



Memorial Sloan Kettering  
Cancer Center

## Memorial Sloan Kettering (MSK)

The Pension, Hospitalization and Benefit Plan of the Electrical Industry (“PHBP”) has partnered with Memorial Sloan Kettering Cancer Center (MSK) through *MSK Direct* – a program that offers guided access to expert cancer treatment for our eligible Participants and their eligible family members. *MSK Direct* provides you and your family members with access to a dedicated team that helps people faced with cancer find the best possible care. MSK is the world’s oldest and largest private cancer center, devoting more than 130 years to top patient care and innovative research. US News ranks MSK as the top hospital in the northeast for cancer care.

### **CONTACT MSK *DIRECT* IF YOU OR A FAMILY MEMBER**

- Are diagnosed with cancer, and would like to explore options for treatment at MSK
- Receive results from a medical test or exam that may indicate a suspicion of cancer
- Are told by a doctor to schedule an appointment with an oncologist
- Would like a second opinion on a cancer diagnosis received from another doctor or hospital
- Are in cancer treatment at MSK or elsewhere, and would like to discuss treatment options

### **THE MSK *DIRECT* TEAM WILL**

- Be available through a dedicated phone line Monday through Friday from 8:30 am to 5:30 pm ET
- Listen to each patient’s needs and provide resources and education
- Schedule a first appointment at MSK, usually within two business days
- Help gather all necessary medical records in advance of the first appointment
- Meet patients at their first appointment to provide support, logistical assistance, and introductions to their clinical team
- Make a referral to a local facility if the patient lives at a distance from MSK and prefers to be treated closer to home

**This program is effective February 1, 2018 and is available to all active and retired PHBP Participants and their family members who live in the New York metropolitan area or who are able to access a MSK facility.** Enrollment in the program is automatic – there is no need to sign up. *MSK Direct* does not change any other health benefits in your PHBP or Medicare coverage. Payment for the services provided by MSK is administered via MagnaCare. There are no extra charges for the *MSK Direct* program. The patient is responsible only for the applicable copays, deductibles and co-insurance as required under the PHBP.

*MSK Direct* can be accessed through the PHBP’s dedicated toll-free member line, (844) 506-0587, Monday through Friday from 8:30 am to 5:30 pm ET. Calls outside of these hours will be returned the next business day.

**For more information, see below for Frequently Asked Questions about the program.**

## MSK DIRECT FAQs

### WHY MEMORIAL SLOAN KETTERING (MSK)?

When you are faced with cancer, reliable information and comprehensive care coordination are crucial. The experts at MSK are there to help you understand the cancer treatment process and provide practical support during your treatment. MSK is the world's oldest and largest private cancer center, devoting more than 130 years to patient care and research. It is consistently ranked among the top hospitals for adult and pediatric cancer care in the United States. Well-known for its hospital location on the Upper East Side of Manhattan, MSK also has outpatient facilities located in Manhattan, Brooklyn, Long Island, Westchester and New Jersey.

### WHAT IS MSK DIRECT?

MSK *Direct* is a team of dedicated professionals who specialize in cancer. The team includes experienced nurses, social workers, and MSK Care Advisors who will be there to guide you through the process of getting care at Memorial Sloan Kettering.

### WHERE IS MEMORIAL SLOAN KETTERING LOCATED?

In addition to the main hospital in Manhattan, MSK has outpatient facilities located in New York (Manhattan, Brooklyn, Long Island and Westchester) and New Jersey.

### WHO IS ELIGIBLE TO USE MSK DIRECT?

All PHBP active and retired Participants and their eligible family members have access to MSK *Direct* at no additional cost beyond standard copays and deductibles (subject to health insurance coverage for care at MSK).

### WHEN SHOULD I CONTACT MSK DIRECT?

- When you are told you have cancer, and would like to explore options for treatment at MSK
- When you get results from a medical test or exam that may signal that you have cancer
- When you are told by your doctor to schedule an appointment with an oncologist
- If you would like a second opinion on a cancer diagnosis received from another doctor or hospital
- If you are currently in cancer treatment at MSK or elsewhere, and would like to know your options

### WHAT WILL THE MSK DIRECT TEAM DO?

- Make an appointment for you at MSK, usually within two business days
- Help you gather your medical records for your first appointment
- Meet you at your first appointment to introduce you to the facility and your care team
- Continue to be a resource for you during your treatment at MSK

### AM I AUTOMATICALLY ENROLLED IN MSK DIRECT?

Yes, there is no enrollment necessary to utilize MSK *Direct*. All PHBP active and retired Participants and their eligible family members have automatic access to the services provided by MSK *Direct*.

### DO I HAVE TO PAY EXTRA TO USE MSK DIRECT?

No. All PHBP active and retired Participants and their eligible family members have access to MSK *Direct* at no additional cost, but care provided by MSK will be subject to the standard co-pay and deductibles of each individual's insurance plan.

MSK is an in-network provider with Magnacare.

#### DOES THIS PARTNERSHIP IMPACT MY OTHER BENEFITS?

No, MSK *Direct* is a new and additional benefit that does not impact or change your other health benefits.

#### CAN I ACCESS MSK *DIRECT* EVEN IF I DON'T HAVE A CONFIRMED CANCER DIAGNOSIS?

Yes. MSK *Direct* can help you even before you receive a confirmed diagnosis of cancer.

You may contact MSK *Direct* when you receive results from a blood test, imaging exam, or pathology report that may indicate you have cancer, or when another physician recommends that you consult with an oncologist. The staff will connect you to MSK Diagnostics, which will arrange for the appropriate tests needed to establish whether or not you have cancer. If you are diagnosed with cancer, you will then have the option to immediately begin treatment at MSK.

#### CAN I GET A SECOND OPINION AT MSK?

Yes. If you have already received a diagnosis or treatment recommendation somewhere else, you may contact MSK *Direct* to schedule an appointment for a second opinion with an MSK physician.

#### DO I HAVE TO GO TO MSK FOR CANCER CARE?

No. The services provided by MSK *Direct* are available to you as an option should you or a family member need to seek cancer care. The decision on where to go for care is always your decision to make.

#### HOW CAN I CONTACT MSK *DIRECT*?

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