

# Health Service Board City & County of San Francisco

## Second Opinion Vendor – Best Doctors

April 14, 2016

# Background

---

- For many complex/and or rare health diagnoses it can be very beneficial to the member to obtain a second opinion from a nationally known expert with extensive experience and subspecialty expertise for the particular area.
- The review is to ensure that the diagnosis and treatment plan is appropriate and as well as looks to provide the most cost-effective care in the least invasive way to the member based on clinical evidence.
- Members may call a second opinion vendor or they may be identified through claims analysis by the second opinion vendor
- There is no obligation for the member to participate.
- Members also receive ongoing support in addition to other clinically supportive services.

# Best Doctors Summary

---

- Member connects with Best Doctors via phone, app or web to initiate case – including signing (paper or electronic) a records release form.
- Records collection specialist collects all medical records (costs for obtaining records are paid for by Best Doctors).
- A team of physicians at Best Doctors reviews all collected records, along with the intake history, and an extensive clinical summary is developed. The physician team will identify the appropriate expert(s) to review the case (from a database of 53,000 providers representing 450 specialty areas), and send the expert or experts the summary.
- The expert reviews the summary and provides the findings back to Best Doctors.

## Best Doctors (continued)

---

- The Best Doctors physician reviews the expert findings and that the report is written in a way that can be easily understood by a non-clinician. Then the physician from Best Doctors compiles all information into a summary which accompanies the expert findings. The expert report and all medical records are digitized and put on a USB encrypted flash drive for the member.
- Best Doctors will review the expert report with the member and answer any questions he or she may have regarding the report. Best Doctors will follow-up with the member as long as needed to ensure quality care.
- With the member's permission, Best Doctors will share the expert report with their treating physician.

# Additional Services

Service	Description
Critical Care	Team available to assist during critical issues
Ask the Expert	Service to obtain detailed expert guidance from a specialist
Asklepius	Partnership with IBM Watson to pull real-time, relevant medical responses for members
Find a Best Doctor	Recommend expert physician best suited to help initiate care
Treatment and Decision Support	Partnership with EMMI Solutions to provide members with online learning modules and interactive web and digital content
Medical Records e-Summary	Provides members with secure USB drive that contain their full medical history, lab results, current medication and Health Alert Summary
Virtual Medical Director	Access to experts to help clients with effective plan designs
Data Analytics	Outreach to members facing serious or chronic conditions

# Fees

---

- Fees are \$1.00 - \$1.50 per employee per month (PEPM) for all services.
- Intake claims data to identify members for outreach is an additional \$0.10 PEPM.
- To include extended family (e.g., parents, in-laws, grandparents, etc.) an additional fee of \$0.25 PEPM is assessed.
- Performance guarantees will be included where fees will be placed at risk.

# Recommendation

---

- Health Service System Staff and Aon recommend implementing Best Doctors for all members covered under any of the three medical plans effective January 1, 2017.