

SurgeryPlus® Benefit Frequently Asked Questions

What is the SurgeryPlus® benefit?

The SurgeryPlus® benefit is a supplemental benefit offered by your employer for non-emergency surgeries, which provides high-quality care and concierge-level member service at a lower cost. The SurgeryPlus® benefit provides access to hundreds of surgical procedures across a number of categories. This benefit does not replace your existing health plan. The SurgeryPlus® benefit is an additional benefit for those enrolled in an Indian River County health benefit plan.

What is a Care Advocate?

An assigned Care Advocate will be your dedicated point of contact throughout the entire episode of care. Your Care Advocate will manage the entire process for you, including your selection of a surgeon, scheduling appointments, transferring medical records, and arranging travel. You'll work with a Care Advocate throughout the entire process that will know all the details of your case.

What do I need to do when enrolling in benefits to ensure this benefit is available to me?

This benefit is available to those employees and eligible dependents enrolled in one of Indian River County's health benefit plans. If you elect coverage through one of Indian River County's health benefit plans as a new hire or during the annual open enrollment period, you will be enrolled in the SurgeryPlus® benefit, no additional action is required.

Do I have to find a surgeon?

SurgeryPlus® has already located and screened the area's quality surgeons who have met a rigorous credentialing process, which includes a review of all applicable medical qualifications. SurgeryPlus® only works with quality surgeons in the area. To utilize the SurgeryPlus® benefit, you must select a surgeon within the SurgeryPlus® network. Care Advocates will provide you with a selection of credentialed surgeons from which you can choose.

What are the types of services offered by the SurgeryPlus® benefit?

The SurgeryPlus® benefit provides access to hundreds of surgical procedures in specific categories, such as Spine, General Surgery, Genitourinary, Orthopedic, Ear, Nose & Throat, Cardiac, GI, and Pain Management. Examples of procedures covered are hernia repair, hysterectomy, colonoscopy, tendon release, spine injections and fusions, knee replacements, and many more. Call a Care Advocate at 833.709.2444 for more information.

Do I have to travel to use the SurgeryPlus® benefit?

Depending on the type of surgery you need and where you live, you may have to travel to access SurgeryPlus® surgeons. When utilizing the SurgeryPlus® benefit, some of the cost of travel and lodging is covered for procedures that are greater than 100 miles. If travel is needed, your Care Advocate will make all travel arrangements and coordinate payment so that you may focus on your health and recovery.

Employer Direct Healthcare, LLC is not a health care provider and does not practice medicine, give medical advice, or make any recommendation as to selection of any course of treatment or medical care. You and your health care providers are solely responsible for making decisions regarding your medical care. Additionally, EDH and/or the SurgeryPlus® benefit do not determine the availability or payment responsibility related to any episode of care, this is solely determined by your employer's health benefit plan.

THE SurgeryPlus® BENEFIT SHOULD NOT BE USED IN ANY SITUATION REQUIRING EMERGENT MEDICAL CARE. IN THE EVENT OF A MEDICAL EMERGENCY, YOU SHOULD CALL A DOCTOR, VISIT AN EMERGENCY ROOM FACILITY, OR CALL 911 IMMEDIATELY.