

Second Opinion services



When faced with a serious medical condition, you want peace of mind from knowing that your diagnosis is correct and that your doctor's treatment plan offers you the best possible outcome.

If you're an actively employed member under age 85*, you and your dependents can access Second Opinion. It's a service offered by Pacific Blue Cross in collaboration with WorldCare International, Inc. WorldCare gives members and their treating physicians access to leading specialists in North America's top-ranked teaching and research hospitals—The WorldCare Consortium®.

Second Opinion is included with most benefit plans, but check CARESnet to verify if this is part of your coverage.

Serious medical conditions which qualify for Second Opinion are diagnoses of:

- Aids
- ALS
- Alzheimer's disease
- Any amputation
- Any life threatening illness
- Benign brain tumor
- Cancer
- Cardiovascular conditions
- Chronic pelvic pain
- Coma
- Deafness
- Embolism/Thrombophlebitis
- Emphysema
- Hip/knee replacement
- Kidney failure
- Loss of speech
- Major or severe burns
- Major organ transplant
- Major trauma
- Multiple sclerosis
- Neuro-degenerative disease
- Paralysis
- Parkinson's disease
- Rheumatoid arthritis
- Stroke
- Sudden blindness due to illness

How it works

When you call Second Opinion, a WorldCare Case Manager will talk you through the process, provide you with the necessary release forms and then contact your physician to collect medical records.

A team of specialists work together to review every aspect of your case. A comprehensive report will be prepared for you, which includes details of the medical consultation, treatment recommendations and answers to any questions from you or your physician. Throughout this process, your Case Manager stays in close touch with you.

The report provides recommendations only, and your treatment decisions will still be made between you and your physician.



We're here to help!

If you have been diagnosed with one of the serious conditions listed, you can get a second opinion by calling our Second Opinion service, M–F, 5 a.m. to 5 p.m. PST, 8 a.m. to 8 p.m. EST

Toll-free 1 877 676-6439

pac.bluecross.ca



*For members and dependents under age 85. The benefit terminates when the member is no longer actively employed, retired or reaches 85 — whichever occurs first.

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