

FAQS

Overview

Who is my Medical Ally? A Medical Ally is part of your benefit package and available to you and your eligible dependents at no cost. We help you make more informed medical decisions and get better care. Your Medical Ally provides personalized information and one-on-one support to help you:


- Find the best doctors and hospitals for your needs
- Verify any doctor's credentials, skills, and experience treating your condition
- Get a second opinion from a top specialist
- Confirm your diagnosis to ensure you are on the right treatment path

Who delivers this service? A Medical Ally is a clinical division of Alight that is a medical research and information company staffed by highly experienced, independent doctors, nurses, and researchers. Our physicians are affiliated with top medical schools.

Are you affiliated with a medical insurance company? No, we are an independent company and not affiliated with any insurance company.

Eligibility and cost

Who is eligible for this service? A Medical Ally is available to CVS Health colleagues and dependents on the Aetna medical plan.



Do I have to be enrolled in the CVS Health medical plan to access a Medical Ally? Yes, you need to be enrolled in the CVS Health Aetna medical plan.

Do I have to pay for access to a Medical Ally? No, CVS Health covers the cost of the service.

Programs and Services

Can a Medical Ally help with second opinions? Yes, a Medical Ally can support you in seeking a second opinion by identifying the most qualified doctors and hospitals in your area and insurance network, verifying a doctor's skills and experience treating your specific condition, and checking the credentials of your current doctor. A Medical Ally can also arrange for virtual second opinion consultations with top specialists across the country.

How can a Medical Ally help me if I need surgery? A Medical Ally can help you better understand your diagnosis, the risks, & benefits of all treatment options, how to prepare for surgery, & what to expect during recovery & beyond.

If your doctor has recommended elective lower back surgery, hip replacement, knee replacement, hysterectomy, or weight loss surgery, a Medical Ally can help you decide whether the recommended surgery is your best option. To encourage you to be well-informed about these elective procedures, you may even be eligible for a **\$400 prepaid card** for participating in this program.

Emergency procedures do not qualify for the incentive, and other restrictions may apply. You must start the program at least 30 days before a planned surgery, work with a Medical Ally, and complete a short survey at the end to qualify for the prepaid card. You will receive your prepaid card in the mail two to four weeks after they have completed the survey. The prepaid card may be taxable for federal, state, and local purposes. You are responsible for any taxes owed as a result of receipt of the prepaid card and should consult an attorney or tax advisor regarding your specific situation.



Accessing a Medical Ally

What happens when I call and speak with a Medical Ally? A representative will greet you and request your name, address, employer, and details about the medical condition for which you are requesting support. They will also set up an account to allow you to access information in our secure participant portal.

After the initial information is collected, a team will be assigned to work with you and will begin compiling personalized information immediately. A dedicated, registered nurse will serve as your primary point of contact and provide support with help from a physician & medical researcher. For complex cases, a conference call may be scheduled with the physician and researcher at a time that is convenient for you.

Can I call more than once? Absolutely. You are encouraged to contact your Medical Ally as many times as you would like for additional support, or if your health situation changes and you need new information.

How can I learn more and enroll? You can call 855-478-8991 (toll-free) or visit mymedicalally.alight.com. New registrants will need to create a username and password & enter “CVS Health” as the company code.

When is a Medical Ally available? Representatives are available by phone Monday through Friday, 8 a.m. to 8 p.m. CT. After hours, a voicemail may be recorded. Messages will be returned within three hours on the next business day (unless the caller specifies a callback time). You may also visit mymedicalally.alight.com for instant access to information on a variety of common health topics.