



FREQUENTLY ASKED QUESTIONS

WHAT IS BEST DOCTORS®?

Best Doctors is an employee benefit that provides you with access to the best medical minds in the world. It is offered by your employer to bring you the best possible medical advice so that you and your family members can make medical decisions with confidence. It is completely confidential and provided to you at no cost.

WHAT SERVICES ARE AVAILABLE?

Best Doctors offers a number of services to ensure that you get the best available care.

In-Depth Medical Review

Best Doctors will collect your medical records, tests and samples and have them reviewed by a world-renowned expert physician who specializes in your condition. The expert will ensure your diagnosis is accurate and you have the best treatment options.

Critical Care Support™

Call on Best Doctors for guidance if you experience a medical event that requires emergency treatment, intensive care or an extended hospital stay. Best Doctors immediately gets an expert involved in your case and works with your local medical team to get you the best care.

Ask the Expert™

When you have a question about a medical condition, treatment option or symptom, Best Doctors will take the time to listen and an expert physician will provide a personalized response. No needless worrying, wondering or wandering the web for answers.

FindBestDoc®

Best Doctors draws on more than 50,000 of the world's top physicians, including 40,000 in the U.S. If you need to visit a specialist, we will search to see if any of our doctors meet your criteria and practice within a distance that works for you.

Treatment Decision Support™

The Best Doctors Treatment Decision Support (TDS) service is designed to help educate patients on their treatment options to achieve better health outcomes and avoid unnecessary, more costly inpatient surgical procedures, when appropriate.

Medical Records eSummary™

Best Doctors can collect and organize your medical records for you and provide them on an easy-to-access USB drive. You will also receive a personal Health Alert Summary based on the records collected, giving you a total snapshot of your medical wellness.

WHO IS ELIGIBLE TO USE BEST DOCTORS?

All benefit-enrolled employees and their dependents.

IS THERE A COST INVOLVED?

No. Best Doctors is included in your employee benefits package, and your employer covers all costs. If you need additional tests or services based on the Best Doctors recommendation, they are covered according to the provisions of your health plan.

WHY IS YOUR EMPLOYER OFFERING BEST DOCTORS?

Your employer recognizes the challenges and stresses that can occur when you are uncertain about a medical diagnosis or treatment plan. They are providing Best Doctors to help you make medical decisions with confidence and to ensure you are getting the right care. While it doesn't replace the work of your own doctors, it supplements their care. Most doctors find that collaboration with other experts is very helpful, especially in complex situations, and Best Doctors enables doctors to collaborate in a new way.

WHAT TYPES OF DIAGNOSES QUALIFY FOR BEST DOCTORS?

Best Doctors provides services for a wide range of medical conditions. They can include everything from sports injuries and pregnancy complications to chronic diseases and life-threatening illnesses. Best Doctors does not provide services for mental health disorders, as in-person evaluations are more appropriate.

DO I HAVE TO TRAVEL OR COLLECT MY OWN MEDICAL RECORDS?

No. You make a call to Best Doctors and we'll handle everything for you. All your contact with Best Doctors is over the phone or the internet. You do not need to travel or contact your doctor(s) to obtain records, images or other information related to your case.

DOES BEST DOCTORS SHARE INFORMATION ABOUT MY CASE?

Best Doctors is completely confidential. We do not tell anyone at your employer or your insurance company about your case or its contents. The Best Doctors expert's report is shared with your



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treating physician(s) only with your consent. Best Doctors will NOT share your information with anyone at your employer or your health plan without your authorization.

WHO ARE THE DOCTORS BEST DOCTORS USES?

Best Doctors physicians include the world's top medical specialists. They are selected by other doctors through a comprehensive review process. Best Doctors surveys physicians nationwide to find out which doctors they trust most. Every physician in the survey is asked, "If you or a loved one needed a doctor in a given specialty, who would you choose?" Doctors cannot pay to be included on the Best Doctors list or nominate themselves for consideration. At present, the Best Doctors database includes over 50,000 physicians worldwide representing more than 450 medical specialties and subspecialties.

DO I HAVE TO FOLLOW THE BEST DOCTORS RECOMMENDATION?

No. You remain in full control of your health care decision-making. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis and/or treatment plan. And only you can decide to share the report with your treating physician. Best Doctors will not share your report with your physician unless you specifically authorize it.

HOW DOES BEST DOCTORS' IN-DEPTH MEDICAL REVIEW PROCESS WORK?

- You call 866.904.0910 or visit members.bestdoctors.com.
- A dedicated Best Doctors clinician has an in-depth discussion with you about your medical condition and obtains a full health history.
- With your written approval, Best Doctors collects all appropriate medical records, images and test samples.
- The Best Doctors clinical team conducts a comprehensive analysis of your case and selects the most appropriate expert(s).
- The expert reviews your case and provides Best Doctors with a detailed report that includes his or her recommendation.
- Best Doctors shares the report with you, as well as with your treating physician, with your consent.

Throughout the process, your Best Doctors Member Advocate is available to answer your questions. Depending on your case, your Member Advocate may also follow up with you to see if you need any other help.

HOW WILL BEST DOCTORS WORK WITH MY TREATING PHYSICIAN?

Best Doctors shares its expert's findings with you first—and only with you. We suggest sharing the report or setting up call with your treating physician if there is a significant change in diagnosis. The goal is to provide useful information so that you and your physician can make more informed decisions together regarding treatment.

WHAT IF MY DOCTOR TELLS ME I NEED A MAJOR MEDICAL PROCEDURE RIGHT AWAY? CAN BEST DOCTORS HELP?

For urgent medical situations where immediate intervention is required, the Best Doctors critical care expert can review your case and share their recommendations within days. If needed, Best Doctors will also send a nurse on-site to help coordinate care locally. Once your condition has stabilized, Best Doctors can evaluate your case for future treatment options.

HOW WILL BEST DOCTORS MAINTAIN MY PRIVACY?

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 the Best Doctors Privacy Policy at bestdoctors.com/privacy-policy/. Unless required by law, your specific name and medical information will NOT be shared with anyone, including your employer, without your written consent. On occasion, we may use de-identified information to help us improve the Best Doctors program.

DO I HAVE TO USE BEST DOCTORS?

No. Participation is completely voluntary.

WHERE DO I GET MORE INFORMATION ABOUT BEST DOCTORS?

If you have questions about Best Doctors or would like more information, speak with your Human Resources representative, visit members.bestdoctors.com or call Best Doctors at 866.904.0910.