

# **Second Medical Opinion**

provided by Assist America, Inc.

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*A valuable enhancement to your travel assistance program, giving you access to world-class medical opinions within reach and at the moment you need it the most.*

## **What is Second Medical Opinion?**

Second medical opinion allows a participant to receive a documented second medical opinion on a complex, grave or critical illness diagnosis, directly from a specialist working in a world-class medical institution. This value-added service provides the participant peace of mind knowing that his/her diagnosis has been confirmed and/or that the prescribed treatment is the most appropriate option available locally and internationally. Participants have access to world-class medical opinions within their reach, at the moment they need it most.

## **What is included in the program?**

- Confirmation of a diagnosis
- Evaluation of case where a diagnosis is not yet possible
- Advice on the best course of treatment
- Follow up on a case reported previously

## **What are the limitations on getting a second medical opinion?**

There are NO limitations on:

- The type of complex, grave or critical illness
- Pre-existing conditions; any new occurrence can be evaluated
- The number of consultations on a given case or for the same member (provided that the case merits a re-evaluation)

## **How can participants initiate a second medical opinion?**

To initiate a second medical opinion, members can visit [smo.assistamerica.com](http://smo.assistamerica.com) or call Assist America's 24/7 Operations Center at +1 609 986 1205. Members will need to provide all medical reports, charts, data and relevant medical history translated in English to activate the service.

## **How do members receive their second medical opinion?**

- The medical review will be done by a licensed physician in a discipline that relates to the condition or diagnosis.
- A written opinion on the case will be presented to the participant within 5 U.S. working days of receipt of all required information.

**For more information regarding the SMO program,  
contact Assist America at +1 609 986 1205.**



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