



Great-West Life
your Benefits Solutions People

New *Best Doctors* service lets plan members *Ask the Expert*

Best Doctors® connects seriously ill Canadians and their treating physicians with world renowned medical specialists. It provides service to more than 10 million people in 30 countries – including almost four million Canadians.

Ask the Expert,™ a confidential service, was recently added free of charge to *Best Doctors*. Great-West plan members covered by plans providing the *Best Doctors* services can take advantage of this new, expert resource for basic questions about their health conditions and treatment options. *Ask the Expert* is provided exclusively to Great-West plan members.

Rather than searching through online information that can be confusing and unreliable, plan members can now get straight answers from physicians who are medical experts in their field.

To access *Ask the Expert*, plan members simply call *Best Doctors* at 1-877-419-BEST (2378) and speak to a member advocate. Member advocates are registered nurses who will talk to plan members about their health concerns and identify the *Best Doctors* specialist who is best suited to answer their questions. *Best Doctors* has a global network of 50,000 specialists from which to choose.

Plan members typically get their answers within two or three business days, depending on the nature of the questions. Answers are provided in the form of written reports emailed to plan members.

Like other *Best Doctors* services, *Ask the Expert* is available to Great-West plan members, their spouses and dependants covered by plans providing *Best Doctors*. The service is provided at no cost.

***Best Doctors* services**

Other services offered by *Best Doctors* include:

- *InterConsultation*™ – The most widely used service, *InterConsultation* provides an in-depth review of a plan member's medical files by specialists who provide medical opinions and treatment options without the plan member ever having to leave home.
- *FindBestDoc*™ – If a plan member requests treatment away from home, the *Best Doctors* member advocate uses the *FindBestDoc*™ service to identify the specialist and medical institution best qualified to meet the plan member's specific medical needs.
- *FindBestCare*™ – When a plan member decides to seek treatment outside Canada at his or her own expense, *FindBestCare* accesses hospital and doctor discounts and ensures vital information is sent to the medical specialists involved.

GroupLine



- *Best Doctors 360°* – Available alone or as part of *InterConsultation*, *Best Doctors 360°* helps plan members navigate the healthcare system by providing the resources needed to personally deliver customized advice, guidance and one-on-one support.

Plan member communication

A plan member piece has been created that explains *Ask the Expert* and other services provided by *Best Doctors*. Please distribute this communication piece to your plan members if your plan design includes *Best Doctors* coverage.

For more information

To add *Best Doctors* to your plan or for more information, please contact your Great-West group representative or visit www.bestdoctorscanada.com.

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