

Did You Know...

IMPACT provides Personalized Medical Guidance™?

PMG enhances the medical care that you are already receiving by offering direct access to top physicians for education and guidance regarding your healthcare issues.

How do I access IMPACT's PMG Services?

To access this valuable service, eligible members should contact IMPACT Solutions at **1-800-227-6007**.

How does the program work?

- » Your call will be answered by an IMPACT Solutions' Mental Health Professional.
- » Once it is determined that Personalized Medical Guidance™ is appropriate for the nature of the call, you will be contacted by a PMG Representative within one business day.
- » The PMG Representative will secure information regarding the nature of the inquiry and will schedule a phone appointment for you with a PMG physician.
- » The PMG physician will then contact you **directly** within 72 hours of the initial call, your schedule permitting.



Who can use PMG services?

Personalized Medical Guidance™ is available to all employees, household members and dependents living anywhere in the United States.

What type of assistance can I expect from PMG?

PMG offers Direct Physician Access for:

- Education and guidance for medical questions
- Assistance in navigating the healthcare system
- Access to an expansive advisory network

Experienced physicians serve as your healthcare guides and educators for:

- Questions regarding medication costs, side effects and alternatives
- Information on health concerns and medical diagnoses
- Appointment assistance
- Questions about medical procedures and test results
- Understanding "Doctor talk"
- Lifestyle changes to improve wellness

Can PMG help me save money on medications?

For many medical issues newer medications are not necessarily better than the older, generic medications that have had a long track record of success. PMG provides a medication review service that may be able to save you money through evidence-based suggestions of generic medications where appropriate.

When is PMG unable to be of assistance?

It is important to note what services are not part of the PMG program. These include:

- » Writing prescription medications
- » Diagnosing a member's problem
- » Ordering medical treatments
- » Ordering diagnostic or therapeutic procedures
- » In-person meetings
- » Second-guessing a person's primary physician
- » Dental services
- » Emergency response to medical issues

Call IMPACT Solutions at 800-227-6007 or visit IMPACT on the Web at www.myimpactsolution.com for additional information regarding PMG services or to access a PMG physician