

COMPLEX CARE

BRINGING HOPE TO OUR MEMBERS

The Mayo Clinic Complex Care Program offers Columbia Health members an additional layer of medical care. Fueled by a high level of expertise in complex, rare, and undiagnosed conditions, Mayo Clinic provides comprehensive solutions that include local physicians and other health plan benefits.



No additional cost to members. The Mayo Clinic Complex Care Program is 100% covered by Columbia Health.

Why Mayo Clinic?

More Experience — Mayo Clinic experts are experienced in treating rare and complex conditions and see more than one million patients annually.

The Right Answers — A recent record review showed that 49% of patients in the Mayo Clinic Complex Care Program experience a change in their diagnosis and 80% of patients have a change in their treatment plan.

Unparalleled Expertise — Mayo Clinic experts are some of the best in the world, and it shows. *U.S. News & World Report* consistently ranks Mayo Clinic among the top hospitals in the nation.

Seamless Care — With Mayo Clinic, every aspect of care is coordinated. Experts work together to provide the care each patient needs. What might take months elsewhere is often done in days at Mayo Clinic.

Who Qualifies for Complex Care?

- Members with conditions diagnosed years ago that are lasting, disabling, or life-threatening
- Members with new conditions that require immediate evaluation, accurate diagnoses, correct treatment plans, and seamless transition back to local care
- Members who receive an inaccurate diagnosis, have ongoing and unidentified health issues, have failed prior treatments, have no clear or standard treatment path, or have multiple medical issues

Common Qualifying Conditions:

- Cancer
- Multiple sclerosis
- Complex or Serious Illness
- Spine Health
- Transplant
- Undiagnosed/Diagnostic Odyssey

GREAT ACHIEVEMENTS WHEN EXTRAORDINARY CARE IS NEEDED



The Mayo Clinic Complex Care Program is reserved for members who need additional care beyond what they can receive through local resources. Plan members will not be seen at Mayo Clinic if they are receiving appropriate care or if their local physician deems it is unsafe to travel.

Mayo Clinic reviews all potential candidates for the program. Among other considerations, clinicians review the following types of background information for potential patients:

- Unusual circumstances with a patient's diagnosis/treatment
- Complications from a condition or current treatment that affect a patient's quality of life
- Conditions that complicate the diagnosis for which a patient is seeking treatment
- Multiple unsuccessful attempts to diagnose and treat a condition



How does the referral process start?

Both local health care providers and plan members may identify referrals for the program. To begin the process, contact Columbia Benefits at 833-444-8417.

What happens after making a referral?

- Determine acceptance into the program
- Arrange travel for the patient and caregiver
- Coordinate ongoing care upon returning home

