TO: MSU Faculty, Staff, Academic Staff and Retirees
FROM: Renée Rivard, Director of Benefits, MSU
SUBJECT: A new benefit program
DATE: xx/xx/xx

We are pleased to inform you about a new service called Best Doctors that you and benefits-eligible members of your family can use when faced with making an important medical decision.

It’s scary facing a serious diagnosis or recommendations for medical care like surgery, chemotherapy, radiation or any number of other complex treatment options by yourself. It’s natural – and smart – to wonder things like:

- Could the diagnosis be a mistake?
- Is the treatment being offered to me the best one available for my situation?
- Have I been given all the information I need to be able to make the best decision?
- Are there risks to the treatment recommended that I don’t know about or other treatment options I should consider first?

You can call Best Doctors and talk to somebody about the medical situation you or your loved one is facing. They’ll interview you and, with your permission, they will collect your medical records and consult with medical experts around the nation who specialize in diagnosing and treating the condition you are facing. They will provide you with a detailed report and treatment recommendations to help you answer all the questions you may have. And, if you want them to, they will even consult with your own physician to make sure your diagnosis is correct and your care plan is likely to give you the best results possible.

The Best Doctors program now being offered to you through your MSU Benefits Plan is a service designed to help you easily and confidentially access second opinions from medical experts all around the nation. Access to this program came about as a collaborative effort of the MSU Joint Health Care Committee (JHCC), several faculty committees and MSU Human Resources.

There is no out-of-pocket cost to you for using this new service. It is completely confidential and could provide you with vital information and options you might otherwise miss.

Enclosed is an information packet that gives you more information about Best Doctors and how to use their services. If you have questions, please contact Best Doctors directly or feel free to contact the MSU Benefits office at 517-353-4434, 1-800-353-4434 or benefitsinfo@hr.msu.edu.

The next time someone in your family is facing a serious or complex medical condition, please consider calling Best Doctors.