

MSK *Direct*

EXCEPTIONAL CANCER CARE, SIMPLIFIED.



Memorial Sloan Kettering
Cancer Center

THE PORT AUTHORITY
OF NY & NJ



Why Memorial Sloan Kettering (MSK)?

When you are faced with cancer, reliable information and comprehensive care are crucial. The experts at Memorial Sloan Kettering (MSK) are there to help you make the right plan. You will receive the most advanced cancer care from an experienced and compassionate team of cancer specialists as well as the practical and emotional support you need. MSK is the world's oldest and largest private cancer center, devoting more than 130 years to exceptional patient care and innovative research. It is consistently ranked among the top hospitals for adult and pediatric cancer care in the United States. Well-known for its hospital location on the Upper East Side of Manhattan, MSK also has a number of state-of-the-art outpatient facilities conveniently located in Manhattan, Brooklyn, Long Island, Westchester and New Jersey where you can receive the same world-class cancer care closer to home.

HOW CAN MSK *DIRECT* HELP ME?

With MSK *Direct*, you have direct access to a team of dedicated professionals who specialize in cancer. The team includes experienced nurses, social workers, and MSK Care Advisors who will be there to guide you through the process of getting care at MSK and oversee your experience every step of the way.

The staff at MSK *Direct* will:

- Offer you a timely and convenient appointment with an appropriate specialist within two business days of speaking with a representative (subject to availability of your medical records, your ability to travel to MSK, clinical considerations, and health insurance coverage for care at MSK)
- Answer your questions, coordinate the services you receive, and help you navigate critical steps throughout your cancer care experience
- Optimize your care experience
- Help you gather necessary medical records before your first appointment
- Introduce you to MSK facilities and the clinical teams that will be handling your care
- Continue to be a resource for you throughout your experience at MSK

WHO IS ELIGIBLE TO USE MSK *DIRECT*?

All Port Authority/PATH employees and retirees, along with their eligible family members, may call MSK *Direct* for assistance. Your spouse or domestic partner, children, parents, and parents-in-law are all eligible to receive assistance through MSK *Direct* (subject to health insurance coverage for care at MSK).

CAN I ACCESS MSK *DIRECT* EVEN IF I DON'T HAVE A CONFIRMED CANCER DIAGNOSIS?

Yes. MSK *Direct* can help you even before you receive a confirmed diagnosis of cancer.

You may contact MSK *Direct* when you receive results from a blood test, imaging exam, or pathology report that may indicate you have cancer. You may also access the service when another physician recommends that you consult with an oncologist. The staff will connect you to MSK Diagnostics, which will arrange for the appropriate tests needed to establish whether or not you have cancer. If you are diagnosed with cancer, you will then have the option to immediately begin treatment at MSK.

CAN I GET A SECOND OPINION AT MSK?

Yes. If you have already received a diagnosis or treatment recommendation somewhere else, you may contact MSK *Direct* to schedule an in-person appointment for a second opinion with an MSK physician.

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WHAT IF I'M CURRENTLY RECEIVING CANCER TREATMENT?

You are welcome to access MSK *Direct* even if you are already in treatment for cancer at MSK or elsewhere.

If you are in treatment at MSK, a member of the MSK *Direct* staff will be happy to meet with you at your next visit and serve as a resource to help answer any questions that you may have throughout your cancer care experience at MSK. However, your treatment team at MSK should continue to be your primary point of contact.

If you are receiving cancer care at another treatment facility, the MSK *Direct* team will advise you of the options you may have as your treatment progresses.

DO I HAVE TO PAY EXTRA TO USE MSK DIRECT?

No. All Port Authority/PATH employees and retirees, along with their eligible family members, have access to MSK *Direct* at no additional cost. Your out-of-pocket costs for the services you receive from MSK will vary depending on the health insurance plan in which you are enrolled.

UnitedHealthcare participants have access to MSK as an in-network provider. If you are not a member of UnitedHealthcare, you will need to contact MSK *Direct* to verify your health plan's coverage.

DOES MSK DIRECT SHARE INFORMATION WITH PORT AUTHORITY/PATH?

The MSK *Direct* program is a service provided to you on behalf of Port Authority/PATH. Consistent with federal and state law, MSK keeps the medical information of anyone who participates in this program confidential. Port Authority/PATH is not able to access individual medical information, nor does MSK provide it. Port Authority/PATH may receive aggregate data on the program to ensure maximum benefit to employees and their families.

HOW CAN I ACCESS MSK DIRECT?

You can call Port Authority/PATH's dedicated line toll-free at [844-303-2124](tel:844-303-2124). Your MSK *Direct* team is available Monday through Friday from 8:30 AM to 5:30 PM ET.

Messages left outside of these hours of operation will be returned the next business day.

I PREFER TO EXPLORE OTHER OPTIONS FOR CARE.

DOES PORT AUTHORITY/PATH HAVE ARRANGEMENTS WITH OTHER CANCER TREATMENT PROVIDERS?

The decision on where to go for care is always yours to make. UnitedHealthcare's Cancer Resource Services program is available at no cost to all United Healthcare participants. This program gives you and your eligible family members a source of ongoing and personalized support for all types of cancer through an experienced cancer nurse advocate. The nurse will work with MSK *Direct* or any provider or facility where you are receiving treatment. The program can provide:

- Assistance with choosing physicians and facilities, including MSK
- Support in making informed decisions about care and where to receive it
- Access to a national network of Centers of Excellence for a second opinion or cancer treatment

For assistance, call toll-free at 866-936-6002 between 8:00 AM and 8:00 PM, ET, Monday through Friday.



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