



Greetings,

If you are someone who has always enjoyed good health, try to imagine how, in one terrifying moment, that could change. Your doctor diagnoses you with a serious illness and gives you a complicated description of your treatment options. How much would you really hear after those first frightening words, “You have _____?” How much would you understand? Now think of how comforting it would be to have a knowledgeable medical advocate by your side to help you navigate through your choices for care.

I am thrilled to tell you that such a medical advocacy service is available as a new benefit at no addition cost to you and your covered family members. HealthTrust has made available a revolutionary new program – offered by Grand Rounds – that can provide expertise, guidance and comfort during difficult medical challenges in an individual’s life, and help you access the highest quality care, at the right place, and at the right time. Grand Rounds can help with most medical conditions – from very complex and serious issues to primary care and pediatrics.

At the core of this comprehensive program are three interwoven services that wrap around the individual’s HealthTrust’s medical plan coverage to provide support throughout the care journey.

1. **Expert Opinions** – Covered individual will have access to:
 - Second opinions provided remotely from world-class physicians who are experts in their field, including department chairs of leading medical institutions.
 - Expertise across all specialties. Areas commonly addressed by Grand Rounds experts include orthopedics, oncology, cardiology, neurology, pediatric subspecialties, rheumatology, and pain management.
 - Clinical support from Grand Rounds’ Physician-led Care Team, often resulting in more appropriate diagnoses and/or treatment.
 - A strategy to identify and avoid unnecessary medical services.
2. **Office Visits** – The Grand Rounds team can help identify high quality local/in-network physicians for a covered individual’s specific needs. The Physician-led Care Team can:
 - Hand-pick the most appropriate specialists and PCPs and help prepare patients for office visits.
 - Facilitate access for appointments and surgical procedures with leading centers.
 - Arrange for priority access to practices around the country including major academic medical institutions such as Dana Farber Cancer Institute, the Mayo Clinic, Boston Children’s Hospital, and Mass General Hospital.
3. **Treatment Decision Support** – Covered individuals can experience fast access to Grand Rounds’ clinicians for treatment decision support and triage:
 - Personalized treatment decision support from in-state, licensed physicians.
 - Opportunity for same-day answers via phone or video call.

Through Grand Rounds, covered individuals can experience peace of mind by obtaining an accurate diagnosis early on setting an optimal treatment path, and avoiding unnecessary medical services.

By providing covered individuals with access to tools and expert support to understand their medical options, HealthTrust is empowering you to make medical decisions that are right for you and your covered family members. That could mean a healthier, happier life for the individuals covered under our medical plans and lower costs for our membership.

In Good Health,
Wendy Lee Parker
Executive Director