



## **“Medical Decision Support™” (MDS™) Program April 2005**

### **Program Highlights**

**Q: What is “Medical Decision Support™” (MDS™)?**

**A:** MDS™ is a service that provides *current, comprehensive, objective and personalized* information to employees and dependents that face serious and complicated illness. MDS™ is designed to help you and your family better deal with a serious illness by helping you become more informed about the condition you face and the treatment options available.

**Q: What illnesses are covered by MDS™?**

**A:** Fifty-eight (58) medical conditions, including Asthma, Attention Deficit & Hyperactivity Disorder (ADHD), Cancer (19 types), Carotid Stenosis, Cholesterol (managing elevated), Cerebral Palsy, Chronic Obstructive Pulmonary Disease (COPD), Diabetes (2), Emphysema, Endometriosis, Epilepsy (children), Heart Disease (5), Hepatitis (3), Hypertension (2), HIV/AIDS, In-Vitro Fertilization (IVF), Low Back Pain (2), Lupus, Managing Menopause, Multiple Sclerosis, Organ Transplantation (6), Osteoarthritis, Parkinson’s Disease, Rheumatoid Arthritis, Stroke and Uterine Fibroids.

**Q: Who is delivering this program?**

**A:** Consumer’s Medical Resource, Inc. (CMR). CMR is a group of highly skilled physicians and researchers who get employees comprehensive information on the condition they face. CMR’s physicians are affiliated with leading medical schools in America.

**Q: Does MDS™ offer second opinions or recommend a specific treatment option for me?**

**A:** No. MDS™ does not provide opinions, advice or recommend a particular treatment or comment on your existing treatment. MDS™ provides published information from leading sources on a specific diagnosis to make you more knowledgeable so that you, working with your doctor, can make more informed decisions about your care.

**Q: Is MDS™ affiliated with my medical insurance company?**

**A:** No. MDS™ is provided by CMR, which is not affiliated with any insurance company. CMR is a medical information company whose only role is to get you as much information about your diagnosis and options as you would like so that you, working with your doctor, can make more informed decisions.

**“Medical Decision Support™” (MDS™) Program  
April 2005**

**Questions About Eligibility, Cost and Access to the Program**

**Q: Will the program be offered to all employees?**

**A:** MDS™ will be offered to all eligible employees and their dependents, retirees, and COBRA enrollees.

**Q: When does the program begin?**

**A:** CMR has been working with RF since August, 2000.

**Q: Do I have to pay for this program?**

**A:** No. Research Foundation is sponsoring the program and there is no charge for eligible employees and their dependents, retirees or COBRA enrollees.

**Q: Is my participation in this program confidential?**

**A:** Yes. The program is completely confidential and Research Foundation will not know which employees utilize MDS™.

**Q: What happens if an employee calls whose diagnosis is not covered under the program?**

**A:** If an employee calls concerning a diagnosis or family member not covered under the program, MDS™ will provide resource information from the CMR database of national organizations and support groups that specialize in that diagnosis.

**Q: How do I get more information about MDS™?**

**A:** Call CMR at **1-888-426-7435 (toll-free)**. You may also contact CMR via the web at [www.consumersmedical.com](http://www.consumersmedical.com).

**Q: What hours is MDS™ available?**

**A:** MDS™ is available Monday through Friday, 8:30 AM to 5 PM Eastern Standard Time (EST). Voicemail for MDS™ is available 24 hours a day/7 days a week. If you call MDS™ after hours someone at CMR will get back to you within three hours the next business day.

**“Medical Decision Support™” (MDS™) Program  
April 2005**

**What Can An Employee Can Expect When He/She Calls MDS™**

**Q: What happens when I call?**

**A:** When you call you will speak with an MDS™ intake specialist who will get your name, address and the diagnosis you are requesting information about. At that point a CMR physician, researcher and support person will be assigned to work with you and your family. Based on the complexity of your situation, the MDS™ intake specialist may then schedule a conference call with the MDS™ physician and researcher at a time that is convenient for you. If your situation or informational request is not complicated, the CMR physician-led team will begin compiling information on your behalf immediately without a conference call.

**Q: What will take place during the conference call with the MDS™ physician?**

**A:** The MDS™ physician will ask you questions about your diagnosis and the types of information that would be of most interest and help to you. After that conference call, the MDS™ physician will lead a research team that will compile for you information on the specific topics you requested.

**Q: Will the MDS™ physician help me decide what to do?**

**A:** No. The MDS™ physician does not provide opinions, advice or recommend a particular treatment. MDS™ provides published information about your diagnosis to make you more knowledgeable so you, working with your doctor, can make more informed decisions.

**Q: Will I receive any written material regarding the illness or is this service only telephonic?**

**A:** MDS™ provides you with a comprehensive report consisting of published articles, books and other materials about your diagnosis and treatment options. This report is mailed directly to your home within 2-14 days depending on complexity.

**Q: Can I call more than once about the same diagnosis?**

**A:** Yes. The service is available to you and your dependents whenever you need more information. You are encouraged to contact MDS™ again should your health situation change or you would like additional information.

**Q: Whom should employees call if they have additional questions?**

**A:** Employees should call MDS™ with further questions about the program. MDS™ is available Monday through Friday, 8:30 AM to 5 PM Eastern Standard Time (EST).