

Frequently Asked Questions

MSK Direct

Why Memorial Sloan Kettering (MSK)?

When you are faced with cancer, access to reliable information and comprehensive care is crucial. MSK is the world's oldest and largest private cancer center, devoting more than 135 years to outstanding patient care and innovative research. U.S. News & World Report ranks MSK as one of the top two cancer hospitals in the nation.

What is MSK Direct?

MSK Direct is a program that offers guided access to exceptional cancer treatment for our employees and their family members. MSK Direct's nurses, social workers, and Care Advisors help patients connect with expert care from an experienced and compassionate team of cancer specialists at Memorial Sloan Kettering Cancer Center (MSK). They also provide practical and emotional support along the way.

Where is MSK located?

Well-known for its hospital location on the Upper East Side of Manhattan, MSK also has outpatient facilities located in Manhattan, Brooklyn, Long Island, Westchester, and New Jersey.

Who is eligible to use MSK Direct?

Our employees and their family members have access to MSK Direct (subject to health insurance coverage for care at MSK).

When should I contact MSK Direct?

Call MSK Direct if you or a family member:

- are diagnosed with cancer and would like to explore options for treatment at MSK
- receive results from a medical test or exam that indicate a suspicion of cancer
- would like a second opinion, either remote or in-person, on a cancer diagnosis or care plan
- are in cancer treatment elsewhere and would like to consult with an MSK specialist about possible care options

How can MSK Direct help?

MSK Direct will:

- schedule an initial appointment at MSK, usually within two business days
- help gather necessary medical records for the initial appointment
- meet patients at their initial appointment to provide support, logistical assistance, and introductions to members of the patient's clinical team
- recommend a local facility for those who live far from MSK and prefer to be treated closer to home
- facilitate a Remote Consult for those who are unable to travel to MSK (out-of-pocket fees apply)



Can MSK Direct help people who don't have a confirmed cancer diagnosis?

Yes. MSK Direct can help even before a person receives a confirmed diagnosis of cancer. You may contact MSK Direct when you receive results from a blood test, imaging exam, or pathology report that indicate a suspicion of cancer, or when another physician recommends that you consult with an oncologist. MSK Direct will connect you to MSK Diagnostics, which will arrange for the appropriate tests needed to establish whether or not you have cancer.

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 appointment for a second opinion with an MSK physician. MSK Direct can also facilitate a remote consult for those who are unable to travel to MSK (out-of-pocket fees apply).

What is the enrollment process to use MSK Direct?

Enrollment is automatic. There is no need to sign up to use MSK Direct. Employees and their family members have immediate access to the services provided by MSK Direct.

Is there a cost to use MSK Direct?

Patients are responsible only for standard out-of-pocket costs (such as insurance co-pays, coinsurance, and deductibles) for the medical services received from MSK. Remote consults are not typically covered by insurance. Fees associated with the remote consult will be charged directly to the patient. Contact your health plan to determine coverage for care at MSK.

Does this partnership impact my other employee benefits?

No. MSK Direct does not impact or change any other health benefits our employees receive.

Do I have to go to MSK for cancer care?

No. The services provided by MSK Direct are available as an option should you or a family member need to seek cancer care. The decision on where to go for care is always yours to make.

How can I contact MSK Direct?

Access MSK Direct at www.mskcc.org/myemployer or call the toll-free member line at **844-506-0589**. MSK Care Advisors are available Monday through Friday, 8:30 am to 5:30 pm EST. Messages left outside of these hours of operation will be returned the next business day.

