

Getting a Second Opinion



If you're facing a tough health care decision, you may have a hard time knowing what to do. It may be helpful to talk to more than one doctor. Requesting a second opinion can help make sure you're getting the right treatment options and give you peace of mind — all at your standard copay.

A second opinion may be helpful if you are:

- ✓ Deciding about a costly test or treatment, like a surgery
- ✓ Unclear about how well a test or treatment may work
- ✓ Interested in getting more information about your options
- ✓ Unsure about a diagnosis

How do you get a second opinion?

Ask your doctor for the name of another physician, someone with whom he or she is not closely connected. Don't worry about offending your doctor. Second opinions are normal and expected.

If you aren't comfortable asking your doctor for another physician, call Customer Service at the number on the back of your member ID card. We can help you find a doctor who can give you a second opinion.

When getting a second opinion, follow these steps

- 1 You can choose to see any doctor or health care provider that participates in Medicare and accepts the plan. Accepting the plan means the doctor is willing to treat you and bill UnitedHealthcare.
- 2 Schedule a visit with the second doctor. Give yourself enough time to arrange for your medical records to get there before your appointment.
- 3 Have your first-opinion doctor records sent ahead to the second doctor.
- 4 Have the second doctor's office send a report to your primary care physician, the one who manages all your care. This keeps all of your medical information in one place.

Questions about finding a doctor?

- 📞 Call Customer Service toll-free at the phone number on the back of your ID card.



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Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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