TO: MSU Faculty, Staff, Academic Staff and Retirees  
FROM: Reneè Rivard, Director of Benefits, MSU  
SUBJECT: A new benefit program  
DATE: 01/09/12

We are pleased to inform you about a new service called Best Doctors that you and benefits-eligible members of your family can use when faced with making an important medical decision. Access to this program came about as part of an ongoing collaborative effort involving the MSU Joint Health Care Committee (JHCC), several faculty committees and MSU Human Resources. These groups continuously work together to identify innovative health care solutions for MSU that improve quality and help constrain health care costs.

Facing a serious diagnosis or recommendations for medical care like surgery, chemotherapy, radiation or any number of other complex treatment options by yourself can be overwhelming. It’s natural – and smart – to wonder things like:

- Could the diagnosis be a mistake?
- Is the treatment being offered to me the best one available for my situation?
- Are there other treatment options I should consider first?
- Do I have enough information to make the best decision?

You can call Best Doctors and talk to somebody about the medical situation you are facing. They’ll interview you and, with your permission, they will collect your medical records and consult with medical experts around the nation who specialize in diagnosing and treating the condition you are facing. They will provide you with a detailed report and treatment recommendations to help you answer all the questions you may have. And, if you want them to, they will even consult with your own physician to make sure your diagnosis is correct and your care plan is likely to give you the best results possible.

The Best Doctors program now being offered to you through your MSU Benefits Plan is a service designed to help you easily and confidentially access second opinions from medical experts all around the nation.

There is no out-of-pocket cost to you for using this new service. It is completely confidential and could provide you with vital information and options you might otherwise miss.

Enclosed is an information packet that gives you more information about Best Doctors and how to use their services. If you have questions, please contact Best Doctors directly or feel free to contact the MSU Benefits office at 517-353-4434, 1-800-353-4434 or benefitsinfo@hr.msu.edu.

The next time you and your family face a difficult medical decision, please consider giving Best Doctors a call.
IS SURGERY MY BEST OPTION?  WHY ISN’T MY INJURY HEALING?  
WHY AREN’T MY SYMPTOMS IMPROVING?  HOW CAN I BE SURE?  
DID MY DOCTOR MISS SOMETHING?  IS MY DIAGNOSIS RIGHT?  
AM I ON THE CORRECT MEDICATION?  WHAT IS BEST FOR ME?  

NOT SURE ABOUT A MEDICAL DECISION?

DO I NEED CHEMOTHERAPY?  WHY WON’T THE PAIN GO AWAY?  
AM I GETTING THE RIGHT TREATMENT?  HOW CAN I BE CERTAIN?  
IS SURGERY MY BEST OPTION?  DO I NEED ADDITIONAL TESTS?  
IS THERE A BETTER WAY?  SHOULDN’T I GET ANOTHER OPINION?  

CONTACT BEST DOCTORS, AND GET AN EXPERT CONSULTATION.

When you or a family member are facing a treatment decision, Best Doctors can help. Best Doctors is like a second opinion – only better – for anything from a minor surgery decision to serious issues like cancer, heart conditions and more. It’s brought to you as part of your benefits plan with no out-of-pocket costs to you. Contact us for a personalized consultation from top-rated expert specialists who will analyze your case from every angle, so you’ll know for sure:

› Is my doctor missing something about my condition?
› Is surgery really my best option?
› Am I getting the right treatment, or is there a better way?

Now getting an expert answer is as easy as 1-2-3

1 You ask  
If you’ve been to the doctor but still aren’t sure, call Best Doctors.

2 We answer  
A Best Doctors expert specialist will confirm what you’ve been told, or recommend a better treatment.

3 You’re sure  
With your personalized Expert Report from Best Doctors, you and your family gain peace of mind.

1-866-904-0910
When I became ill, different specialists were recommending conflicting treatment options. My personalized Expert Report really helped me to understand my condition and decide on the best treatment option.

– Mark, Best Doctors Member
Frequently Asked Questions

Eligibility

Q: Who is eligible to use the Best Doctors service?
A: Anyone who is eligible to enroll in MSU health plans. You need not actually be enrolled to use this program, just eligible for enrollment in MSU health plan benefits.

General

Q: What services does Best Doctors® provide?
A. **In-Depth Medical Review.** When a diagnosis of a condition is in question, or when you need to know how best to treat a complicated condition. This service provides an extensive review of your records and tests by a nationally recognized expert. It’s even better than a “second opinion.”

**Ask the Expert.** When you want quick answers from a doctor to basic questions about health conditions and treatment options.

**Find a Best Doctor for your condition.** When you need to find a leading, recognized physician in your local area network.

Q: Why is MSU offering this service?
A: MSU recognizes the complexity of the medical system and the challenges and stresses that can occur when someone is uncertain about a medical diagnosis or the appropriate treatment. MSU is providing this service as part of our ongoing efforts to improve quality and control costs and to help you make more informed decisions about your health care. It is intended to supplement, not replace, the work of your own doctor, and most doctors find that collaboration with other experts can only help in complex situations.

Q: What kinds of medical diagnoses do not qualify for this service?
A: Cases of mental health disorders that do not have physical ailments are not serviced by Best Doctors as there is insufficient data contained within the records to perform an informed analysis, and in-person evaluations are more appropriate. Additionally, the Best Doctors program does not provide consulting services for cases being covered under Workers’ Compensation.

Q: Do I have to follow the Best Doctors recommendations?
A: No. You remain in full control of your health care decision making. The information you and your treating physician receive from Best Doctors is intended to help you make informed decisions regarding your treatment.

Q: Who are the doctors that Best Doctors uses?
A: Best Doctors physicians are best-in-class medical specialists selected through a comprehensive peer-review process. Best Doctors surveys doctors nationwide, asking them for an assessment of the clinical abilities of their peers, and yielding highly qualitative insight into the medical profession. Doctors cannot pay to be included on the list, or nominate themselves for the list. Each physician is confirmed to be board certified in their specialty, licensed to practice medicine in the jurisdiction in which they are practicing, and that their disciplinary record is clear. The Best Doctors in America™
database includes about 5 percent of physicians across the United States covering more than 40 specialties and 375 subspecialties of medicine.

**Q: Do I have to pay anything to participate in this program?**

A: There are no out-of-pocket costs for you to participate in this program. Best Doctors services are funded by MSU for you and other benefits-eligible members of your family. However, any additional tests or services you elect to undertake as a result of information contained in your Best Doctors Expert Report will be paid according to the provisions of your selected health plan.

**Q: Can you give me an example of how Best Doctors has helped someone?**

A: Yes. Roslyn’s doctor discovered a lump in her throat during a routine check-up. She saw a number of specialists who performed many tests, including a biopsy that was normal. After months of treatment with medications, the lump grew larger and Roslyn felt worse. Her doctors continued to recommend “just keeping an eye on it.” So Roslyn called Best Doctors. As they do in all cases where there has been a biopsy, Best Doctors re-tested the original biopsy tissue. The Best Doctors pathology expert determined that her biopsy did not appear to be normal. The Best Doctors thyroid expert recommended immediate removal of her thyroid. Roslyn and her doctor took the Best Doctors advice, and a test from her surgery indicated that she did in fact have cancer. Thanks to Best Doctors, Roslyn’s cancer was caught in time. Today she is well on the road to full recovery and has a bright future ahead.

**About the Process**

**Q: How does the medical review process work?**

A: The process works as follows:

- After you call 1-866-904-0910, a dedicated Best Doctors Member Advocate will conduct an in-depth discussion with you about your medical condition, including obtaining a full health history of you and your family.

- After the discussion, following your written authorization, medical records concerning your present condition and diagnosis are gathered by Best Doctors.

- When the records are received, the Best Doctors clinical team conducts a comprehensive analysis of your clinical information. They select the appropriate expert(s) for your medical condition to evaluate your case based on the most up-to-date medical thinking.

- Your Member Advocate sends you a report of the expert’s findings, summarized in an easy-to-read format, as well as a comprehensive Expert Report for your treating physician’s reference.

- Best Doctors speaks with you about the report’s findings and then delivers the report to your treating physician, unless you do not authorize it.

- Throughout the process, the Member Advocate is available to answer your questions. At both six weeks and six months after you receive the report, the Member Advocate will follow up with you to see if you need any other help.

**Q: How long does the medical review process take?**

A: Depending on the complexity of the case and responsiveness of an individual’s current physician(s) to medical records requests, the Best Doctors medical review can take anywhere from 4-8 weeks.
Q: How will Best Doctors work with my treating physician?

A: Best Doctors first speaks with you about the report’s findings. Then Best Doctors will share the report with your treating physician, unless you do not authorize such disclosure. The goal is to provide useful and actionable information so that both your physician and you can make more informed decisions together regarding treatment.

Q: What if my doctor tells me that I need to have a significant medical procedure right away? Can Best Doctors help?

A: 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 is stabilized, Best Doctors can evaluate your case for future treatment options.

Confidentiality/Privacy

Q: How will the Best Doctors organization and its expert physicians maintain my privacy?

A: Your privacy is guaranteed just as it is today for your other health information. We endeavor to comply 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 our 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. Only de-identified and aggregate information will be used for program evaluation and improvement purposes.

Q: Will Best Doctors be talking to anyone at my health plan?

A: Best Doctors will NOT share your information with anyone at your health plan unless you specifically authorize such disclosure.

Best Doctors is a confidential service brought to you as part of your benefits plan with no out-of-pocket costs to you. Best Doctors and the star-in-cross logo are registered trademarks of Best Doctors, Inc. in the United States and other countries.
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