



PINNACLECARE

RAYMOND JAMES

**If you're facing a serious medical concern, contact PinnacleCare for guidance in making the right healthcare decisions for you and your family.**

**PinnacleCare helps you to answer the following questions:**

- Is the diagnosis correct?
- What doctor should I choose?
- Which facility has the best outcomes?
- Is surgery necessary or is there a better option?



**PinnacleCare guides you to top medical experts who are trained and experienced in your condition.** As a member, you and your covered dependents have access to PinnacleCare's concierge health services. You gain an objective, unbiased resource to coordinate expert medical opinions and guide you through your most pressing healthcare challenges.

*Our Health Care Concierge worked tirelessly... Fortunately, it turned out surgery wasn't necessary, just brachytherapy and a stent. With proper medication and lifestyle changes, my husband hasn't required additional procedures in three-and-a-half years.*

- PinnacleCare Member

# PinnacleCare:

## Your link to expert medical opinions.



### CONNECT

Your Healthcare Concierge and the PinnacleCare medical team begin working on your behalf when you reach out by phone or email.



### REVIEW

PinnacleCare collects, reviews and organizes your medical records to advise you on appropriate next steps.



### COORDINATE

PinnacleCare identifies and coordinates a selection of top medical experts to confirm the details of your diagnosis and appropriate treatment options.



### COMMUNICATE

PinnacleCare will communicate with you to help you understand your diagnosis, choice of providers and treatment options.



### SCHEDULE

Your Healthcare Concierge facilitates the scheduling of appointments with your selected specialist and transfers your medical records in a timely and efficient manner.



### FOLLOW UP

Your Healthcare Concierge will follow up with you throughout the process to answer questions and ensure you're on the right path.

If you or covered family members are facing an unexpected healthcare challenge, connect with a PinnacleCare Healthcare Concierge for access to expert medical guidance.

**Contact PinnacleCare when you need access to a specialist or new routine-care doctor:**

**PHONE: 443-351-8270    ONLINE: [www.PinnacleCare.com/RJ-support](http://www.PinnacleCare.com/RJ-support)**

*Representatives are available Monday through Friday 8:00 a.m.–6:00 p.m. (ET)*

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