SurgeryPlus Member Experience

Member contacts SurgeryPlus by phone and is assigned a Care Advocate (CA)

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CA will follow-up from initial call

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CA provides medical records to member's preferred provider for case review and schedules appointment for member with provider

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Travel to preferred provider needed?

- **Yes** → **CA coordinates member's travel to provider** ↓
- **No** ↓

Member meets with provider, who communicates results of case review

- Member provides SurgeryPlus ID card to provider so all costs are processed through SurgeryPlus instead of the member's medical plan
- Includes provider's recommendation on whether surgery is necessary
- Includes alternatives to surgery if appropriate

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Member decides to have surgery?

- **No** → **CA will help member locate provider for non-surgical treatment from member's medical plan's provider network**
- **Yes** → **Pre-surgery preparations (CA and Member)** ↓ **Member undergoes surgery** ↓ **CA follows up with member within several days post-discharge**

Statewide Benefits Office SBO Benefits Made Easy

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