

# FREQUENTLY ASKED QUESTIONS

## WHAT IS BEST DOCTORS®?

Best Doctors is an expert medical review service that provides you with access to the best medical minds in the world. It is a benefit offered by the firm to bring you the best possible medical advice so that you and your family members can make medical decisions with confidence. It is 100% confidential and provided at no cost to you.

## WHAT SERVICES DOES BEST DOCTORS PROVIDE?

Best Doctors provides the following services to help you and your family members make the right medical decisions:

**In-Depth Expert Medical Review:** When you want a second opinion by a medical expert about a diagnosis or proposed treatment plan

**Find a Doctor:** When you need help locating a physician or specialist

**Ask the Expert:** When you have a question about a medical condition, treatment option or symptom

**Critical Care Support:** When you experience a medical emergency and have been hospitalized

**Treatment Decision Support for Certain Conditions:** When you need assistance evaluating available treatment options for certain medical conditions

**Medical Records eSummary:** When you need help accessing and organizing your medical records

## IS THERE A COST INVOLVED?

No. Best Doctors is a firm-provided benefit and is available at no cost to you. If you need additional tests or services based on a Best Doctors recommendation, they may be covered according to the provisions of your health plan where applicable.

## WHO IS ELIGIBLE TO USE BEST DOCTORS?

Best Doctors is available to all lawyers and staff, as well as their spouses, partners in a civil union or domestic partners, children, parents, parents-in-law, siblings, aunts, uncles, nieces, nephews, and cousins.

## WHAT TYPES OF MEDICAL CONDITIONS OR DIAGNOSES QUALIFY FOR BEST DOCTORS?

Best Doctors provides services for a wide range of medical conditions. They can include everything from back pain and sports injuries to chronic diseases and life-threatening illnesses.

## WHY IS THE FIRM OFFERING BEST DOCTORS?

Navigating health care can be challenging, particularly if you are managing a chronic condition or coping with an illness. The firm is providing Best Doctors to help you make medical decisions with confidence and ensure you are getting the right care. It supplements the work of your own doctor, and most doctors find that collaboration with other experts is very helpful, especially in complex situations.

## DOES BEST DOCTORS SHARE INFORMATION ABOUT MY CASE?

Best Doctors is 100% confidential. Neither the firm nor your insurance company (where applicable) receive information about your call(s) to Best Doctors or the information discussed. The Best Doctors Expert Report will be shared with your treating physician(s) only with your consent. Best Doctors will NEVER share your information with anyone at Latham, your doctor or your health plan without your authorization.

## DO I NEED TO TRAVEL TO SEE THE BEST DOCTORS EXPERT?

No. All communication with Best Doctors is done over the phone or the internet. There is no need for additional travel or doctor's appointments unless the expert's recommendation is to undergo an additional test.

## WHO ARE THE PHYSICIANS BEST DOCTORS USES?

Best Doctors physicians include the world's top medical specialists. They are selected by other doctors through a comprehensive, independently-certified review process—and are the doctors other physicians trust most.

Doctors cannot pay to be included in the Best Doctors database or nominate themselves for consideration. At present, the Best Doctors list includes over 50,000 physicians worldwide, representing more than 450 medical specialties and subspecialties.

## DO I HAVE TO FOLLOW THE EXPERTS' RECOMMENDATIONS?

No. You remain in full control of your healthcare decision-making. The information you receive from Best Doctors is intended to help you make informed decisions regarding your diagnosis and / or treatment plan. Best Doctors will not share your report with your physician unless you authorize it.

## HOW DOES THE BEST DOCTORS IN-DEPTH MEDICAL REVIEW PROCESS WORK?

- To get started, visit [bestdoctors.com/LW](http://bestdoctors.com/LW) to initiate a case online or use the phone number listed for your region to initiate a case by phone.
- A dedicated Best Doctors Member Advocate (nurse) will have an in-depth discussion with you about your medical condition and obtain a full health history.
- Best Doctors can organize all appropriate medical records, images and test samples for the expert review. In some regions, where permitted by law and with your written approval, Best Doctors can collect these records directly from your medical providers, saving you the time of visiting doctors' offices or hunting down files.
- The Best Doctors clinical team conducts a comprehensive analysis of your case and selects the most appropriate expert(s).
- The expert reviews your case and provides Best Doctors with a detailed report that includes his or her recommendation.
- Best Doctors shares the report with you (and can also share it with your treating physician, with your consent).

Throughout the process, the Best Doctors Member Advocate is available to answer your questions. Depending on your case, your Member Advocate may also follow up with you to see if you need any other assistance.

## HOW WILL BEST DOCTORS WORK WITH MY TREATING PHYSICIAN?

Best Doctors shares its expert's findings with you first—and only with you. Then Best Doctors can share the expert's report with your treating physician with your authorization. Best Doctors will not share the report without your consent. The goal is to provide useful information so that you and your physician can make more informed decisions together regarding treatment.



For more information, visit [bestdoctors.com/LW](http://bestdoctors.com/LW)

## HOW DOES THE ASK THE EXPERT PROCESS WORK?

- To get started, visit [bestdoctors.com/LW](https://bestdoctors.com/LW) to initiate a case online or use the phone number listed for your region to initiate a case by phone.
- A nurse on the Best Doctors clinical team will conduct an in-depth discussion with you to understand your questions and gather any necessary medical information.
- The nurse will send your questions and a brief summary of your medical situation to an expert physician matched to your specific case.
- You will receive a written report with the doctor's answers within 24-48 hours, including suggestions for treatment options.

## WHAT IF I'M HOSPITALIZED AND MY DOCTOR TELLS ME I NEED A MAJOR MEDICAL PROCEDURE RIGHT AWAY? CAN BEST DOCTORS HELP?

For urgent medical situations where immediate intervention is required, the Best Doctors Critical Care Support expert immediately gets involved by reviewing your case and shares their recommendations in a Best Doctors Expert Report within 48-72 hours. Once your condition has stabilized, Best Doctors can evaluate your case for future treatment options.

## CAN YOU GIVE ME AN EXAMPLE OF HOW BEST DOCTORS HAS HELPED SOMEONE?

There are many examples of Best Doctors helping patients. They range from people who needed minor surgery to those confronting life-threatening illnesses. Here's one story:

Diagnosed with Acute Lymphoblastic Leukemia (ALL) and experiencing bone pain and a fever, a young boy began chemotherapy and cranial radiation therapy. However, his parents wondered

whether their son was receiving the right treatment, so they contacted Best Doctors for confirmation. After reviewing the boy's case, a Best Doctors expert confirmed the diagnosis of ALL, but recommended significant changes to the treatment plan. The Best Doctors expert recommended a change in medication, advising against cranial radiation and the removal of folic acid from the boy's medication. The child's attending physician was elated with the Expert Report and immediately began with the treatment plan as outlined by the Best Doctors expert. The parents credit Best Doctors for saving their child's life.

## HOW WILL BEST DOCTORS MAINTAIN MY PRIVACY?

Best Doctors complies with all relevant state, national, and international laws and regulations. You can find the Best Doctors Privacy Policy at [bestdoctors.com/privacy-policy/](https://bestdoctors.com/privacy-policy/). Your specific name and medical information will NOT be shared with anyone, including Latham & Watkins, without your written consent.

## DO I HAVE TO USE BEST DOCTORS?

No. Participation is completely voluntary.

## CAN MY ELIGIBLE FAMILY MEMBER INITIATE A CASE DIRECTLY WITH BEST DOCTORS?

Yes, when the eligible family member contacts Best Doctors, they will be asked to state the name of the lawyer or staff member at Latham & Watkins to whom they are related. As a reminder, eligible family members include: spouse, partner in a civil union or domestic partner, children, parents, parents-in-law, siblings, aunts, uncles, nieces, nephews, and cousins.



For more information, visit [bestdoctors.com/LW](https://bestdoctors.com/LW)

## WHAT TYPES OF MENTAL HEALTH CONDITIONS OR DIAGNOSES QUALIFY FOR BEST DOCTORS SUPPORT?

Best Doctors can provide a medical second opinion for certain mental health-related diagnoses, including ADD/ADHD, Alzheimer's/Dementia, Autism Spectrum Disorders, global/specific developmental delays, and Parkinson's Disease. Additional Best Doctors support:

- The Find a Doctor service can help locate specialists experienced in treating a wide range of mental health conditions, including but not limited to ADD/ADHD, Autism Spectrum Disorders, chemical dependency, Dementia/Alzheimer's, depression, eating and anxiety disorders, and Parkinson's Disease.
- The Ask the Expert service can assist when you have questions related to ADD/ADHD—and in some medical cases, may be able to answer questions related to Autism Spectrum Disorders, Alzheimer's/Dementia, and Parkinson's Disease.

## WHEN I CALL A BEST DOCTORS SERVICE CENTER, WILL MY LOCAL LANGUAGE BE SPOKEN?

Yes, Best Doctors service centers include Member Advocates who speak English and the local language, if applicable. For example, if you call the service center in Japan, you will have the option to talk to a Japanese speaker or an English language speaker.

## IS THERE A LIMIT TO THE NUMBER OF TIMES I CAN USE BEST DOCTORS SERVICES?

Services available through Best Doctors are unlimited — there is no cap on the number of times you can initiate cases with Best Doctors.

## WHERE DO I GET MORE INFORMATION ABOUT BEST DOCTORS?

If you have questions about Best Doctors or would like more information, contact the Global Benefits Department by calling +1.212.906.1299 or sending an email to [department.benefits@lw.com](mailto:department.benefits@lw.com); ask your local Human Resources team; or visit [bestdoctors.com/LW](https://bestdoctors.com/LW).



For more information, visit [bestdoctors.com/LW](https://bestdoctors.com/LW)

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