

FREQUENTLY ASKED QUESTIONS (FAQS)

Summus is NOT an emergency medicine hotline.

If you are facing an emergency health issue, visit the nearest emergency room.

What is Summus?

Summus is a firm-provided service that gives Benesch Medical Plan participants access to a powerful specialist physician network and medical advisory team, available by phone or video from anywhere in the world – for conditions like cancer, autoimmune disorders, chronic conditions, when you need surgery or to speak with an expert. The Summus MD medical advisory team is comprised of physicians who help you navigate, understand, and act on your health concerns. Summus also provides virtual access to a curated network of leading doctors across 50+ US hospitals for expert insights on your health concerns. This fully confidential firm-provided service is no cost to you, allowing you and your family to make medical decisions with confidence.

Why is Benesch offering Summus?

It's difficult and time consuming to handle a health issue — whether it is a new diagnosis, an ongoing health concern or chronic condition, or a complex and serious diagnosis. Summus provides timely access to medical experts to help you make the best decisions for your and your family's health.

Is there a cost involved and can my family use Summus?

There is no cost to you. Benesch has elected to cover the cost of all Summus services for Benesch employees, spouses, and children who are enrolled in the firm's Medical Plans.

What services does Summus provide?

Summus provides the following services to help you and your family make medical decisions with speed and confidence:

SUMMUS MD CONSULTATIONS

When you engage Summus, their first step to support you will be offering clinical guidance and navigation support from their team of Summus MDs, who are specialists in emergency and internal medicine. They will help you and your family work through your health questions and help you determine your best next steps. These appointments can result in Expert Consultations, as needed.

EXPERT CONSULTATIONS

Summus offers in-depth consultations by video or voice with expert specialist physicians, with full advisory support from your Summus MD to help you become as educated as possible about your or your loved one's health issue through direct conversations with top medical experts. Each Expert Consultation includes the following services:

- An initial intake call with a dedicated Summus MD, who is trained in emergency or internal medicine, to help you fully understand your diagnosis or health question
- Collection of medical records and a prepared summary for your consulting specialist with full background on your medical history and condition

- Preparation for your consultation with questions provided by your Summus MD to guide your medical consultation
- A recommended match by your Summus MD connects you with a top medical expert for a virtual consultation
- A personal, convenient consultation with a Summus-affiliated expert physician who will review your full case and medical history in advance of your consultation
- Access for family members who are welcome to join your consultation through the Summus secure platform

VETTED PHYSICIAN REFERRALS

When you need to see a physician in person, the Summus medical team will curate a list of vetted specialists for your consideration based on your personal preferences and insurance coverage.

When should I contact Summus?

When you or someone in your family has a new health challenge, needs surgery or is managing an existing health condition, it can be hard to know what to do next. Summus provides timely access to medical experts to help you make the best decisions for your and your family's health without waiting weeks or months to be seen. *Please note, Summus is not an emergency medical hotline. If you are facing an emergency medical issue, please visit the nearest emergency room.*

Do I have to travel to speak with physicians through Summus?

No travel is required. Summus enables you to consult by video or phone with leading physicians from anywhere in the world, within days.

Can Summus help collect my medical records?

The Summus team will identify medical records needed for your consulting physician's review and support you in collecting medical records and uploading them to their secure platform. You may access your case-related records at any time.

Does Summus share information about my case?

Summus is fully HIPAA-compliant and will protect your health privacy. They will store your case-related medical records and share them with your consulting physician only with your consent. Summus will not share your information with anyone at Benesch or your insurance company without your authorization.

Who is the Summus MD medical advisory team?

Summus MDs are specialists in emergency and internal medicine who are on the faculty at leading academic hospitals and trained at top institutions. They will help you and your family work through your health questions and create a path forward for your health concerns.

How will Summus work with my treating physician?

Summus does not replace the relationship you have with your primary care doctor or treating physician. Generally, treating doctors are very open to receiving expertise from leading physicians in their field.

Who are the doctors in the Summus network?

Summus-affiliated physicians are leaders in their respective fields, have thousands of hours of practical experience, are on the cutting edge of research and innovation, and are associated with the best medical institutions and practices. Doctors who join the Summus network are vetted by the Summus in-house medical team. Each physician is board-certified in their specialty. Today, the Summus network includes over 5,100 doctors across 50+ top-ranked academic hospitals in the United States.

How does the Summus Expert Consultation process work?

Speaking to a top medical expert through the Summus expert consultation service is an easy, five-step process:

STEP 1 — Contact Summus about any health question or concern online at <https://www.summusglobal.com/benesch>, by email at benesch@summusglobal.com, or by phone at 917-565-8540.

STEP 2 — Summus MD Consultation — Speak with a Summus MD to review your health concern, medical history, and preferences. They help gather all necessary medical information.

STEP 3 — Expert Matches — Your Summus MD will suggest specialists from their network based on the condition, your availability, and your preferences. You select an expert, and they take care of the scheduling.

STEP 4 — Consultation Prep — Your Summus MD shares intake information with your chosen specialist ahead of your consultation and provides you with a set of prepared questions to guide your consultation and address your concerns.

STEP 5 — Expert Consultation — You and the consulting specialist speak via video or phone from anywhere in the world.

What if my doctor tells me I need a major medical procedure right away?

Summus is not an emergency medical hotline.

If you are facing an urgent medical issue, please visit the nearest emergency room. If you are currently in the hospital and immediate medical attention is required, the Summus Expert Consultation service is not available. Once your condition has stabilized and you are no longer in the hospital, Summus can connect you with a top medical expert to discuss your future treatment options.

Where do I get more information about Summus?

If you have questions about Summus or would like more information, contact benefits@beneschlaw.com, visit <https://www.summusglobal.com/benesch>, email Summus at benesch@summusglobal.com, or call Summus at 917-565-8540.