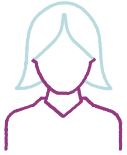


WorldCare MSO

Member Experience



1 Member is diagnosed with a serious and complex condition

- The member requests a Medical Second Opinion (MSO).
- The member or their advocate contacts WorldCare via:
 - » Website: www.worldcare.com and selects "Get in touch."
 - » MemberCare phone: 1-877-676-6439, leave message if outside business hours of 8am-6pm EST.
- WorldCare gathers basic information to aid in determining eligibility.



2 Member consults with the WorldCare Clinical Team

- A nurse is assigned to the case and contacts the member to understand their diagnosis, concerns, and medical history.
- WorldCare gathers the member's medical records and prepares the case for review by a multi-disciplinary team at a leading research and teaching hospital.
- The nurse communicates frequently with the member to provide updates on the status of their case and to address any questions or concerns.



3 Member receives valuable insights and cutting-edge medical advice

- The nurse reviews the MSO report with the member. The nurse suggests ways to discuss the information in the report with their physician.
- The member and their physician determine the optimal treatment plan considering the recommendations, insights, and advice.
- The member is invited to complete the WorldCare service survey.

Visit www.worldcare.com to learn more.