

# DIAGNOSIS AND TREATMENT SUPPORT: **PUT YOUR EMPLOYEES IN TOUCH WITH AN EXPERT NOW**

Starting a medical journey can be challenging. And research proves that the first diagnosis a patient receives may not always be the best approach. In a study of patients who received a second opinion at the Mayo Clinic, 88 percent received a new or revised diagnosis\*. Confirming a diagnosis and affirming treatment options can help your employees choose the best path forward and give them confidence in their treatment and physicians - so they can focus on healing.

Consumers are used to seeking out information about their health after a diagnosis, but what they find is often hard to understand, incomplete or even wrong. Having a virtual expert opinion prior to treatment improves clinical precision, educates and empowers members and lowers costs.

2nd.MD provides fast and convenient virtual access to elite specialists for members with high-cost, high-impact conditions. Speaking with an expert who knows more about an individual's condition than anyone else can be game changing and highly gratifying. The dialogue and interaction between the member and the expert can increase clinical precision and allow the member's goals and preferences to be considered as treatment plans are discussed. 2nd.MD's services are an easy way to empower members, lower costs and improve outcomes.

## **2ND.MD – HOW WE DO IT**

- We use claims data and predictive analytics to proactively identify and outreach to members who can benefit the most from our service.
- We collect and curate all of the medical records, images and tests so the expert has all of the information they need for the interactive consultation.
- Members quickly connect with expert physician specialists for 30+ minute virtual consultations within three to five days.
- We offer all-inclusive pricing that includes member engagement communications and incentive options.

## **PROVEN RESULTS**

- 33% of the expert consults lead to an alternate diagnosis.
- 82% result in an improved treatment plan.
- 29% surgery consults resulted in the member voluntarily cancelling the surgery.
- \$28,150 average savings per consult, when a doctor visit was saved either from an avoided surgery, cancelled tests or adjusted medication.
- \$23.29 - 27.64 per member per year (PMPY) savings.
- +91 net promoter score and 95% of members say it enhances their appreciation of their benefits.
- 2nd.MD's multi-channel engagement strategies drive 5-20x higher utilization than our competitors.

Implementation takes about 4-6 weeks and 2nd.MD makes it easy for you, as an employer. We integrate seamlessly with your health plan so there is no need to wait to go live with our service for your employees.

Contact your Regence account representative to learn more about how 2nd.MD can lower cost and help members get the care they need.

*Regence BlueCross BlueShield of Utah is an Independent Licensee of the Blue Cross and Blue Shield Association.*

*2nd.MD® is a separate company that provides second opinion services for Regence members.*

*The service provided by 2nd.MD does not create a doctor-patient relationship.*