

YOUR SOLUTION
TO MEDICAL UNCERTAINTY

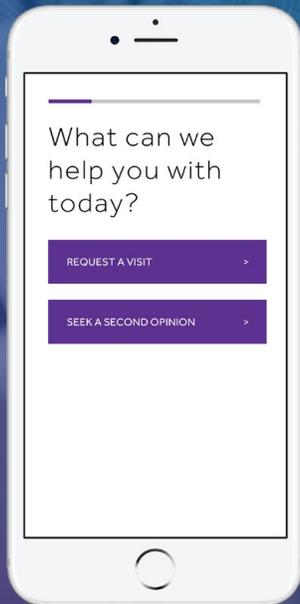


Best Doctors®

When a fever disrupts your daily routine, or the results of a routine test disrupts your everything...

WE GOT YOU COVERED

As members of both Best Doctors and Teladoc, you have access to the new Teladoc app which continues to give you 24/7 access to U.S. board certified doctors and now also allows you to get a Best Doctors expert second opinion—all in one place.



With Teladoc and Best Doctors as parts of your benefits, you can:

- Talk to a licensed doctor within minutes who can diagnose and prescribe medication¹ to treat non-emergency conditions such as persistent cough, sinusitis, a cold or flu & more.
- Receive an in-depth medical review of your diagnoses and treatment plans from leading specialists for more serious issues like musculoskeletal conditions and cancer.

Download the Teladoc app today!



WHAT IS BEST DOCTORS?

Best Doctors is an employer-provided service dedicated to making sure our members are confident in their diagnoses, treatments and understanding of their medical conditions—no matter the complexity.

Recent studies from reputable medical journals indicate that misdiagnosis is on the rise and estimate that one in every 10 diagnoses is incorrect. These reports have left many feeling uncertain about their own care.¹

Best Doctors is your solution to medical uncertainty.

Best Doctors partners with the very best physicians across an ever-increasing number of specialties and subspecialties. By doing this, Best Doctors is able to navigate through the complex and often restrictive healthcare system to get our members' cases and questions reviewed by carefully selected experts who specialize in their conditions. This helps you get the right diagnosis, the right treatment and the peace of mind you deserve.

1. US Institute of Medicine 2015; BMJ Quality & Safety 25-Year Summary of US Malpractice Claims, 2013

YOUR SOLUTION WHEN YOU NEED TO BE SURE

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 make sure your diagnosis is accurate and you have the best treatment options.

How the process works:

1. Contact Best Doctors and speak with a Best Doctors clinician. They conduct an in-depth discussion with you and gather any necessary medical information.
2. With your permission, Best Doctors collects your relevant medical records and creates your clinical summary.
3. Best Doctors then selects an expert physician who specializes in your condition to review your case.
4. Your case is sent to and reviewed by this expert, and you receive an expert report with the expert's answers and medical recommendations.

“ Best Doctors changed my son’s life, and mine, forever when he was correctly diagnosed. I am still in shock—we finally have a real answer, a physical reason for all the years of pain and suffering. Best Doctors is the best organization ever! I have been telling everyone about Best Doctors and what it has meant to us.”

“The decision to consult with Best Doctors might have saved my life. I had a medical concern but did not realize how serious it really was. The doctor called me personally and suggested that I move forward with care right away. He was very concerned about my test results and made sure to get the ball rolling.”

YOUR SOLUTION WHEN IT'S URGENT

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 will immediately get an expert involved in your case and work with your local medical team to get you the best care.

How the process works:

1. If you are admitted to the hospital for an acute medical event, you or your family member calls Best Doctors.
2. Best Doctors starts collecting your medical records immediately upon receipt of a medical records release. If necessary, we coordinate with a local Nurse Case Manager to assist with medical record collection.
3. Best Doctors selects a critical care/trauma expert for your care. The expert reviews your medical records and develops treatment plan recommendations.
4. Your expert report, with immediate and long-term recommendations, is shared with you and your local treatment team.
5. The Best Doctors expert collaborates with your treating physician and team.

YOUR SOLUTION WHEN YOU NEED ANSWERS

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.

How the process works:

1. Contact Best Doctors, and a member of the Best Doctors clinical team conducts an in-depth discussion with you to determine your questions and gather any necessary medical information.
2. Your questions and medical information are sent to a Best Doctors expert for review.
3. You receive a report with the expert's answers with suggestions for treatment options.

“ My doctors can only spend five minutes with me, and therefore I could not get all my questions answered. Best Doctors talked to me for 30 minutes and answered a lot of my questions.”

“
Terrific. I was impressed
by the personal focus,
service and attention to
my medical needs.”

YOUR SOLUTION WHEN YOU NEED A SPECIALIST

Best Doctors draws on over 50,000 of the world's top physicians, including over 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, practice within a distance that works for you and are covered by your insurance plan.

How the process works:

1. Contact Best Doctors, and the clinical team gathers your basic information. They take into account your age, medical history and other health conditions, as well as your preferences in terms of location, experience, gender or specialized expertise.
2. Best Doctors searches its Best Doctors in America® List to find several doctors that best fit your specific search requirements.
3. Best Doctors provides you with the list of doctors who match your criteria, giving you the flexibility to choose the right physician and schedule an appointment at your convenience.

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GET THE MOST OUT OF YOUR DOCTORS' VISITS:

Five simple steps

Prepare your questions ahead of time

Have a list of questions ready to ask during your appointment. What is my diagnosis? What can I expect during treatment? Make sure to write down the answers.

Tell a 10-second story

Summarize your medical situation in 10 seconds. Don't focus on symptoms like, "My knee hurts." Instead, tell a story: "My knee hurt so badly I could barely walk from my bed to the bathroom, and it was painful to climb stairs."

Ask about your tests and risks

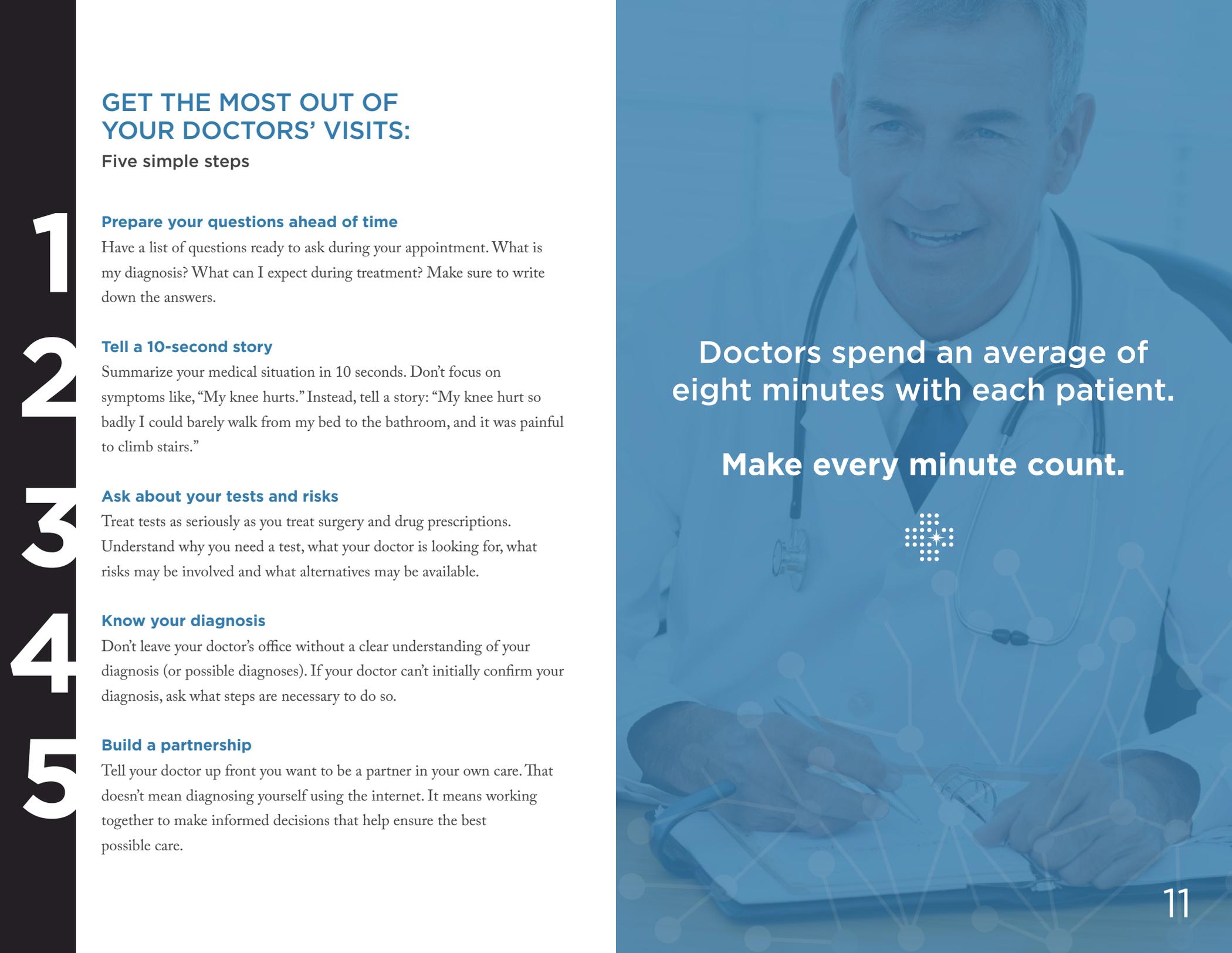
Treat tests as seriously as you treat surgery and drug prescriptions. Understand why you need a test, what your doctor is looking for, what risks may be involved and what alternatives may be available.

Know your diagnosis

Don't leave your doctor's office without a clear understanding of your diagnosis (or possible diagnoses). If your doctor can't initially confirm your diagnosis, ask what steps are necessary to do so.

Build a partnership

Tell your doctor up front you want to be a partner in your own care. That doesn't mean diagnosing yourself using the internet. It means working together to make informed decisions that help ensure the best possible care.



Doctors spend an average of eight minutes with each patient.

Make every minute count.



FREQUENTLY ASKED QUESTIONS & ANSWERS

Do Best Doctors' services cost me anything?

No. Best Doctors is an employer-provided benefit and is available at no cost to all eligible members and their eligible dependents.

How does Best Doctors work with my doctor?

We only share our findings with you. If you would like us to share our expert report with your treating physician, we are happy to do so with your permission.

Do I have to follow your expert's recommendations?

No. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis or treatment plan. You and your treating physician remain in full control of your next step(s).

What types of medical conditions qualify?

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

Who collects my medical records if they are needed?

Best Doctors can collect all of your relevant medical records, including test results, imaging studies (X-rays, MRIs, etc.) and any other necessary information.

What about 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.

Who are the doctors Best Doctors uses?

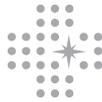
The Best Doctors in America® list includes the world's top medical specialists. They are selected by other doctors through a comprehensive, independently certified review process—they are the doctors other doctors trust most.

Do I need to travel to see the Best Doctors expert?

No. All communication with Best Doctors is done over the phone or online. There is no need for additional travel or doctor's appointments unless the expert's recommendation is to undergo an additional test.



“Without a doubt, Best Doctors is a simple and transparent way of providing high-quality expert second opinions to patients in difficult situations, in a way that benefits both the patient and the doctor.”



YOUR SOLUTION TO MEDICAL UNCERTAINTY

If you're dealing with medical uncertainty of any kind,
Best Doctors can help.

866.904.0910

members.bestdoctors.com

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