

# Facing a health care decision?

Now we can help you get an expert second opinion

Getting a second opinion can be a big part of making a choice about care for yourself or a loved one. You may have questions when it's time to decide what type of care to get and where to go.

However, you might feel awkward asking someone else questions about what your doctor said. But when it comes to your health, sometimes it makes sense to get a second opinion and learn more about your condition as well as your choices.

In some cases, people end up changing their treatment plan after getting a second opinion. But how do you find a doctor who specializes in the type of care you need to get a second opinion?

## Introducing our Virtual Second Opinion program

We've partnered with ConsumerMedical, a leader in helping people get expert second opinions. Through ConsumerMedical, you'll work with a support team of qualified health care professionals who aren't connected to your doctor or Anthem. They can:

- Help you get a "virtual" second opinion.
- Refer you to a doctor in your plan for a second opinion.
- Provide information to help you make a decision about your care.

This way, you can focus on your health and your options, and not worry about more costs, traveling a long distance or waiting in a doctor's office.

## What would you ask a top specialist?

The Virtual Second Opinion program helps you:

- Find and see a leading specialist for your health issue.
- Get answers to your questions.
- Learn more about your condition.
- Make sure your diagnosis is correct.
- Understand and compare your treatment options.
- Feel confident the treatment you choose is right for you.



## Here's how the program works:

**1. Based on your condition, you may get a call from a representative suggesting a virtual second opinion, or you can call us.**

If getting a second opinion sounds like a good idea, we'll put you in touch with ConsumerMedical or you can call them. You'll have access to top experts in every medical specialty.

**2. You'll review your condition with a representative.**

Together, you'll go over the details of your diagnosis, your doctor visits and any tests or imaging you've had such as X-rays or an MRI.

**3. ConsumerMedical will gather your medical records as needed.**

**4. The ConsumerMedical research team will collect information to share with you.**

You'll get access to a private website where you can read and view articles, books, videos and other websites about your condition. Also, printed materials will be sent to your home.

**5. The ConsumerMedical Expert Opinion Coordination team will search for top specialists and/or hospitals.**

These top-rated, local specialists and hospitals have experience in treating your medical condition - and they're in your health plan.

**6. You'll choose a specialist or hospital for your second opinion.**

ConsumerMedical can help you make the choice that's best for you. You can decide how you want to get your second opinion - online, in writing or in person with a local doctor.



**Call our Virtual Second Opinion program and speak with a representative at 1-866-670-6654 M-F 8:00AM-8:00 PM EST.**

**Please note:** The course of action recommended by the ConsumerMedical Specialist may not be covered under your benefit plan. Please check benefit coverage of the recommended care with Anthem before beginning care.

ConsumerMedical, 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. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [anthem.com/co/networkaccess](http://anthem.com/co/networkaccess). 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 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 Compicare Health Services Insurance Corporation (Compicare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compicare 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.