

Second Medical Opinion

provided by Assist America, Inc.

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 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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