

## **PinnacleCare VirtualConnect**

### **Frequently Asked Questions**

#### **What does PinnacleCare do?**

PinnacleCare is a private health advisory service that represents the best interests of individuals and their families when it comes to protecting their most valuable assets – their health and wellbeing. We are an unbiased resource to which you can turn when facing or trying to prevent a major health problem. PinnacleCare services can guide you through some of the most serious and complex medical decisions you will face. Our team will connect you with top-rated specialists who are trained and experienced in your condition to provide a second opinion on your diagnosis and range of available treatment options.

#### **When should I get a second opinion?**

Second opinions are an important aspect of your medical care. Receiving a second opinion can help you secure the right diagnosis before pursuing a treatment plan, avoid unnecessary procedures or surgeries, and give you confidence that you are making fully-informed decisions about your health.

#### **What should I expect when I contact PinnacleCare?**

A PinnacleCare Advisor will contact you within one business day of your virtual consultation request. Your PinnacleCare Advisor will speak with you to gather your medical history and the details of your current diagnosis, gather and organize all pertinent medical records on your behalf, and coordinate a virtual consultation with the appropriate specialist. PinnacleCare manages the transfer of your medical records and coordinates all the details of your virtual consultation.

Your PinnacleCare Advisor remains in regular contact with you throughout the virtual consultation process. After your virtual consultation, your PinnacleCare Advisor will reach out to discuss any additional questions you may have and to set up a call with a PinnacleCare Medical Director to review the virtual consultation report.

#### **How will I receive my virtual consultation?**

Once all background information and medical records are received, the specialist will write a virtual consultation report, which will be delivered to you by your PinnacleCare Advisor. Due to licensing and liability regulations, you will not speak with the specialist directly as a part of the virtual consultation process.

#### **Is this covered by insurance?**

Insurance carriers typically do not reimburse for second opinions, but in certain cases some costs may be covered. PinnacleCare recommends that you contact your insurance company to confirm the details of your coverage.

#### **Are our conversations kept confidential?**

Yes, all of your activity with PinnacleCare is strictly confidential. We are a HIPAA-compliant company and no personal information is shared without your consent.

#### **Is a virtual consultation available anywhere in the country? What if I live outside of the U.S.?**

Yes, virtual consultations can be coordinated for anyone, across the globe. Translation services for non-English medical records are also available for an additional fee.

#### **How long will it take to receive the virtual consultation report?**

Generally, the process takes 7-10 business days. In some cases, record collection or translation can delay the submission of information to the specialist. Additionally, if pathology slides need to be reviewed, the process may be lengthened.