

SurgeryPlus Member Experience

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

CA will follow-up from initial call

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

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

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

SurgeryPlus sends a check and issues a 1099 for tax reporting purposes to the member