

# 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 an employer-paid service that gives you access to a powerful specialist physician network and medical advisory team, available by phone or video from anywhere in the world – across all health concerns. Our Summus MD medical advisory team is comprised of emergency medicine-trained 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. Summus is offered by your employer, so you and your family can make medical decisions with confidence. Our service is fully confidential and is provided by your employer at no cost to you.

## Why is my company 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 employees, spouses, and children on the health plan —at no additional cost.

# 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, our first step to support you will be offering clinical guidance and navigation support from our 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 consultation
- A recommended match by your Summus MD pairs 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

## **PERSONALIZED PHYSICIAN REFERRALS**

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

## **MENTAL HEALTH NAVIGATION**

Engage in a discussion with a Summus-affiliated licensed clinical psychologist to understand the types of therapies that may be most beneficial based on your concerns. Our team will then curate a list of vetted therapists based on your discussion, taking into account your personal preferences and insurance coverage.

## **SUMMUS WELLBEING**

Developed by physicians board-certified in Lifestyle Medicine, Summus Wellbeing provides highly personalized guidance and support to improve your overall health and functioning across any or all of the 6 Pillars

of Lifestyle Medicine: nutrition, sleep, physical activity, stress reduction, social connection, and addressing risky behavior reduction. The goal of these consultations is to provide you with practical and sustainable ways to improve your health through evidence-based lifestyle changes and a personalized program based on your unique medical profile, challenges, and goals.

#### **How it works:**

1. Complete a questionnaire in the Summus platform
2. Get matched with your Summus Wellbeing Advisor within 24 hours
3. Schedule your personalized, one-on-one consultation
4. Discuss your customized plan and wellbeing pathway: one-time consultation or multi-week plan

#### **What's Included:**

- Personalized action plan for nutrition, sleep, exercise, stress management, risky behavior reduction, social connection, and parent coaching.
- Fast, virtual access to the Summus Wellbeing team: Summus MDs board-certified in Lifestyle Medicine, registered dietitians, clinical psych-ologists, social workers, and health coaches
- Curated digital resources and tips based on your specific challenges and goals
- Convenient online scheduling
- Access to our exclusive Master Class series led by leading Lifestyle Medicine physicians that are available to watch at anytime

#### **ADMINISTRATIVE SUPPORT**

Summus can help you navigate insurance plan and benefit offerings including questions about plan design, co-pays, deductibles, and procedure coverage, pre-admit and post-discharge planning, and billing questions and support.

## Which types of diagnoses qualify for Summus?

Summus is available across any health condition or question.

#### **HEALTH NAVIGATION**

Finding the right in-plan specialist  
Taking the best approach for an upcoming specialist visit  
Prioritizing health issues  
Exploring clinical trials

#### **PREVENTATIVE & CHRONIC HEALTH**

Nutrition  
Sleep disorders  
Pediatric development  
Reproductive health  
Weight management  
Thyroid conditions

#### **COMPLEX & SERIOUS**

COVID-19  
Cancer  
Autoimmune disorders  
Spine conditions  
Neurologic disorders  
Heart Disease  
Alzheimer's & Dementia

## When should I contact Summus?

Contact Summus if you are seeking guidance across any health condition or question. Summus provides timely access to medical experts to help you make the best decisions for your and your family's health.

*\*Please note, Summus is not an emergency medicine 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 through Summus. We enable 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 our 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. We 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 your employer or 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 of 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 our network are vetted by our 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 our Expert Consultation service is an easy, 5-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](mailto:benesch@summusglobal.com), or by phone at (+1) 917-565-8540.

**STEP 2** — Summus MD Consultation — Speak with a Summus MD to review your health concern, medical history, and preference. We help gather all requisite medical information.

**STEP 3** — Expert Matches — Your Summus MD will suggest specialists from our network based on the condition, your availability, and your preferences. You

select an expert, and we 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 medicine 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, our 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.

## Will you share my personal information?

We will not share your personal and medical information with anyone without your written consent, other than those

necessary to help Summus deliver services to you, unless otherwise required by law or as stated in the Summus Privacy Policy.