

2nd.MD FAQ for A&M System Employees

2nd.MD offers direct access to the world's best doctors via video or phone, delivering expert 2nd opinions within just 3 days. 2nd.MD's revolutionary services provide members with resources to make better decisions and gain peace of mind. When facing a new diagnosis, possible surgery, or change in medication, access to specialists from top institutions, such as Mayo Clinic, Massachusetts General, and Johns Hopkins, can make a world of difference in discovering the best possible treatment options. 2nd.MD delivers a concierge level of care from expert recommendations, records retrieval and consultation coordination to detailed expert notes and follow-up. 70% of expert second opinions lead to a change in treatment plan, resulting in the cancellation in 1 out of 9 surgical procedures.

Who can use this new service?

2nd.MD is available to eligible members, including all employees, retirees and their covered dependents enrolled in the A&M Care, J Plan and 65+ Plans.

Do the A&M Care plans require a second opinion?

No, the A&M Care plans do not require a second opinion. Use of 2nd.MD is completely optional and there is no cost to members.

When can/should eligible members use 2nd.MD?

Eligible members can use 2nd.MD when they have been diagnosed with a new condition and have received a plan of treatment, if they are facing a possible surgery, or even if they are considering a medication change.

How does it work?

First, the member will go online or call 2nd.MD to activate her account. During this process, it will ask for the person's medical question or concern. Asking a question is not necessary, but does begin the case.

Then, 2nd.MD assigns a trained doctor/nurse to handle the case. They recommend specialists who are a best fit for the case, selected from their network of world-renowned, U.S. medical specialists that cover over 120 subspecialties. 2nd.MD employs a rigorous selection process for its physicians, evaluating a physician's training, professional achievement, research, board certifications, recognitions, etc. Physicians can apply, but must be invited to join the network. 95% of 2nd.MD physicians work or were trained at a U.S. News & World Report's "Best Hospitals" designated medical center.

Once a specialist is selected, they schedule a video or phone consultation providing direct access to the best doctors available, regardless of the member's location. In addition, they help retrieve medical records and provide them to the chosen specialist ahead of time, so that the specialist has time to review the files prior to the consultation.

After the consult is completed, the specialist will provide written notes to the member. Referrals for top local doctors who accept the member's insurance are available, as well as referrals to top institutions that are best equipped to carry out the treatment.

Are members required to follow the advice provided by the 2nd.MD specialist?

No. The patient may choose to follow

2nd.MD specialists are not part of the BCBSTX network necessarily and will not know the limitations of the Texas A&M System health plan. It is the member's responsibility to know the plan. A member may find out more on the System Benefits website at (<http://www.tamus.edu/business/benefits-administration/>) under Employee/Retiree Benefits and then under Health. Depending on circumstances, the member may also want to contact Blue Care Connection at the phone number on the back of the BCBSTX card. They can help with case management and will be able to help members understand what the plan will cover.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al

BCBSTX: 1-866-295-1212

Express Scripts: 1-866-544-6970

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số

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