



What services does 2nd.MD provide?

- **Medical Certainty Navigation:** Work with a highly skilled, experienced nurse who can help you understand your medical diagnosis, review important questions to ask your doctor and help you navigate the healthcare system.
- **Expert Medical Consultation:** Virtually connect with a top doctor who specializes in your specific condition. They will review your medical records and have a detailed conversation with you so you can gain confidence in your diagnosis and treatment plan.
- **Personalized Local Support:** When you need assistance finding a local doctor or specialist to assist in your care, our Personalized Local Support team is here to ensure you get the in-network treatment and ongoing care you deserve.

Do these services cost anything?

These services are provided at NO ADDITIONAL COST to Anthem medical plan members.

Do my family members have access to 2nd.MD?

Yes, as long as they are enrolled in a Nightwing Anthem medical plan, your dependents are eligible for 2nd.MD services. Family members not enrolled in the plan do not have access to 2nd.MD services at zero cost.

When would I use 2nd.MD?

Whether you're faced with a new or existing diagnosis, upcoming surgery, or healthcare decision and want to learn more about your treatment options, 2nd.MD connects you with experts who can help.

What type of doctors does 2nd.MD use?

The 2nd.MD physician network is comprised of over 950 board-certified physicians practicing at leading academic medical centers and national cancer institutes. 90% of 2nd.MD experts are fellowship trained and over 50% are multiple board certified. Our physicians are at the forefront of medical advancements in their areas of expertise, with over one-fourth sitting in leadership roles within their institution, over 90% actively publishing medical literature related to their area of expertise, and many engaging in active clinical trials.

2nd.MD experts have spearheaded the development of highly-renowned cancer centers, been the first to administer experimental medications for conditions leading to groundbreaking advancements in standards of care and are leaders in surgical advancements for conditions such as epilepsy, aortic valve stenosis, and many other procedures. Regardless of their many accolades, 2nd.MD experts lead with compassion and participate in this educational offering due to their own beliefs that location or socioeconomic status should not be barriers to accessing medical excellence.

What types of conditions do they cover?

2nd.MD's physician network covers all diagnostic categories for both pediatrics and adults, ranging from common conditions like diabetes, heart disease, and anxiety to rare conditions such as Evans Syndrome, genetic dyslipidemias, and pheochromocytoma tumors. Should a member present with a condition that is not covered within the 2nd.MD network, the dedicated Specialist Liaison Recruitment Team research experts in the condition actively recruit that/those expert(s) and onboards them to the network.

What qualifies a specialist for 2nd.MD/Expert MD's panel?

Any specialist being considered for the 2nd.MD physician network is reviewed against our proprietary algorithm, which includes several key categories to identify top-tier expertise. Specialists are reviewed against the following primary criteria:

- Active board certification in their area of clinical expertise
- Years of experience post clinical fellowship
 - All specialists must have completed at least 4 years of active patient care post-clinical fellowship or residency (*when applicable*). The average post fellowship/residency expertise is 8-15 years
- Employment and appointment within their department at an academic medical center
- Appointment at a medical school
 - Affiliations are considered for those with a private practice
- Medical school, internship, residency and fellowship completed at highly-ranked institutions for their area of clinical expertise

- Actively involved in research with recent publications (includes peer reviewed publications, editorial work for medical journals, medical abstracts, etc).
 - Panel average is 30-40+ publications within the last 10 years for most specialties
- Recent participation in clinical trials

Once we determine that a specialist is eligible for the 2nd.MD physician network, we consider the specialists' practice focus. The clinical leaders on our Specialist Liaison Teams determine, based on each condition and diagnostic category, which specialty warrants a narrow focus, and which is appropriate for a broader focus.

- Examples of a narrow focus:
 - An oncologist who treats gastrointestinal cancer exclusively
 - An electrophysiologist who treats irregular heart rhythms
 - An orthopedic surgeon with expertise in hip surgery
- Example of a broader focus:
 - A general OBGYN who treats an array of routine women's health conditions
 - An ophthalmologist who treats several common conditions of the eye
 - A hematologist with expertise in general hematologic conditions

Once a specialist has joined the panel, they are subject to credentialing every 2-3 years in accordance with industry standards. Credentialing includes a review of current board certifications, verification of educational affiliations, and an examination for any sanctions.

How does the 2nd.MD Care Team determine which specialist is right for the member?

The 2nd.MD Care Team is comprised of highly qualified nurses who possess expertise in the specific conditions relevant to the member's case, facilitating a seamless transition to the specialist. The nursing team is comprised of skills specific pods: 1) Musculoskeletal 2) Oncology 3) Pediatrics 4) Medical/Surgical 5) Women's Health 6) Cardiology 7) Neurology 8) Behavioral Health; with nurses having an average of 10 years of experience in their specialty and an additional 25% of our specialty care nurses possessing advanced certifications.

Taking into consideration the member's condition, local recommendations, and the member consult goal, our nurses apply their clinical knowledge alongside the sophisticated panel search tool within our system to choose an appropriate specialist for a consultation. Once the nurse selects the ideal specialist, the member can review the profile and dialog with their nurse about the recommendation. A member can request an alternative specialist if they are not in agreement with the selection. However, due to the clinical rigor in selecting the specialist, our members rarely require this.

How does it work?

Three simple steps to medical certainty:

1. **Activate your account and request support:** Visit <https://www.2nd.md/>, download our app or call 866-841-2575 to activate your account.
2. **Speak with a nurse:** Just explain your medical issues, and an experienced nurse will handle the rest, including collecting medical records and connecting you with a leading specialist who is an expert in your condition.
3. **Consult with a Specialist:** Get information about your diagnosis, treatment plan and next steps in care from a top specialist. Consult via video or phone at a time that works best for you, including evenings and weekends!

How do I learn more about 2nd.MD?

You can call and speak with a nurse at any time at 866-841-2575 or visit <https://www.2nd.md/> to learn more.

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. 2nd.MD is not an emergency service. 2nd.MD is an independent resource to support you in receiving information from Expert Medical Specialists. 2nd.MD does not practice medicine or provide patient care and is independent from the Specialists providing the expert medical consultations.