



---

## FREQUENTLY ASKED QUESTIONS

---

### WHAT IS BEST DOCTORS\*?

Best Doctors is a voluntary service 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 100% confidential and provided at no cost to you.

### WHAT SERVICES DOES BEST DOCTORS PROVIDE?

Best Doctors provides three services to help you and your family members make the right medical decisions:

**In-Depth Medical Review** - Best Doctors offers a service that's like getting a second opinion, only much better. It's a special patented process called InterConsultation™. A leading physician expert reviews your diagnosis and/or treatment plan and provides a detailed recommendation. Best Doctors collects all your records, images and test samples. The Best Doctors expert reviews everything in great detail and creates a comprehensive report, either confirming what you've been told or recommending a change.

**Ask the Expert** - You can get answers to basic questions about a diagnosis, treatment options or a health condition from an expert. Just call Best Doctors. We'll discuss your concerns with you and deliver your questions to the most appropriate specialist. We'll also help you determine what questions to ask.

**Find A Doctor** - If you need to find a specialist in your local area who is approved by your health plan, Best Doctors can help. We have a database of more than 53,000 medical experts in over 450 specialties and subspecialties. We'll find the doctor who's right for you.

### WHO IS ELIGIBLE TO USE BEST DOCTORS?

All employees, retirees, and their dependents who are enrolled in the Marathon Petroleum Health Plan.

### IS THERE A COST INVOLVED?

No. There is no cost to you. Your employer covers all Best Doctors 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 MY COMPANY 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. It supplements the work of your own doctor and does not replace it. Most doctors find that collaboration with other experts is very helpful, especially in complex situations. 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 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.

## **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 medical case.

## **DOES BEST DOCTORS SHARE INFORMATION ABOUT MY CASE?**

Best Doctors is 100% confidential. We do not tell your employer or insurance company about your call or its contents. The Best Doctors expert's report is shared with your 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. Each physician is board-certified in his or her specialty. At present, the Best Doctors in America™ database includes over 53,000 physicians representing more than 450 medical specialties and subspecialties.

## **DO I HAVE TO FOLLOW BEST DOCTORS RECOMMENDATIONS?**

No. You remain in full control of your healthcare 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 authorize it.

## **CAN YOU GIVE ME AN EXAMPLE OF HOW BEST DOCTORS HAS HELPED SOMEONE?**

There are many examples of Best Doctors helping patients. They range from people who needed minor surgery to those confronting life-threatening illnesses. Here's one story:

After a battle with thyroid cancer, Evelyn lived cancer-free for 32 years — until a lung cancer diagnosis. "My head was spinning," she says. "I couldn't even think." Evelyn's case was reviewed by a Best Doctors pathologist at Boston's Brigham and Women's Hospital. After studying Evelyn's cancer cells and ordering additional tests, he concluded that Evelyn was experiencing a thyroid cancer recurrence, not lung cancer — even though the tumor was in her lung. Best Doctors put Evelyn's case in the hands of a nationally recognized thyroid cancer expert from Johns Hopkins. Today, instead of facing the deadliest of all cancers, Evelyn is dealing with a cancer she has fought before — and beaten. Says Evelyn: "Best Doctors makes you feel so confident. It's the best thing that ever happened to me."

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

- You call 1-866-904-0910 or visit [www.bestdoctors.com/members](http://www.bestdoctors.com/members).
- A dedicated Best Doctors Member Advocate (Registered Nurse) 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. Then Best Doctors will share the expert's report with your treating physician with your authorization. We will not share the report without your consent. The goal is to provide useful information so that you and your physician can make more informed decisions together regarding treatment.

## HOW DOES THE ASK THE EXPERT PROCESS WORK?

- Call 1-866-904-0910 or visit [www.bestdoctors.com/members](http://www.bestdoctors.com/members).
- 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.
- Your questions and medical information are sent to a medical expert for review.
- You receive a report with the expert's answers, including suggestions for treatment options.

## HOW DO I FIND A DOCTOR IN MY AREA USING BEST DOCTORS?

- Call 1-866-904-0910 or visit [www.bestdoctors.com/members](http://www.bestdoctors.com/members).
- A member of the Best Doctors clinical team gathers basic information from you, so they can recommend the right doctor. Best Doctors will take into account your age, medical history and other health conditions. They will also ask if you have any preferences in terms of location, experience, gender or specialized expertise.
- Best Doctors searches the database of over 53,000 medical experts to find several doctors for you to consider.
- Best Doctors calls each doctor's office to confirm that the physician accepts your insurance plan and is taking new patients.
- Best Doctors provides you with a list of doctors who match your criteria, giving you the flexibility to choose the right physician and schedule an appointment at your convenience.
- It is still your responsibility to determine whether the provider is in Anthem's network.

## 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 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 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 <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. 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 [www.bestdoctors.com/members](http://www.bestdoctors.com/members) or call Best Doctors at 1-866-904-0910.

