



SurgeryPlus[®]

Frequently Asked Questions

What is the SurgeryPlus benefit?

SurgeryPlus is a supplemental benefit for planned surgeries. It provides high-quality care and all-inclusive member service at a lower cost. This benefit does not replace your existing health plan but rather is additional coverage for those enrolled in one of their employer's health benefit plans.

What are the types of services offered by SurgeryPlus?

SurgeryPlus provides access to hundreds of surgical procedures in specific categories, such as Spine; General Surgery; Genitourinary; Orthopedic; Bariatric; Cardiac; Gastrointestinal; Spine/Ortho Injections; and Ear, Nose and Throat.

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 their employer's health benefit plans. If you elect coverage through one of your employer's health benefit plans as a new hire or during the annual open-enrollment period, you will be automatically enrolled in SurgeryPlus — no additional action is required.

What is a Care Advocate?

Your personal Care Advocate will be your dedicated point of contact and will manage the entire surgical process for you, including the selection of three surgeons from which you can choose, transferring medical records and arranging travel (if required).

How do I find a surgeon with SurgeryPlus?

Your personal Care Advocate will hand-select three highly qualified and carefully selected surgeons from our network for you, and then you select the one who's right for you. The choice is in your hands — we just make it more accessible.

Do I have to travel to use the SurgeryPlus benefit?

The specialist best suited for your procedure may not be local to your home. That's why SurgeryPlus includes a travel benefit. The travel benefit includes reimbursement for mileage and a per diem amount to cover meals and other expenses you may have while traveling. And if a hotel or airfare is necessary, the Care Advocate will book travel arrangements for the patient and a companion at no cost to you.

Do I have to use a SurgeryPlus surgeon?

To utilize the SurgeryPlus benefit, you must select a surgeon within the SurgeryPlus network. Surgeons must pass a rigorous credentialing process to be a part of the SurgeryPlus network of providers, so you can be sure you are seeing a high-quality surgeon.

Will utilizing SurgeryPlus save me money on my procedure?

Yes, it will save you money depending on how your plan is structured. Your cost may be waived, you may receive a financial incentive and/or you may have to pay toward your deductible. To find out more about your plan structure, contact a Care Advocate.

Still have questions?
Call a Care Advocate at 833.227.7581 for more information.

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.