



 **Virtual Second Opinions**  
By Cleveland Clinic

Direct access to a Cleveland Clinic expert physician for peace of mind  
72% of educational opinions uncover potential diagnosis changes or treatment plan modifications

The Clinic 2020 outcomes data, n=417

As part of your employer's benefits package, you have access to The Clinic by Cleveland Clinic's Virtual Second Opinions program. The program provides you with easy, secure access to high-quality medical expertise from the comfort of home.

Through this digital health service, you can have your medical diagnosis and treatment plan reviewed by an expert physician at Cleveland Clinic and receive an educational opinion by video consultation and written report in about two weeks.

The Clinic supports you every step of the way. From collecting and reviewing medical records to identifying the best specialist for your needs, the program saves you time, trouble, and travel on your path to peace of mind — **all at no cost to you.**

**What is a Virtual Second Opinion?**

- A health service to have a diagnosis and treatment plan reviewed by expert physicians at the world-renowned Cleveland Clinic
- Personalized matching with one of 3,500 Cleveland Clinic expert physicians in one of over 550 advanced sub-specialties
- 100% confidential and included in your benefits package at no cost to you

**We encourage you to obtain a second opinion if you are:**

- Diagnosed with a serious condition
- About to make a major decision about a medical next step, such as surgery
- Considering a treatment that involves risk or has significant consequences
- Dealing with a condition or chronic illness that isn't improving or is getting worse

**How it works**



Live intake with nurse care manager



Records collection



Records and tests review



Expert physician matching



Expert physician review



Opinion delivered by expert physician

**Get a Virtual Second Opinion™ from Cleveland Clinic today**

- Scan the QR code to the right or follow the link below to learn more, register, and download the app.
- Go to: <https://cigna.virtual2ndopinionbycc.io>
- Once prompted, enter the service key: **CIGNA**

