



FREQUENTLY ASKED QUESTIONS

What if I can't find my question or answer here?

Just email us to support@surgerate.com or call support at (855) 217-2777 option #1 to get answers to questions you may have.

FIND Your Hospital

- **The search**

Can I type the name of a specific doctor or hospital?

Our system accepts specialty, organ or body part, and treatments or procedures, as search descriptions or definitions to find available healthcare providers. You can search for a specific hospital in the next search results page that will be displayed after you click on "Find Care".

What is the most effective way to look for a procedure?

Start by typing the organ or body part in need for care (i.e. knee, hip, shoulder, heart, etc.). You can also type the procedure name (Hysterectomy, Hernia, etc.) or Specialty (Ortho, Cardio, etc.). As you start typing you should notice a list of options. Select the one you are searching and click find care.

Can I search for any treatment or procedure?

No. You can only search for available surgical procedures that are covered by your insurance plan. Finding options is not guaranteed and depends on different quality, geography, and price conditions.

How do I know if my procedure is available?

Pay attention to the list that appears as you type in the search box. If your procedure doesn't appear try redefining it. If no known definition appears, your procedure may not be available yet.

- **Hospital ranking**

How many hospitals does the platform make available?

It depends on the agreement we have with your employer and your health insurance type. Our database includes over 3,300 U.S. domestic hospitals, however we may need to limit the number to the ones offered by your employer's provider network.

How many hospitals should I expect to see in my search results?

That depends mainly on two factors: Your procedure's commonality - the more common the procedure the more hospitals perform it. Your area's price level - the more expensive the area the more options would be discovered.

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Will I get options within driving distance or am I expected to travel?

That depends on the number of hospitals in your area, their pricing level, and price variance. If you live in a densely populated urban, expensive area, with a large variation on procedure pricing, you'd have more local choice than if you're in a remote rural or a lower priced area, where prices don't differ much between hospitals.

How are hospitals ranked?

Ranking is based on 3 factors - procedure volume, distance from your home, and the cash bonus you would earn. The default ranking assumes an optimal mix relevant for you.

Can I change the default ranking order to personalize my options?

Yes. You can use the sorting tool to change the ranking by relevance to ranking by volume, distance, or bonus. Every hospital card will keep track of its place in the original relevance ranking. You can also use the filter tools to fine-tune your results by offering combinations of the three parameters.

Can I save my favorite results and return to them later?

No. You will need to initiate a new search every time you return until you select your favorite hospital. However, you can eliminate a hospital by clicking on the little X on the top right of that hospital's card. This feature should ease your vetting process because you can narrow your choice by elimination of unwanted hospitals. Note that a new search will start you over and "forget" all your hospital eliminations you made.

- **The hospital card**

What do the colorful volume dials represent?

The color-coded volume dials on the left hand side of hospital cards represent the hospital's annual volume of this procedure relative to all other relevant hospitals. The number of performed procedures has been a good indicator of the hospital's performance quality and efficiency. Typically, a high performing hospital offers a larger choice of quality surgeons and would be more up to date with innovative equipment, methods, and solutions.

What is the ratings link about?

Our own ranking includes only one procedure related parameter - annual number performed. However, quality is measured by a variety of parameters, which we would like you to explore and consider. The ratings link should take you to the procedure's ratings on the [U.S.News and World Report site](#) (USNWR).

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Why USNWR's ranking & ratings?

"Since 1990, USNews & World Report has compiled the Best Hospitals rankings. The Best Hospitals rankings are specifically based on a different methodology that looks at difficult (high acuity) cases within 16 specialties, including cancer, diabetes & endocrinology, ear nose & throat, gastroenterology, geriatrics, gynecology, heart & heart surgery, kidney disorders, neurology & neurosurgery, ophthalmology, orthopedics, psychiatry, pulmonology, rehabilitation, rheumatology, and urology. In addition to rankings for each of these specialties, hospitals that excel in many U.S. News areas are ranked in the Honor Roll" - Wikipedia.

Why does DoctorGlobe's level of procedure volume sometimes differ from the one on USNWR procedure page?

That may result from data derived from a different year - for instance 2013 vs 2010. It could also result from a difference in the ranking algorithm - for instance we may refer to low as 0-10%, while USNWR may refer to low as the lowest 5-15%.

How is my bonus determined?

Your bonus represents a percentage of the difference between the specific hospital's procedure price and the average procedure price in your area. The lower that hospital's price is off your area's average price, the larger the bonus you will receive. **NOTE: ACTUAL BONUS AMOUNTS MAY DIFFER FROM THE NUMBER DISPLAYED IN YOUR SEARCH RESULTS DUE TO CHANGES IN PROVIDER'S' PRICING AND OTHER UNEXPECTED CIRCUMSTANCES.**

What does "You pay" mean?

That number represents your maximum annual out-of-pocket determined by the health plan you enrolled in. Different types of plans impose different patient cost participation. If the number is stricken and a zero is displayed instead that means that you pay nothing if you chose that hospital. This may differ if you are enrolled in a High Deductible Health Plan such as a qualifying HSA .

What happens after I chose a hospital?

Once you chose a hospital you will be facing the most significant decision in your process - selecting a doctor. Being such an important step it requires our personal individual attention. We will contact you with clear instructions online, by email, and over the phone to direct you to the right resources enabling you to make a wise selection.

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SELECT Your Doctor

Can my own doctor perform my procedure?

If your desired doctor is affiliated and has surgery privileges at your chosen hospital then you can select him/her, otherwise you should select one from the directories we refer you to.

Remember, you are only eligible for our program's benefits if your procedure is performed at a hospital you chose on our system by one of that hospital's affiliated doctors and who is in your insurance network as well.

How do I find the right doctor for me?

This is where we personally get involved. Your case manager will contact you by email to schedule a phone call and go over the next steps with you. You will be provided with clear instructions to access the proper directories of doctors. These directories include affiliated doctors' profiles, bios, and ratings, to help you make a wise selection.

What should I look for in a doctor?

Explore the doctor's profile and pay attention to skills and abilities. Pay most attention to the years of practice and number of similar procedures performed in the last years. Look out for any special board certifications and awards. Finally, explore their accepted insurance section to make sure your plan is mentioned to make sure you qualify for your bonus pay and deductible waiver. If that information is unavailable, don't worry, you will have a chance to ask the doctor directly when you meet to schedule your procedure.

What do I do when I select a doctor?

You copy his/her name and respond to the email you received pasting the name in a designated place. We will promptly follow up with instructions on how to schedule a visit or call with your selected doctor to reserve your care.



RESERVE Your Care

How should I contact my selected doctor?

If your selected doctor is less than 100 miles away you will receive their contact information coupled with clear instructions on scheduling the office visit and precise questions to ask before making your procedure reservation. If your doctor is further away we will attempt to arrange for an online video or audio meeting to discuss your condition and necessary documents needed to reserve your care.

Any important questions I should ask my selected doctor?

The most important questions are obviously regarding your procedure and related pre, during, and post operation details. You will need to sign some documents granting the doctor access to your medical files. These 3 issues are especially important:

- A. Verify that the doctor schedules your surgery at **the exact hospital name and address (including zip code and specific campus within hospital if applicable) that you chose on DoctorGlobe.** Many doctors are affiliated and have surgery privileges with more than one hospital.
- B. **Verify that the whole operation team (surgeon and anesthesia) is in your insurance plan's network, or your program benefits eligibility may be affected.**
- C. It would be helpful if the doctor could provide a written estimate of the total procedure cost. This would help us calculate and expedite your bonus processing.

If travel is required do I need to book it myself?

You will be contacted by our travel department to handhold you through travel plans and booking. We will pick you up from home pre-operation and drop you off at home after your postoperative treatments have been completed.

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What about travel costs?

Whether your chosen hospital is a drive or a flight away, whether it's 3 miles or 3,000 miles away, it is fully covered by your employer, including yourself and one companion. **That only applies if you use our platform according to our instructions.**

What if I need later follow-up visits with my selected doctor?

If your doctor is within driving distance you can always call and be seen the usual way you always handle any office visits. If your doctor is further away within flight distance you will need to select a doctor in your area or return to the one who initially diagnosed your condition and suggested the procedure be performed.

COLLECT Your Bonus

How do I claim my bonus?

You will need to contact us to report that your procedure has been completed and that you are back at home. You will receive an email to which you should reply with the care completion statement and your bonus claim. We will take it from there.

How much will my bonus be?

It depends on the specific terms your employer has offered. **Please note that the final bonus amount may differ from the initial estimation on your hospital search results.** That may happen because of your procedure circumstances and the actual healthcare providers' charges.

When do I get my bonus?

In some cases the bonus is paid within weeks based on an estimation, while in others it is paid after months based on all your actual procedure bills. It depends on your employer's arrangement.

What if my question or answer wasn't mentioned?

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