

FAQ: Mayo Clinic Complex Care Program

An enhanced health care benefit for complex, rare and undiagnosed conditions



Frequently asked questions

WHAT IS THE MAYO CLINIC COMPLEX CARE PROGRAM?

The Mayo Clinic Complex Care Program is an enhanced benefit available to help eligible employees and covered dependents facing a complex, rare or undiagnosed medical condition.

Eligible employees and covered dependents with a medical condition that significantly impacts their day-to-day life may be eligible for evaluation and treatment at Mayo Clinic.

The Mayo Clinic Complex Care Program is for the following medical conditions, but is not limited to:

- Autoimmune disorders
- Cancer
- Complex pediatric conditions
- Gastrointestinal disorders
- Hemophilia
- Neurological disorders
- Spine health
- Undiagnosed symptoms or conditions

HOW DOES IT WORK?

Call your Blue Cross Blue Shield Health Advocate coordinator or your local Dot Family Health Center for full details.

**Blue Cross Blue Shield
855-608-7623**

Mayo Clinic will work with you to collect the appropriate medical records and determine if you would benefit from care at a Mayo Clinic campus.

Contact your local HR Team for more information about travel and meal reimbursement. The Mayo Clinic travel team will coordinate your lodging.

After evaluation and/or treatment at Mayo Clinic, you will return home for ongoing care with your local provider.



Rochester, Minnesota



Jacksonville, Florida



Phoenix, Arizona

WHY CHOOSE MAYO CLINIC?

Mayo Clinic can often provide you with answers about your medical condition in a matter of days.

This enhanced benefit with Mayo Clinic provides you with access to world-class experts who have unparalleled experience in complex, rare and undiagnosed conditions.

If you travel to Mayo Clinic for care, you will experience seamless, integrated care from start to finish. Every aspect of care is coordinated to provide you with the right diagnosis and an individualized treatment plan.

HOW DOES THIS DIFFER FROM THE CARE I RECEIVE FROM MY CURRENT DOCTOR?

The Mayo Clinic Complex Care Program is an additional layer of medical advice and care for health plan participants. The high level of expertise that Mayo Clinic offers helps provide you with a comprehensive solution including your local doctor and other health plan benefits.

ARE MY CONVERSATIONS WITH MAYO CLINIC CONFIDENTIAL?

Every patient will be treated with dignity, respect and compassion, and your privacy and confidentiality will be maintained. No information about your medical condition will be shared unless you authorize it.

Mayo Clinic takes its responsibility for protecting patients' medical information seriously. Mayo Clinic limits access to only the pertinent medical information that your care team needs.

WILL MAYO CLINIC TREAT MY CONDITION?

Expert care teams and state-of-the-art facilities make it possible to deliver some of the best and most innovative care to every patient. Integrated, multidisciplinary teams facilitate rapid diagnoses, reduce pain and promote healing. Innovative new therapies, many developed by Mayo Clinic researchers, are often available, designed to address unmet patient needs.

- **Autoimmune disorders.** Specialists at Mayo Clinic work in a team environment to provide state-of-the-art diagnosis and treatment for more than 31,000 patients each year dealing with an autoimmune or inflammatory disease.
- **Cancer.** Mayo Clinic is one of the largest, most comprehensive cancer centers in the world, treating more than 150,000 people each year. Mayo Clinic oncologists treat virtually every type of cancer — from the most common to the rarest forms of the disease.
- **Complex pediatrics.** Mayo Clinic Children's Center provides comprehensive pediatric care, advanced treatment options, and a seamless health care experience for children and their families. With more than 200 medical providers in 40 medical and surgical specialties, Mayo Clinic experts provide care to more than 50,000 children and teenagers every year.
- **Gastrointestinal disorders.** With 140 digestive disease specialists on staff, the Division of Gastroenterology and Hepatology at Mayo Clinic is one of the largest and most deeply experienced in the world. Each year, more than 90,000 people with digestive conditions, including extremely rare ones, are seen and treated at Mayo Clinic.
- **Neurologic disorders.** Mayo Clinic offers the latest in neurological care with innovative therapies, new techniques and clinical trials developed by our world-class experts. Our neurologists help more than 100,000 adults and children each year, including those with complex or rare conditions.
- **Spine health.** As one of the world's largest neurology and neurosurgery practices, Mayo Clinic sees more than 40,000 people every year with spine conditions. Mayo Clinic treats more than 500 different neurologic conditions and performs more than 8,000 surgeries per year with expertise in even the rarest conditions.
- **Undiagnosed symptoms or conditions.** Successful treatment starts with an accurate diagnosis, and Mayo Clinic experts take the time to get it right. A team of specialists will listen to your needs and evaluate your condition.

WHAT IS MAYO CLINIC?

Mayo Clinic is a nonprofit organization committed to clinical practice, education and research, providing expert, whole-person care to everyone who needs healing. With a focus on caring for patients with serious, complex illnesses, Mayo Clinic cares for more than a million people from all 50 states and nearly 140 countries every year.

Learn more about Mayo Clinic at [mayoclinic.org](https://www.mayoclinic.org)

IF I RECEIVE CARE AT MAYO CLINIC, WILL IT BE COVERED BY MY INSURANCE? ARE THERE ANY COSTS I SHOULD BE AWARE OF?

Services that you or your covered dependents receive at Mayo Clinic through this program are subject to your health plan's co-insurance and deductible. Services received through this program at Mayo Clinic are in-network.

I AM GOING TO MAYO CLINIC FOR EVALUATION OR TREATMENT. WHAT SHOULD I DO TO PREPARE?

- 1 Speak to your manager to plan for your time off work.
- 2 Enroll in Patient Online Services at [mayoclinic.org](https://www.mayoclinic.org) or download the Mayo Clinic app on your smartphone or tablet.
- 3 Bring a notebook, pen and folder for notes.
- 4 Be prepared to openly communicate with your Mayo Clinic care team.



Effective treatment depends on getting the right diagnosis as soon as possible. Our specialists collaborate across disciplines to listen to your story, evaluate your condition from every angle, and develop a diagnosis and treatment plan that's just for you.

[mayoclinic.org](https://www.mayoclinic.org)

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[Learn more online at mayoclinic.org](https://www.mayoclinic.org)

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