet the employee’s needs, and verify all information such as participating status, board certification and experience.

Support during selection process

We inform employees and their family members about the doctor’s approach to care, training, experience, licensing, available appointments, network utilization and anticipated costs. We do not recommend where they go for care.

Facilitate the visit

We can help schedule the earliest appointments, arrange for transfer of medical records and transportation, discuss any pre-visit testing and lab work, facilitate any needed referrals, and interact with the employee’s providers and health plan.

Continuing support

Our Personal Health Advocates can provide general health information about the condition and treatment options. They are also available for follow-up needs.

Electronic Second Opinions from Cleveland Clinic

An optional enhancement to our standard Second Opinion Program, Health Advocate can facilitate employees with complex or life-threatening diagnoses access to the world-renowned Cleveland Clinic for expert, electronic second opinions through their MyConsult® program. A Cleveland Clinic physician specialist will perform a thorough review, and send a comprehensive second opinion report within 10-14 business days of receiving all necessary medical records—sometimes sooner in emergency situations. Second opinions are available for over 1,200 medical and surgical conditions in nearly every specialty.

Our clinical team provides the same level of personalized attention to coordinate the MyConsult process, at no additional cost. Employers who choose to cover the program for their employees simply pay Cleveland Clinic’s “per case” costs when it is used. There are no up-front fees.



My second opinion made all the difference.

Fran needed a complicated surgery to repair an abdominal aorta aneurysm as soon as possible.

We researched a newer, less invasive procedure

with a shorter recovery time, and discussed Fran's needs with a top-notch surgeon. We also helped schedule the procedure. Fran was able to resume normal activities just three days later.

When Andrew's dental X-ray revealed a growth, his dentist suggested that cancer be ruled out.

We located a highly qualified oral surgeon and ENT specialist,

who confirmed a diagnosis of cancer growing behind Andrew's eye. Our team then consulted a leading neurosurgeon for a second opinion and set up the appointment. Andrew was satisfied that surgery was his best option.



Key Benefits

For employers

- Ensures the right doctor for the right care
- Can result in care that is less complicated and/or costly
- Identifies in-network options
- Screens inappropriate utilization of surgical services
- Customized support
- Helps members use benefits wisely
- Direct communication with consulting physicians ensures employees' needs are met
- Eases burden on HR staff
- Saves time and money

For employees

- Peace of mind
- Ensures best consultation for the best care
- Assures that consulting physician is an expert in their field
- Personalized support through selection, pre-visit and post-visit

Contact Health Advocate

or your broker to learn more about our Second Opinion Program and spectrum of innovative, time- and money-saving solutions for employees and employers.

866.799.2655

info@HealthAdvocate.com

we connect. we deliver.



HealthAdvocate Solutions™

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