



# Be confident in your diagnosis

## Request a Virtual Second Opinion

When you're diagnosed with a serious health issue or your doctor recommends surgery, it's normal to have questions and concerns. That's why your Anthem health plan includes access to our Virtual Second Opinion program.

Anthem Virtual Second Opinion is partnered with My Medical Ally, leaders in connecting people with best-in-class doctors. Since the sessions are conducted via phone, tablet, or computer, you eliminate travel, allowing you to stay close to family and friends for support. Receiving a second opinion from a best-in-class facility and specialist can help you feel confident in your diagnosis, understand the pros and cons of treatment options, and make informed decisions.

**Virtual Second Opinion connects you with best-in-class doctors through My Medical Ally**

## This program is sponsored by your employer and is available at no cost to you

A Virtual Second Opinion can help you:

- Connect with a leading specialist for your health issue.
- Receive answers to your questions.
- Learn more about your condition.
- Confirm your diagnosis is correct.
- Understand and compare your treatment options.
- Feel confident the treatment you choose is right for you.

If you choose to seek treatment from a specialist, the cost of the visit will depend on your health plan benefits.\*



### Explore your options

For a Virtual Second Opinion, call My Medical Ally at **888-361-3944** Monday through Friday, 8:00 a.m. to 8:00 p.m. CT.

## How the Virtual Second Opinion program works

Anthem may call you to recommend a Virtual Second Opinion, based on your condition. You can also call us to get the process started. We'll put you in touch with My Medical Ally, giving you access to the top experts in every medical specialty.

My Medical Ally will:

1. Review your condition with a representative via a video visit. Together, you'll go over the details of your diagnosis, your doctor visits, and any tests or imaging you've had so far, such as X-rays or an MRI.
2. Collect your medical records, including lab samples and scans. Your representative will coordinate your care with your treating doctor and order any other necessary tests.
3. Provide access to articles, books, videos, and websites to learn about your condition. The My Medical Ally team will also send printed materials to your home.
4. Search for top specialists and hospitals. The My Medical Ally Expert Opinion Coordination Team will look for top experts with experience in treating your medical condition who are in your health plan.
5. Help you make the choice that's best for you. Which specialist or hospital you choose is up to you, however, My Medical Ally will provide you with information to help you make an informed decision.
6. Quickly schedule a live phone or video call with your specialist. These board-certified specialists are experienced with your medical condition and can talk with you at a time that works for you. If you'd like, your treating doctor or loved ones can be included in the session as well.
7. Send you a detailed report of your specialist's opinion following your live consultation. This report includes medical records for your treating doctor as well as relevant information on your condition and treatment options.

After your Virtual Second Opinion, My Medical Ally will check in with you again to coordinate next steps and to ensure you've received the answers your questions.

\* The treatment plan recommended by your specialist may not be covered under your benefit plan.

My Medical Ally, an independent company, provides the Virtual Second Opinion program on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare Health Services Insurance Corporation (Compcare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.