



TOGETHER, LET'S SAVE AND IMPROVE LIVES

2nd.MD is an expert medical consultation and navigation service for members. 2nd.MD connects individuals with board-certified, elite specialists from top medical institutions. Our specialists improve 85% of treatment plans and provide medical certainty to members.

Our goal is to educate members and empower them with confidence and a sense of medical certainty as they make important healthcare decisions. Through our treatment decision support service and personal consultations led by best-in-class specialists, our program is intended to work in close collaboration with the local healthcare provider. We appreciate the opportunity to partner with you to help provide the best healthcare outcome for your patients.

Following are 2nd.MD frequently asked questions and answers to help provide more details and information about who we are and how we work with members and provider partners with a goal of saving lives and helping individuals be more informed so they can make the healthcare decision that is right for them.

PHYSICIAN FREQUENTLY ASKED QUESTIONS & ANSWERS

Q: WHAT IS 2ND.MD?

A: 2nd.MD is a virtual educational consultation program provided at no cost to Caterpillar employees and their family members covered by the Caterpillar UnitedHealthcare medical plan. We provide support for all adult and pediatric specialties and subspecialties. We match members with an elite specialist who specializes in the member's condition for a face-to-face video consult in as little as 3-5 days. Our specialist panel includes renowned specialists from some of the nation's top healthcare institutions. 2nd.MD also does all the heavy lifting including retrieval of medical records and imaging, facilitates the scheduling of the consult and helps coordinate the member's care needs with their health plan and local physicians after the virtual consult. Based on the information from the consult and their own personal preferences, the member then works with their treating physician to determine their treatment path.

Q: WHY IS 2ND.MD BEING OFFERED?

A: 2nd.MD's clients offer this program to help members engage in their health care through a shared decision-making process. In addition to physicians and payers, patients are an equally important part of achieving better health care and outcomes at lower costs. 2nd.MD helps members deepen their knowledge about their condition, understand medical decisions impacting their care and communicate more effectively with their treating physicians.

Q: WHAT ARE THE BENEFITS OF SHARED DECISION MAKING?

A: Shared decision making has been known to help patients make better, more deliberate choices by providing them with treatment options, including benefits and risks. Other benefits include improved health outcomes while decreasing unwarranted variation in cases, increased patient satisfaction and enhanced alignment between patient and physician. The Institute of Medicine's *Crossing the Quality Chasm* report strongly advocated for shared decision making,

advising: “Patients should be given the necessary information and the opportunity to exercise the degree of control they choose over health care decisions that affect them. The health system should be able to accommodate differences in patient preferences and encourage shared decision making.”

Q: IS THE TREATING PHYSICIAN INVOLVED IN THE PROCESS?

A: While 2nd.MD leaves the decision to include their treating physician to the member, we welcome the opportunity to include the treating physician in the consultation process. Treating physicians are also invited to reach out to the 2nd.MD specialist directly, or we can facilitate a peer-to-peer discussion upon request. Our technology portal allows for over 20 different ports so the member can bring in as many or as few members of their treatment team, caregivers, and family members as desired. If the member elects not to have their treating physician join the consultation, they can share the results of the discussion with their treating physician by printing or sending the copy of their written summary.

Q: DOES THE MEMBER NEED TO CHANGE TREATING PHYSICIANS TO PARTICIPATE?

A: No. The 2nd.MD educational consults are designed to provide an additional layer of clinical precision and medical certainty within the member’s treatment decision process and journey. The 2nd.MD

experience is designed to be collaborative with the treating physician. We do not replace the relationship a member has with their treating physician in any way.

Q: WHAT HAPPENS IF 2ND.MD RECOMMENDS A DIFFERENT SURGERY OR TREATMENT THAN THAT RECOMMENDED BY THE MEMBER’S TREATING PHYSICIAN?

A: 2nd.MD meets the member at the point of their treatment decision journey to help them make educated and informed decisions that ultimately result in better healthcare outcomes. If the member elects to choose a different treatment path than the one recommended by their treating physician, we encourage them to discuss these changes with their treating physician. The 2nd.MD specialist is also available for peer-to-peer collaboration with the treating physician. In cases where the treating physician is unable or unwilling to perform the member’s selected treatment plan or the member requests it, we can assist the member in vetting and securing appointments with other high-quality, in-network local specialists.

Q: DOES THIS PROGRAM CHANGE OR AFFECT ANY PRIOR AUTHORIZATION REQUIREMENTS?

A: No. The process for requesting and approving prior authorizations will not change and operates independently of the 2nd.MD program.

If you have questions about 2nd.MD, call us at **1.833.505.1310**. If you have an interest in potentially joining our selective panel of experts, send an email to our specialist team at specialists@2nd.MD. We would love to hear from you! We are always excited to meet passionate providers of world-class care who enjoy teaching and empowering patients.