



Your health advocacy and care navigation benefit

Dear Member,

Welcome to your new PinnacleCare benefit. PinnacleCare is here to provide you support when you are dealing with the complicated world of healthcare. Your company is providing this benefit, at no cost to you, as part of its commitment to your health and well-being.*

With PinnacleCare, you receive access to a personal care advisor who will help you navigate the healthcare system so you receive the best course of treatment for your medical needs.

Our team of care advisors are supported by in-house medical directors and M.D./Ph.D. medical researchers who provide access to nationally acclaimed specialists and medical Centers of Excellence.



Our goal is to help you obtain the answers you need to address your healthcare challenges quickly.

Contact us regarding:

- An expert medical opinion
- A new or ongoing medical diagnosis
- A recommendation for surgery
- A review of a current treatment plan
- A recommendation to top specialists
- Finding a new routine care provider

Our services include:

- Facilitation of appointments with a top specialist
- Coordination of expert second medical opinion
- Comprehensive research report on your diagnosis and treatment options
- Gathering, organization, and forwarding of key medical records
- Customized referral report profiling top local, regional, or national specialists
- Virtual consultation for second medical opinion

For a confidential consultation with a care advisor, please call **877-442-7380**. You may also send a secure email request or access additional details at: www.PinnacleCare.com/cityofmarlborough.

**To your good health,
Your care advisory team**

***Access to PinnacleCare is included as a free benefit for any employee enrolled in a health insurance plan through the City of Marlborough**

PinnacleCare is a member of the Sun Life family of companies. PinnacleCare and its employees do not diagnose medical conditions, recommend treatment options or provide medical care, and any information or services provided should not be considered medical advice. Any medical decisions should be made only after consultation with and at the direction of your medical provider. Any person or entity who provides health care services following a referral or other service provided does so independently and not as an agent or representative of PinnacleCare.

© 2022 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada. Visit us at www.sunlife.com/us.

PCFL-EE-11023-City-of-Marlborough-a

SLPC 31500 04/22 (exp. 04/24)