

Lowe's Cleveland Clinic MyConsult Program



Employees and their covered dependents enrolled in the group health plan are eligible to access this benefit program.



Employee or covered dependent goes online to www.elevelandclinic.org/lowes and registers for a secure account on the MyConsult site. If the employees or covered dependent can not submit the online request themselves, they can have a designee, like a friend or family member, do it for them.



Once the employee or covered dependent has registered for a secure account on the MyConsult site, the Cleveland Clinic will verify the member's eligibility to use the online medical second opinion benefit.



Once registered, the patient will need to complete a total of seven steps in the online medical second opinion process. Cleveland Clinic recommends that you have your medical records or those of your loved one on hand as you fill out the medical history questionnaire portion of the online process, which takes about 30-45 minutes to complete.

Need assistance in requesting an online medical second opinion or obtaining your medical records?

These services are covered in full and available for those eligible Lowe's employees and their covered dependents enrolled in the self funded medical plan options. With your consent, the Health Design Plus nursing team can assist you in the process of requesting a medical second opinion for you (or a family member) by supporting you through your online registration or medical collection process. They are available to make this process as stress-free as possible for you and your family when faced with a serious medical condition.

Contact Health Design Plus today toll free at 1.877.LIFETRK (select option #7) or secondopinioncoe@hdplus.com



The seven steps are:

Step 1 – Requestor Information

Step 2 – Patient Information

Step 3 – Diagnosis or Problem

Step 4 – Payment Process (Employees and covered dependents in the group health plan will not be required to enter payment information.)

Step 5 – Medical History

Step 6 – Requested Materials (You may have to request from your doctor medical records and other information.)

Step 7 – Review and Final Approval



Once all seven steps are completed and Cleveland Clinic MyConsult nurses have received all of the necessary medical records, you should receive your comprehensive report in approximately 10-14 business days. Based on the comprehensive medical information you provide, your Cleveland Clinic physician specialist will send you a very thorough second opinion (including recommendations) based on your initial diagnosis and treatment plan.