

MSK Direct Frequently Asked Questions



Why Memorial Sloan Kettering Cancer Center (MSK)?

MSK is one of the world's most respected hospitals that focuses only on treating cancer. For over 140 years, our doctors have been united by a singular purpose: to find a cure for cancer. Our specialized care teams provide personalized, compassionate, expert care to patients of all ages.

When you're faced with cancer, it's important that you receive information that you can trust and understand when it comes to your treatment options. The experts at MSK are here to provide support and guidance no matter where you are on your cancer journey.

Connect with us.

The MSK Direct team is available to help you and your family make smart decisions about the best cancer care options. Call the dedicated MSK Direct phone number 646-449-1515 or learn more at msk.org/mskdirectforyou.

What is MSK Direct?

MSK Direct is an employee/member benefit that gives you and your family access to a dedicated team of world-class cancer experts at Memorial Sloan Kettering Cancer Center (MSK).

From guiding you to the best treatment for your type of cancer, to second opinions, and help understanding your cancer risk, we'll support you through your unique cancer journey no matter where you are.

When should I contact MSK Direct?

Contact MSK Direct if you or a family member:

- Are diagnosed with cancer and would like to explore treatment options at MSK, or where you live.
- Receive results from a medical test or exam that indicate a suspicion of cancer and want to understand your next steps.
- Obtain a cancer diagnosis from another facility and would like a second opinion from MSK.
- Are in cancer treatment elsewhere and would like to consult with an MSK specialist about other options.
- Want to explore cancer prevention and screening resources.

How can the MSK Direct team help me if I'm coming to MSK for care?

MSK Direct can help by:

- Scheduling an expedited appointment at MSK
- Gathering necessary medical records for your first appointment
- Providing answers to your questions from our team of experts

Do I have to enroll to participate in MSK Direct?

No, you do not need to enroll to access MSK Direct.



How can the MSK Direct team help me if I'm not coming to MSK for care

MSK Direct can help by:

- Guiding you to an in-network cancer center close to home with the best outcomes.
- Having MSK doctors work with your local doctor to deliver expert written second opinions to guide your cancer care. Check with your benefits manager if this benefit is covered by your employer.

Can I access MSK Direct even if I don't have a confirmed cancer diagnosis?

Yes. MSK Direct can help before a confirmed diagnosis of cancer is received. You may contact MSK Direct when you receive results from a blood test, imaging exam, or pathology report that show you may have cancer.

How can MSK Direct help me if I don't have cancer?

Many types of cancer are more treatable when caught early. MSK Direct offers educational resources about cancer prevention and screening. With our online screening tool, you can learn if you are due for any screenings, or if you are at higher risk for certain cancers or would benefit from genetic testing.

Who is eligible to use MSK Direct?

Employees, their extended family members, and friends, have access to MSK Direct. Family members include, but are not limited to, spouse/partner, children, parents, parents-in-law, grandparents, aunts, uncles, and cousins, subject to insurance verification.

Does MSK Direct impact my other benefits?

No, MSK Direct is an additional benefit that does not impact or change your other health benefits.

Do I have to pay extra to use MSK Direct?

No. Employees and their family members have access to the services provided by MSK Direct at no additional cost. Medical care provided by MSK will be subject to the standard out of pocket costs (such as copays, deductibles, and coinsurance) of each individual's medical plan. Call your health plan to verify medical coverage.

Do I have to go to MSK for cancer care?

No. The decision on where to go for care is always yours. A second opinion can help you understand your treatment options, and we can even help you find an in-network cancer center close to home.

Where is MSK located?

In addition to the main hospital in Manhattan, MSK has outpatient facilities located in New York (Brooklyn, Long Island, and Westchester) and New Jersey.



Memorial Sloan Kettering
Cancer Center