



Best Doctors®

Frequently Asked Questions

General

Q: What services does Best Doctors® provide?

A. In-Depth Medical Review. When a diagnosis of a condition is in question, or how best to treat a complicated condition. This service provides an extensive review of your records and tests by a nationally recognized expert. It's even better than a "second opinion."

Ask the Expert. When you want quick answers from a doctor to basic questions about health conditions and treatment options.

Find a Best Doctor for your condition. When you need to find a leading, recognized physician in your local area network.

Q: Why is my company offering this service?

A: Your employer recognizes the complexity of the medical system and the challenges and stresses that can occur when someone is uncertain about a medical diagnosis or the appropriate treatment. Your employer is providing this service as part of your company's initiative to help you make more informed decisions about your health care. It is intended to supplement the work of your own doctor, not replace it, and most doctors find that collaboration with other experts can only help in complex situations.

Q: Do I have to use this program?

A: No. Participation is completely voluntary.

Q: What kinds of medical diagnoses would qualify for this service?

A: Best Doctors provides services to individuals for a wide range of medical conditions. 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. However, you can call Best Doctors to find a highly-rated doctor in your network that you can consult. Additionally, the Best Doctors program does not provide consulting services for cases being covered under Workers Compensation.

Q: Do I have to follow the Best Doctors recommendations?

A: No. You remain in full control of your health care decision making. The information you and your treating physician receive from Best Doctors is intended to help you make informed decisions regarding your treatment.

Q: Who are the doctors that Best Doctors uses?

A: Best Doctors physicians are best-in-class medical specialists selected through a comprehensive peer-review process. Each physician is confirmed to be board certified in their specialty, licensed to practice medicine in the jurisdiction in which they are practicing, and that their disciplinary record is clear. The Best Doctors network includes about 48,000 physicians covering more than 400 specialties and subspecialties of medicine.

Q: Do I have to pay anything to participate in this program?

A: No. Best Doctors services are fully paid by your company and no additional fees are assessed for using the service. Like any other test or health service you might otherwise receive, 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.

Q: Can you give me an example of how Best Doctors has helped someone?

A: Yes. Roslyn's doctor discovered a lump in her throat during a routine check-up. She saw a number of specialists who performed many tests, including a biopsy that was normal. After months of treatment with medications, the lump grew larger and Roslyn felt worse. Her doctors continued to recommend "just keeping an eye on it." So Roslyn called Best Doctors. As they do in all cases where there has been a biopsy, Best Doctors re-tested the original biopsy tissue. The Best Doctors pathology expert determined that her biopsy did not appear to be normal. The Best Doctors thyroid expert recommended immediate removal of her thyroid. Roslyn and her doctor took the Best Doctors advice, and a test from her surgery indicated that she did in fact have cancer. Thanks to Best Doctors, Roslyn's cancer was caught in time. Today she is well on the road to full recovery and has a bright future ahead.

Eligibility

Q: Who is eligible to use the service?

A: All benefits eligible employees & dependents.

About the Process

Q: How does the In-depth Medical Review process work?

A: The process works as follows:

- Get started by calling 1-866-904-0910 or visiting www.bestdoctors.com/members. A dedicated Best Doctors Member Advocate will conduct an in-depth discussion with you about your medical condition, including obtaining a full health history of you and your family.
- After the discussion, following your written authorization, medical records concerning your present condition and diagnosis are gathered by Best Doctors.
- 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 based on the most up-to-date medical thinking.
- Your Member Advocate sends you a report of the expert's findings, summarized in an easy-to-read format, as well as a comprehensive Expert Report for your treating physician's reference.
- Best Doctors speaks with you about the report's findings and then delivers the report to your treating physician, unless you do not authorize it.
- Throughout the process, the Member Advocate is available to answer your questions. At both six weeks and six months after you receive the report, the Member Advocate will follow up with you to see if you need any other help.

Q: How does the Ask the Expert process work?

A: The process works as follows:

- Get started by calling 1-866-904-0910 or visiting www.bestdoctors.com/members. A dedicated member of the Best Doctors clinical team will conduct an in-depth discussion with you to gather any necessary medical information and determine the questions you want answered.
- Your questions and unique medical information will be sent to an expert physician for review.
- You'll receive a comprehensive report containing the expert's findings, including suggestions for treatment options.

Q: How can Best Doctors help me find a doctor in my area?

A: The process works as follows:

- Get started by calling 1-866-904-0910 or visiting www.bestdoctors.com/members.
- A member of the Best Doctors clinical team will gather some basic information from you, so they can make sure they recommend the right doctor for your situation. They will take into account your age, medical history and other health conditions, and ask if you have any requests for location, experience, gender or specialized expertise.

- Best Doctors will call each doctor's office to confirm that the physician accepts your insurance plan and is taking new patients.
- They'll provide you with a list of doctors who match your criteria, giving you the flexibility to choose a physician and schedule an appointment that works for you.

Q: How will Best Doctors work with my treating physician?

A: Best Doctors first speaks with you about the report's findings. Then Best Doctors will share the report with your treating physician, unless you do not authorize such disclosure. The goal is to provide useful and actionable information so that both your physician and you can make more informed decisions together regarding treatment.

Q: What if my doctor tells me that I need to have a significant medical procedure right away? Can Best Doctors help?

A: For urgent medical situations where immediate intervention is required, the Best Doctors medical review process is not an option. In these situations, Best Doctors may be able to provide you with appropriate questions to ask your provider before you proceed with treatment. Once your condition is stabilized, Best Doctors can evaluate your case for future treatment options.

Confidentiality/Privacy

Q: How will the Best Doctors organization and its expert physicians maintain my privacy?

A: Your privacy is guaranteed just as it is today for your other health information. We endeavor to comply 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 our 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, including your employer, without your written consent. Only de-identified and aggregate information will be used for program evaluation and improvement purposes.

Q: Will Best Doctors be talking to anyone at my health plan?

A: Best Doctors will NOT share your information with anyone at your health plan unless you specifically authorize such disclosure.