Frequently Asked Questions

What does PMG do?
Your IMPACT Employee Assistance & Work/Life Program now offers Personalized Medical Guidance (PMG) as part of your complimentary EAP services. PMG has partnered with the experts at PinnacleCare to provide a private health advisory service that represents the best interests of individuals and their families when it comes to protecting their most valuable assets – personal health and wellbeing.

PinnacleCare is an unbiased resource to which you can turn when facing or trying to prevent major health issues. A PinnacleCare Health Advisor can guide you through some of the most serious and complex medical decisions you may face. Through our partnership with PinnacleCare you will be connected with top-rated specialists who are trained and experienced in your condition to provide a second opinion on your diagnosis or a range of available treatment options.

How does this differ from what we get through our doctors and health plans?
We work solely for you and have no conflict of interest associated with your specific care or treatment. By using PMG powered by PinnacleCare you are guided through an incredibly confusing and time-consuming process helping you to prevent unnecessary or inappropriate treatment. We work to confirm a diagnosis at the onset and connect you with experienced specialists to inform you about the most current and effective treatment options. With a personal Health Advisor, you don’t have to carry the burden alone - feeling your way through the dark and hoping for the best possible outcome.

How do I access PMG?
You can call 1-800-227-6007 to speak with a Triage Counselor who will gather basic information and connect you with a PinnacleCare Health Advisor Monday – Friday, 8:00am – 6:00pm. You can also request PMG services on-line when you visit your EAP website at www.MyImpactSolution.com and click on the PMG Center or you can download the PinnacleCare mobile App to submit a service request. A PinnacleCare Health Advisor will reach out to you promptly to start the process within one business day.

When should I contact PMG?
You should contact PMG when you or someone in your immediate family receives a serious diagnosis, is struggling with a complex condition, receives a recommendation for surgery, or a significant change in a current treatment plan.

What defines a serious diagnosis or complex condition?
PMG defines a serious diagnosis or complex condition as one that will involve rigorous treatment, a choice of treatment options, or a prolonged recovery that can result in significant healthcare costs and/or time away from work. Examples include: cancer, cardiac surgery, back surgery, joint replacement, transplants, or rare or chronic conditions with persistent diagnostic challenges.

Can you provide an example of a change in treatment?
For preexisting conditions, a change of treatment might entail a new drug or a recommendation for a surgical procedure, changing a previous prescription, or therapy. For example, a patient has been receiving injections for back-related issues and a physician is now recommending surgery.

What family members are eligible for this service?
The PMG services are available to all members of the family covered by your EAP services. Your spouse/partner, your dependent children in or out of the home up to age 26, non-dependents living in your home and your parents and parents-in-law are all covered by the PMG program.

What should I expect when I contact PMG?
When you request a PMG consult, our Triage Counselor will answer any questions you may have about PMG services, then connect you with a PinnacleCare Health Advisor. Your PinnacleCare Health Advisor will gather your medical history and the details of your current diagnosis. The Health Advisor will review your case and consult with the PinnacleCare Medical Advisory Team to determine the appropriate course of action. In addition to any relevant reports, the Health Advisor will be in continual contact with you via email and/or telephone.

What services are covered under this benefit?
Depending on your particular situation, the PinnacleCare Medical Team may provide you with a confirmation of your diagnosis, recommendations of top specialists, facilitated appointments, and/or provide research on a diagnosis and appropriate treatment options. In certain cases, your PinnacleCare Health Advisor will help to coordinate the gathering and forwarding of key medical records to a recommended specialist.

How will this work with my insurance?
We will attempt to leverage existing coverage through your insurance provider network. However, other specialists from outside of your network may be recommended if the diagnosis is one where the specialist’s expertise is crucial to the best outcome. We encourage you to contact your insurance provider for any questions or concerns associated with claims and/or coverage.

Are conversations kept confidential?
Yes. While this service has been provided by your employer, all of your activity with IMPACT Solutions, PMG and PinnacleCare is strictly confidential. We are a HIPAA-compliant organization. No personal health information will be shared with your employer or others without your consent, or as mandated by law.

How do you select your specialists?
PinnacleCare will consult with a wide range of sources to select specialists based on their education, experience, and other qualifications:

- PinnacleCare medical directors, physicians, and Ph.D. researchers
- Medical Advisory Board of nationally-acclaimed physician specialists
- Network of leading hospitals and medical centers

Each physician office that we recommend is interviewed by a member of the research team in order to confirm details about the practice and their specialty. Your PinnacleCare Health Advisor will also ask you about preferences for location, insurance network and other personal preferences to offer you the most personally customized list of options available.