

# CORE SERVICES

## EXPERT MEDICAL CONSULTATION

*Speak with an elite specialist physician by video within a few days.*

2nd.MD members experiencing pain or disease are connected with top national experts via video or phone within 3 to 5 days. These interactive consultations last for 30 minutes on average and provide members with confidence and peace of mind in their diagnosis and treatment plan.

Used in conjunction with Medical Certainty Navigation. Personalized Local Support is included, based on member's needs.

## PERSONALIZED LOCAL SUPPORT (PLS)

*See the best local physician.*

The greatest outcomes are achieved when medical certainty is combined with high-quality, local treating physicians. The member's condition and preferences are combined with objective quality data and personalized clinical guidance to connect the member to high-quality, local providers that are within their existing health plan networks.

Offered as a standalone service or in conjunction with an Expert Medical Consultation or Medical Certainty Navigation.

## MEDICAL CERTAINTY NAVIGATION (MCN)

*Receive concierge clinical guidance and support.*

Regardless of the health challenge, every 2nd.MD member is guided on their healthcare journey by our condition-specific Care Team nurses. This clinical guidance includes condition-specific education, high-touch coaching, scheduling Expert Consultations, and other services that help members navigate the complexities of managing their health and achieving better health outcomes.

Included with all Expert Medical Consultations; can also be used as a standalone service or in conjunction with Personalized Local Support.