



What services does 2nd.MD provide?

Through Nemours, you have an exclusive membership to Aetna Second Opinion Powered by 2nd.MD, a virtual expert medical consultation and navigation service. We connect you with a board-certified, elite specialist for a virtual medical consultation via phone or video from the comfort of home.

Does this service cost anything?

This service is provided at NO COST to associates and dependents enrolled in a Nemours Aetna medical plan.

Do my family members have access to 2nd.MD?

Yes, as long as they are enrolled in the Nemours medical plan, your dependents are eligible for 2nd.MD services. Family members not enrolled in the plan do not have access to 2nd.MD services at zero cost.

When would I use 2nd.MD?

Whether you're faced with a new or existing diagnosis, upcoming surgery, or healthcare decision and want to learn more about your treatment options, 2nd.MD connects you with experts who can help.

What type of doctors does 2nd.MD use?

2nd.MD connects you with board-certified specialists from top medical institutions. These specialists are leaders in their fields of practice. Many own their own practices and have won prestigious awards.

What types of conditions do they cover?

2nd.MD consults across hundreds of subspecialties and thousands of conditions, including chronic pain, cancer, heart disease and stroke, women's health, digestive disorders, immunological diseases, genetic conditions, and mental health concerns. 2nd.MD only works with medical experts who are industry leaders within their field.

How does it work?

Three simple steps to medical certainty:

1. **Activate your account:** Visit www.2nd.md/aetna, download our app, or call 1.866.410.8649 to activate your account.
2. **Speak with a nurse:** Just explain your medical issues and an experienced nurse will handle the rest, including collecting medical records and connecting you with a leading specialist who is an expert in your condition.
3. **Consult with a Specialist:** Get information about your diagnosis, treatment plan and next steps in care from a top specialist. Consult via video or phone at a time that works best for you, including evenings and weekends!

How do I learn more about 2nd.MD?

You can call and speak with a nurse any time at 1.866.410-8649 or visit www.2nd.MD/aetna to learn more.