



## Helping your employees receive the most appropriate treatment.

When members follow non-evidence-based treatment plans, they tend to have unnecessary tests, imaging, visits and procedures. This results in unnecessary medical and business costs (including absenteeism). Our Second Opinion service provides members with access to convenient, virtual second opinion consultations with leading medical experts, resulting in more informed decisions.

### Personalized consults provided by top medical specialists.

Through 2nd.MD, our Second Opinion service offers personalized consultations by phone or video from medical experts. The service features:

- Consultations provided within **3** business days, compared to 5–7 days.<sup>1</sup>
- The ability to access specialists across the country from anywhere (no need to take time off work to go to an appointment).
- 24/7 access to request a consult online.
- A robust network of specialists.
- A designated care team coordinator who follows up with the member.



Timely, flexible  
recommendations



High program  
effectiveness



Strong employee  
engagement

**64%**

of consultations happen on nights or weekends, making it more convenient for employees and helping to reduce the time spent away from work.<sup>2</sup>

Likelihood of people using a second opinion service if it only takes 3–5 days =

**88%**

(versus **36%** who would use the service if it took 3–5 **weeks**).<sup>3</sup>

## The Second Opinion service delivers tangible, positive results.



### For employees:

- Flexible and personalized consultations at their convenience and free of charge.
- Improved treatment options and/or a corrected diagnosis.
- Time and cost savings.
- Reduced stress and increased peace of mind.



### For employers:

- Helps eliminate unnecessary medical costs.
- Builds employee engagement and improves productivity.
- Increases employee satisfaction.

By offering the Second Opinion service to your employees, you can help them make sure they're getting the right treatment, which may result in increased engagement with their health care choices, lower medical costs, reduced stress and peace of mind, and increased presenteeism at work.

### Our program has demonstrated the value of getting a second opinion:

- The average cost savings per consult is **\$3,500**.<sup>4</sup>
- An estimated **50+ hours** are saved per consult in avoided research, clinically irrelevant treatments, in-person visits and repetitive tests.<sup>4</sup>
- **73%** of treatment plans are improved after getting a second opinion.<sup>4</sup>
- In **21%** of cases, the diagnosis was completely changed.<sup>5</sup>
- After a Second Opinion consult, **34%** of surgeries are voluntarily canceled by members.<sup>2</sup>



To learn more about the Second Opinion service, contact your UnitedHealthcare representative.

<sup>1</sup> Competitive analysis completed June 2015 through the RFP process.

<sup>2</sup> 2nd.MD analysis; 1/6/17–1/1/17.

<sup>3</sup> Data from a study commissioned on January 30, 2017, from Ask Your Target Market.

<sup>4</sup> 2nd.MD book of business; 4/1/16–6/30/17.

<sup>5</sup> Mayo Clinic. Mayo Clinic Researchers Demonstrate Value of Second Opinions. <https://newsnetwork.mayoclinic.org/discussion/mayo-clinic-researchers-demonstrate-value-of-second-opinions/>. Accessed September 2017.

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