Make the most informed decision about your health care or that of a loved one.

Q&A

Can I request an online second opinion for someone else?

Yes. Visit [www.eclevelandclinic.org/hcrmanorcare](http://www.eclevelandclinic.org/hcrmanorcare) for instructions on requesting a second opinion for a covered family member.

Will Cleveland Clinic return my X-rays and scans?

Yes. Once Cleveland Clinic completes your online second opinion, an overnight courier service will be used to return any films, scans, imaging and other clinical materials within approximately two weeks. Medical records and diagnostic reports (paperwork) will not be returned.

What if I have additional questions after I receive my online medical second opinion?

The requestor may submit one set of questions within 30 days of receiving the initial report. Visit [www.eclevelandclinic.org/hcrmanorcare](http://www.eclevelandclinic.org/hcrmanorcare) for instructions.

Does a Cleveland Clinic doctor examine me?

No. MyConsult online medical second opinions are all performed remotely. Therefore, there is no need for an in-person exam.

**Cleveland Clinic**

- Cleveland Clinic
- Available for employees and covered dependents enrolled in either the company’s MyCare Plan or MyHealth Plan medical plan options

For more information, visit [www.eclevelandclinic.org/hcrmanorcare](http://www.eclevelandclinic.org/hcrmanorcare)

**PLAN DETAILS**

To help you make the most informed decision possible, HCR ManorCare has teamed with Cleveland Clinic to offer the MyConsult Online Medical Second Opinion program. The cost of this program is **100-percent paid for by the company** for employees and their eligible dependents enrolled in the MyCare or MyHealth Plans. The choice is yours, but we’ll cover the cost.

**CLEVELAND CLINIC MYCONSULT ONLINE MEDICAL SECOND OPINION BENEFIT PROGRAM**

With the click of a mouse, you can securely receive a company-paid online medical second opinion from Cleveland Clinic’s MyConsult program. MyConsult enables you to get an online medical second opinion for more than 1,200 serious diagnoses without leaving home.

This secure online medical second opinion service connects you to the expertise of Cleveland Clinic physicians, who review your individual situation, answer your questions and provide a comprehensive report, which includes treatment options and/or recommendations about your care that you can share with your family and hometown doctor.

Remember, a second opinion can change everything. Be a wise health consumer, and learn about all your health options so you can make the most informed decision for yourself or that of a loved one.
TO LEARN MORE about this program, for answers to frequently asked questions, or to get started, please visit www.eclevelandclinic.org/hcrmanorcare.

PLAN DETAILS CONTINUED

HOW DOES THE PROGRAM WORK?

• Employees and their dependents enrolled in the MyCare and MyHealth Plans are eligible to access this company-paid program.

• Employees or their dependent will need to register first at www.eclevelandclinic.org/hcrmanorcare to use the secure MyConsult service. Cleveland Clinic verifies member’s eligibility for this program.

• Follow the on screen instructions to complete the process for requesting a second opinion. You can have your own designee, like a friend or family member, complete the process for you.

• Once registered, you will need to complete a total of seven steps in the online medical second opinion process. Cleveland Clinic recommends that you have your medical records or those of your covered dependent on hand as you fill out the medical history questionnaire portion of the online process, which takes about 30-45 minutes to complete. The seven steps are:

  1. Requestor Information
  2. Patient Information
  3. Diagnosis or Problem
  4. Payment Process (Employees and covered dependents in the MyCare and MyHealth Plans will not be required to enter payment information.)
  5. Medical History
  6. Requested Materials (You may have to request medical records and other information from your doctor.)
  7. Review and Final Approval

Once the first six steps are completed and Cleveland Clinic MyConsult nurses have received all of the necessary medical records, you will receive your comprehensive report in approximately 10-14 days. Based on the comprehensive medical information you provide, your Cleveland Clinic physician specialist will send you a thorough second opinion (including recommendations) and answer your questions based on your initial diagnosis and treatment plan.

WHY CLEVELAND CLINIC?

Cleveland Clinic is ranked fourth by U.S. News and World Report as one of the nation’s top hospitals. By design, Cleveland Clinic physicians work together as a team, so you get all the care you need in one place. Their doctors and medical staff develop a plan and take action together rather than sending you from one place to the next. This approach makes for a better experience and outcome.

Using this company-paid medical plan benefit, you can get second opinions from Cleveland Clinic experts with the click of a mouse using MyConsult. In addition, if you choose to use the HCR ManorCare Advanced Heart Care Program separately and travel to Cleveland, Ohio for surgery, you can trust their doctors to deliver the best results. U.S. News & World Report has ranked Cleveland Clinic’s heart center No. 1 every year since 1995.

By providing these special medical plan programs, you access to the world’s top medical experts and an option to get specialized heart care and online medical second opinions at one of the best hospitals in America.