



Value-Added Services

In addition to your Critical illness coverage from Allstate Benefits, you have access to health advisory services powered by:



To help you navigate through your covered illnesses such as: invasive, malignant cancer; cardiovascular disease; progressive neurologic disease; chronic lower respiratory disease; or progressive renal disease, this enhanced health concierge service offers a unique combination of:

- **exceptional** medical resources
- **unmatched** range of services
- **expert** guidance

PinnacleCare Health Advisory Support

PinnacleCare Health Advisory Services

- Expert medical opinion/ confirmation of diagnosis
- Research on diagnosis and treatment options
- Customized report identifying top local, regional, or national specialists
- Facilitated appointments with top specialists or medical centers
- Gathering, organizing, and forwarding of key medical records
- Virtual consultation for expert medical opinion, as warranted

See next page for additional information

Here's How It Works

Upon diagnosis of a covered critical illness, you contact PinnacleCare. Your advisor will help you to navigate through your health care challenge and connect you with top experts who can guide you to appropriate care and treatment.

Your PinnacleCare advisor will:



Help

Help you better understand your diagnosis and treatment options



Collect

Collect, organize and review your medical records



Identify

Identify a top medical expert to confirm the details of your diagnosis and appropriate treatment options*



Facilitate

Facilitate and schedule your appointment in an expedited manner



Coordinate

Coordinate transfer of medical records for review prior to your appointments



Follow Up

Follow up with you to ensure you are on the right path

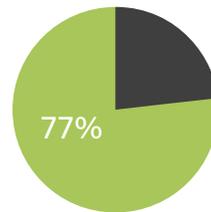


Nearly **30%** of medical conditions are misdiagnosed*

With PinnacleCare by your side, you will gain the peace of mind that comes with having an objective, unbiased resource to help guide you and your family through your most pressing health care challenges.

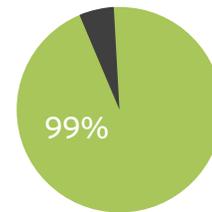
*Compiled from data published by the Journal of The American Medical Association, 2009-2012.

Results



Medical Outcomes

77% of engagements result in a change in diagnosis, treatment and/or treating physician¹



Member Satisfaction

99% member satisfaction rating²

Testimonials

"I don't mind telling you, at first I'd been overwhelmed by the vast amount of options and information. But with PinnacleCare, I had knowledgeable and caring hands to guide me through all of these options and help me personally decide what was best for me. It was an outcome I needed at a difficult time in my life."

- M. K., Current Member

"We are so thankful that we had PinnacleCare to help guide us through the health care maze when dealing with a life-changing diagnosis. Our Advisor was so helpful and caring. She was able to quickly connect us with the right doctors so we could make good decisions. She took care of every detail. When we had our consult, everything fell into place and made a stressful time run smoothly. I don't know that we could have done this without the guidance of our Advisor and PinnacleCare."

- A. J., Current Member



Health Advisory Services provided by PinnacleCare focus on health care advocacy and decision support for ongoing critical care needs. These services are provided by PinnacleCare and are not intended for immediate or emergent medical needs. If you are experiencing a medical emergency, call 9-1-1 immediately or go to the nearest emergency room.

Note that all direct medical care, procedures, treatments, and insurance coverage of related medical claims are provided or managed by independent health care providers and insurers and are not included in this coverage.

¹A Second Look Can Save Your Life, PinnacleCare, 2015. ²Satisfaction survey results published annually by PinnacleCare.