



MAYO CLINIC INTERNATIONAL COMPLEX CARE PROGRAM

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People who face serious and complex health issues often come to Mayo Clinic for answers. These health issues may be persistent and disabling or even life-threatening. Prior to coming to Mayo Clinic, individuals may wander through the health care system searching for a diagnosis or effective treatment plan. Others may be unable to access specialized care for complex conditions based on where they live. These scenarios can increase health plan costs and become obstacles for positive patient outcomes.

When complex care is required, collaboration between multiple medical specialties is crucial. Mayo Clinic experts are trained in virtually every medical specialty and subspecialty. Teams of the world's leading experts work together to ensure the best possible outcome for each patient. When coupled with innovative technology and research programs, Mayo Clinic has the experience and expertise to effectively care for patients who have serious, complex and rare conditions. In other words, Mayo Clinic can offer hope at a time when it's needed most.

WHAT IS SERIOUS OR COMPLEX CARE?

People who need care for serious or complex issues typically face conditions that:

- Are life-threatening
- Cause serious disability
- Are associated with severe consequences
- Affect multiple organ systems
- Require coordinated care by multiple medical specialties
- Require treatments that carry a risk of serious complications

Many diseases and disorders are considered serious or complex, including:

- Autoimmune disorders
- Cancer
- Cardiac diseases
- Gastroenterology issues
- Infectious diseases
- Inflammatory bowel disease
- Multiple sclerosis
- Non-cancerous brain tumors
- Neurologic disorders
- Organ failure
- Rheumatoid arthritis
- Spinal fusions
- Unknown diagnoses
- Ventricular assist devices

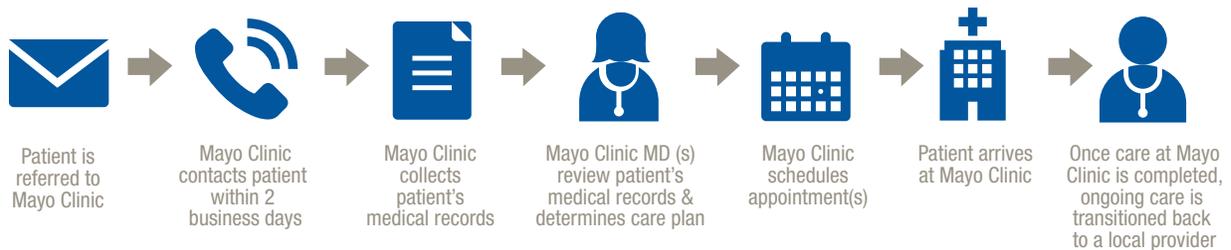
Asking the following questions may help determine if an individual should be referred to the Mayo Clinic International Complex Care Program:

1. Are there unusual circumstances surrounding the patient's diagnosis or treatment?
2. Does the patient have one or more comorbidities?
3. Are there complications that affect activities of daily living, brought on by the illness or the treatment?
4. Has the patient seen more than three providers for the same symptoms, diagnosis or treatment?

HOW DOES IT WORK?

The Mayo Clinic International Complex Care Program is not for routine health care needs, and patients need not utilize the program if they are receiving appropriate care for their condition by a local provider, or if the local provider deems travel unsafe. Mayo Clinic reviews all requests to determine eligibility.

For eligible individuals, Mayo Clinic will create an appointment itinerary. Care provided at Mayo Clinic that is related to the patient's complex care will be covered at 100 percent, less any deductibles, copays, co-insurance, and out-of-pocket maximums for which the individual would be responsible. Any other services not related to complex care treatment will be covered the same as other health plan services.



COMPLEX CARE PROGRAM PATIENT STORY

When a Chicago woman became wheelchair-bound, suffering from severe back pain and losing control of the left side of her body, doctors diagnosed her with multiple sclerosis. But after reviewing her blood tests, Mayo Clinic determined she actually suffered from neuromyelitis optica, a neurologic disorder that caused her vision to deteriorate until she was essentially blind. A Mayo Clinic neurologist suggested a unique treatment – plasma exchange. After a few treatments, her vision returned, she was able to regain mobility and is able to continue spending time with her family.

WHY CHOOSE MAYO CLINIC?



More Experience

Every year, more than one million people come to Mayo Clinic for care. Mayo Clinic's highly specialized experts are experienced in treating rare and complex conditions.



The right answers

Getting effective treatment depends on identifying the right problem. In a recent study, 88% of patients who came to Mayo Clinic for a second opinion received a new or refined diagnosis.



Unparalleled expertise

Mayo Clinic experts are some of the best in the world. Mayo Clinic consistently ranks among the top hospitals in the nation in the annual *U.S. News & World Report* rankings of best hospitals.



Seamless care

At Mayo Clinic, every aspect of care is coordinated and teams of experts work together to provide exactly the care each patient needs. What might take months elsewhere is often done in days at Mayo Clinic.

LEARN MORE ABOUT MAYO CLINIC

Approximately 1.3 million people from all 50 states and 140 countries were seen at Mayo Clinic last year. Mayo Clinic has campuses in Rochester, Minnesota; Jacksonville, Florida and Phoenix/Scottsdale, Arizona. Learn more at mayoclinic.org.

For more information about the Mayo Clinic International Complex Care Program, please call 507-284-9910.

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