



your health

# health decision support

human energy. yours.™

**Are you facing a new diagnosis or a possible surgery?**

**Is your doctor struggling to diagnose or find solutions for your condition?**

**Do you want confidence that you're on the right treatment plan and medications?**

Health Decision Support is available to help you or an eligible dependent when you're faced with an important medical decision. Based on the traditional practice of getting a second opinion, but with additional features, this service works with leading medical specialists to review your case and then provide feedback on your diagnosis and treatment plan. Health Decision Support is another resource for you to collect information about your diagnosis and treatment plan so you can make informed decisions about your care.

## who is 2nd.MD

2nd.MD, an independent third-party vendor, offers an expert second medical opinion when you or an enrolled eligible dependent is facing an important medical decision. With over 120 medical specialties represented, 2nd.MD can help you with almost any major medical challenge. 2nd.MD's network of specialists are from top medical institutions like Mayo Clinic, Johns Hopkins and Harvard. They are experts and pioneers in their field with knowledge of the latest treatment options and advanced technologies.

## how can a second opinion help me?

2nd.MD has helped many people avoid unnecessary procedures, spot misdiagnoses and improve existing treatment plans. Sometimes the second opinion might confirm your current course of action; other times it might provide a different viewpoint. **You are under no obligation to follow the recommendations provided by 2nd.MD.** In fact, you're strongly encouraged to share the information with your doctor and discuss next steps or options together.

## who can use health decision support

Health Decision Support is automatically available to **U.S.-payroll employees** enrolled in the Chevron Medical PPO Plan, a Chevron Medical HMO Plan, the Chevron High Deductible Health Plan, the Chevron High Deductible Health Plan Basic or the Global Choice Plan (U.S.-Payroll Expatriates). Your dependents can also use Health Decision Support if they are enrolled in one of these plans.

## cost to participate

If you're an eligible employee, Health Decision Support is provided at no additional cost to you and your enrolled eligible dependents. However, please be aware that any additional tests or services you elect to undertake as a result of information contained in your 2nd.MD second opinion will be paid according to the provisions of your selected health plan. If you have a concern regarding the cost of any additional test or service, it is recommended that you check with your health plan before proceeding.

The information in this communication applies to U.S.-payroll employees. This communication provides only certain highlights about changes of benefit provisions. It is not intended to be a complete explanation. If there are any discrepancies between this communication and the legal plan documents, the legal plan documents will prevail to the extent permitted by law. There are no vested rights with respect to Chevron health care plans or any company contributions towards the cost of such health care plans. Rather, Chevron Corporation reserves all rights, for any reason and at any time, to amend, change or terminate these plans or to change or eliminate the company contribution toward the cost of such plans. Such amendments, changes, terminations or eliminations may be applicable without regard to whether someone previously terminated employment with Chevron or previously was subject to a grandfathering provision. Some benefit plans and policies described in this document may be subject to collective bargaining and, therefore, may not apply to union-represented employees.

# 1

## Contact the 2nd.MD care team

To get started, contact a 2nd.MD nurse through any of these methods:

[www.2nd.md/chevron](http://www.2nd.md/chevron)

1-866-841-2575

[Chevron@2nd.MD](mailto:Chevron@2nd.MD)

**Get the 2nd.MD mobile app on the Apple App Store or Google Play**

You can activate your account on the 2nd.MD website or via the mobile app at any time.

# 2

## Let 2nd.MD take care of the details

When you contact 2nd.MD, a nurse will speak with you to understand your condition. This nurse will be with you through all steps of the process and will do much of the work for you.

Your nurse will send an electronic release of information form (ROI form) through the 2nd.MD website which you can sign electronically through the web. If necessary, the nurse can also issue and receive the ROI form via fax or next-day FedEx. (Note that next-day FedEx may slightly delay your second opinion response time).

Once you sign and return the ROI form, your nurse will coordinate with the 2nd.MD records team to retrieve all necessary medical records for the consult. 2nd.MD is a concierge service, so you will not need to collect any medical records on your own.

**On average, the time between when 2nd.MD receives your completed ROI form and when you are speaking with a leading medical specialist regarding your second opinion is three business days.**

# 3

## Talk to a leading medical specialist

After understanding your medical condition and determining what type of specialist is best for your case, your 2nd.MD nurse will work with you to select a specialist and schedule a mutually convenient time for both of you to have the consult — including nights and weekends. You'll be able to speak directly with a specialist about your condition.

Consultations are conducted by video or phone, and at a time that works for you. Your family, friends or your treating physician can also participate in the consult if you wish.

# 4

## Receive ongoing support

After speaking with the specialist, you will receive a written summary of the consultation. The 2nd.MD nurse team will always be available to answer any questions after the consult and support you in finding local doctors.

Based on the information you learned during your conversation with a leading specialist, discuss your treatment options with your family and your current doctor.