



Utilization Report

Expert Medical Services

SAN FRANCISCO HEALTH SERVICE SYSTEM

Reporting Period: January - December 2018

OUR CURRENT PARTNERSHIP



Find Best Doctor

Helping your members locate a physician from a certified database of over 54,000 top medical experts.



Medical Records eSummary

Organize and digitize all medical records. Create a health alert summary to give the guidance for the next 12-24 months.



Ask the Expert

Answers to specific treatment/medical questions from expert physicians.



Treatment Decision Support

Personal health coaching and easy-to-follow interactive decision aides to make informed, confident decisions about surgery, medical procedures and medical choices.



Expert Medical Opinion

A comprehensive case review to determine the right diagnosis and treatment by an expert physician.



Critical Care Support

An Expert Medical Opinion with onsite support for members in acute care facilities.



Oncology Insight

Oncology Insight combines the knowledge of the world's leading oncologists with a Watson™ cognitive technology platform that rapidly provides clinicians with evidence-based treatment recommendations.

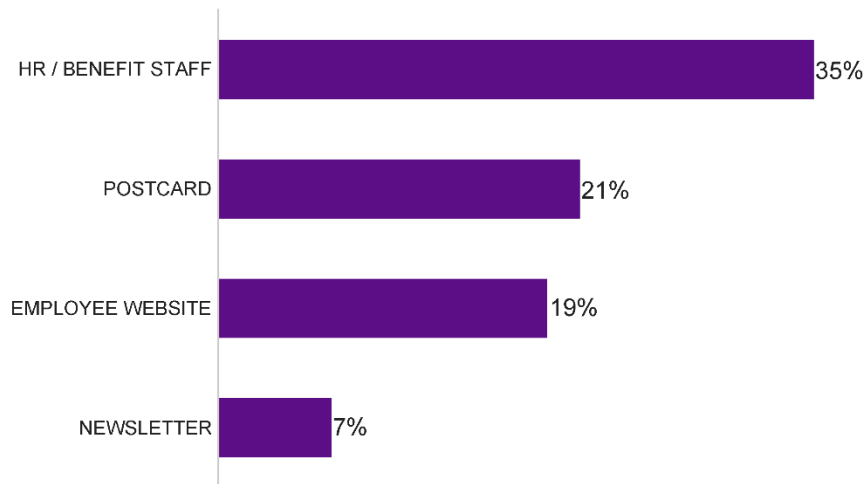


Behavioral Health Navigator

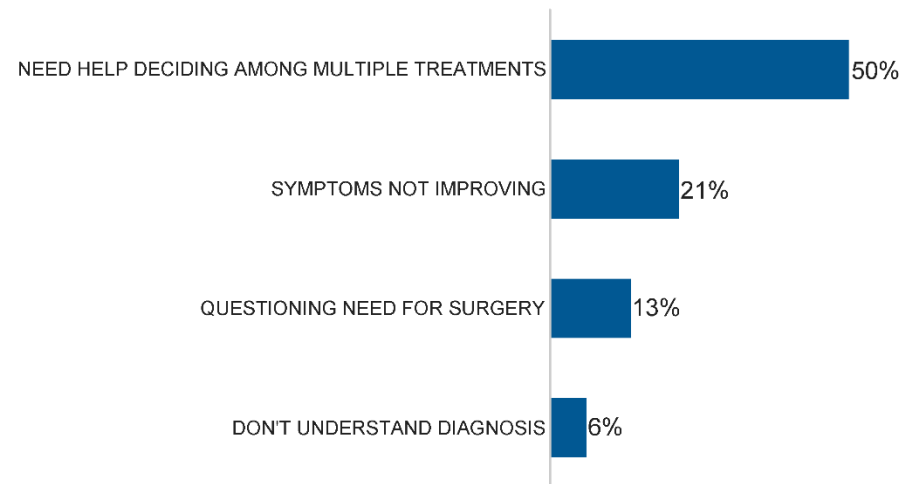
Behavioral Health Navigator leverages a cross-functional team of leading psychologists, psychiatrists, and social workers to identify the correct diagnosis and provide an action plan for members and their families struggling with behavioral health illnesses.

MEMBER CONTACT OVERVIEW – ALL SERVICES

HOW DID YOU HEAR ABOUT US? TOP RESULTS

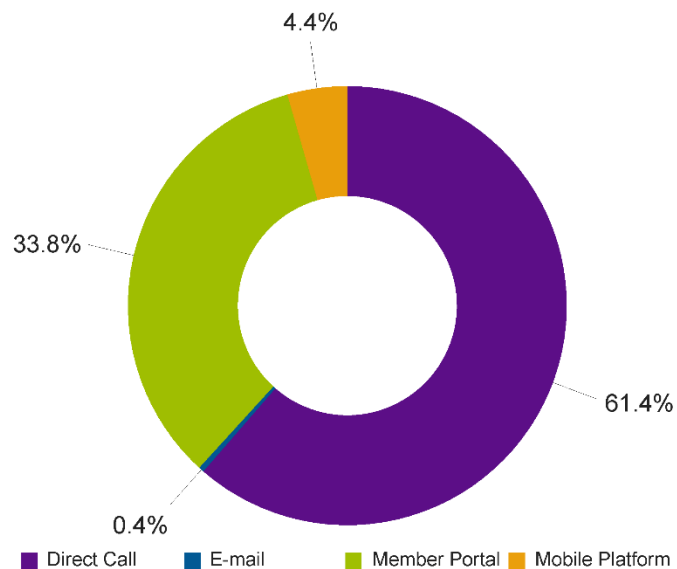


REASONS FOR CALLING* TOP RESULTS

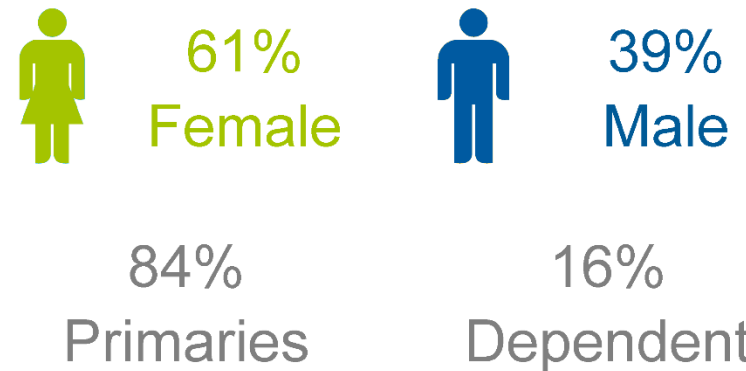


* Expert Medical Opinion

METHOD OF CONTACT



DEMOGRAPHICS ALL SERVICE LINES



SUMMARY – FINANCIAL AND MEMBER IMPACT

TOTAL SAVINGS

\$1,973,888

MEMBER SATISFACTION

99%

40% Response Rate

CLINICAL IMPACT*

48%

Change In Diagnosis

80%

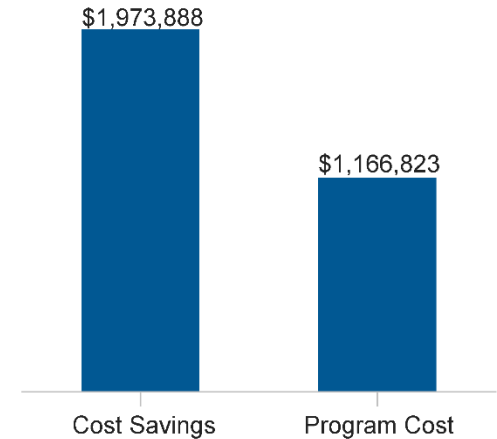
Change In Treatment Plan

* Expert Medical Opinion

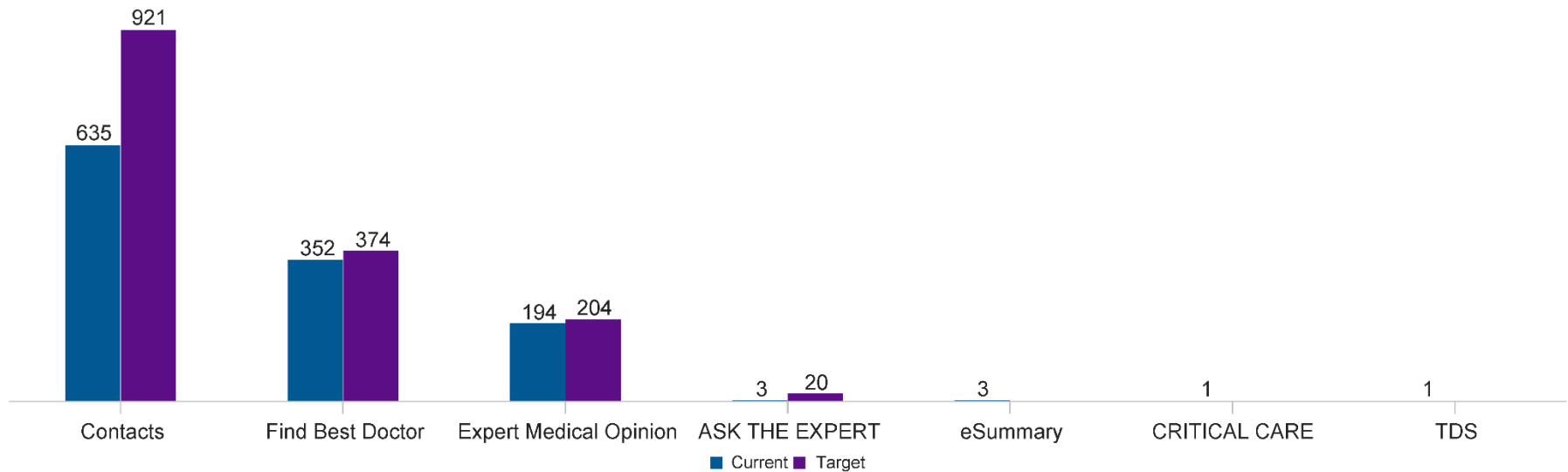
FINANCIAL IMPACT

1.69

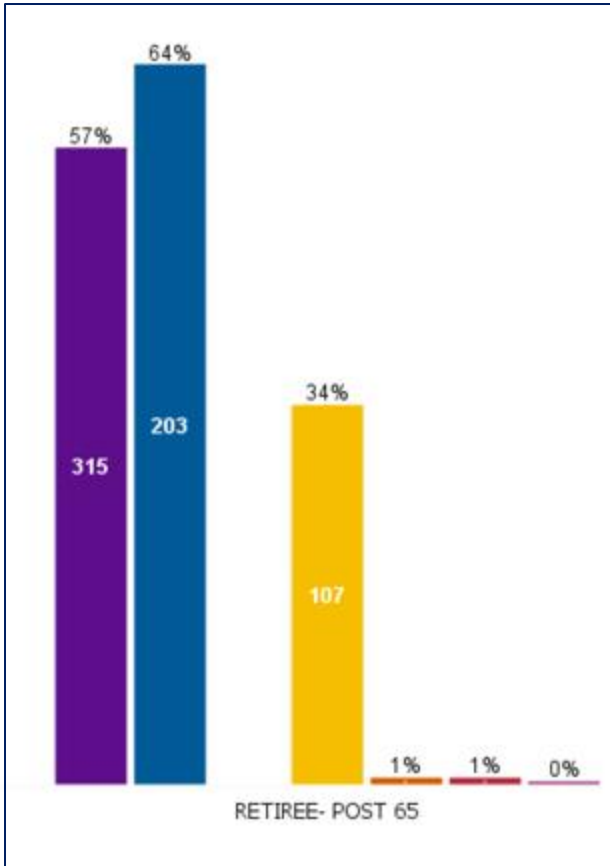
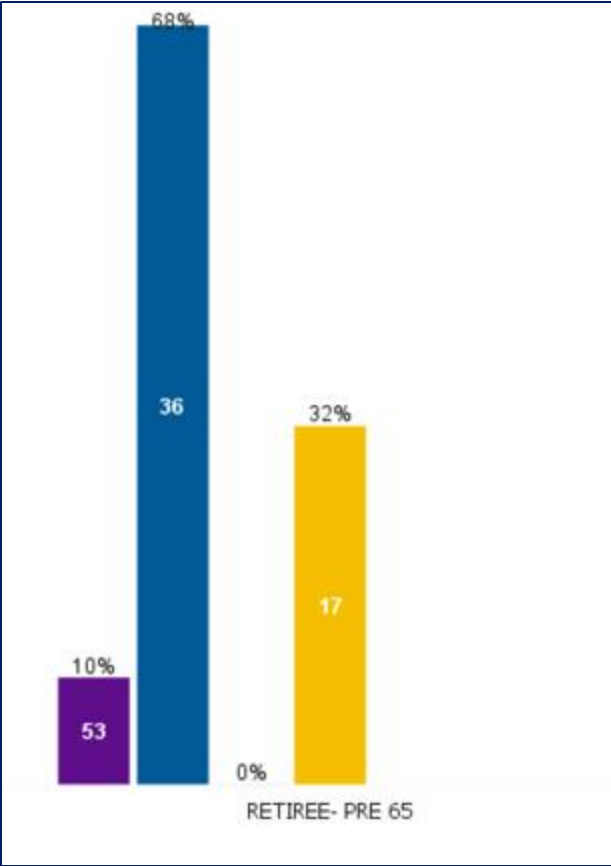
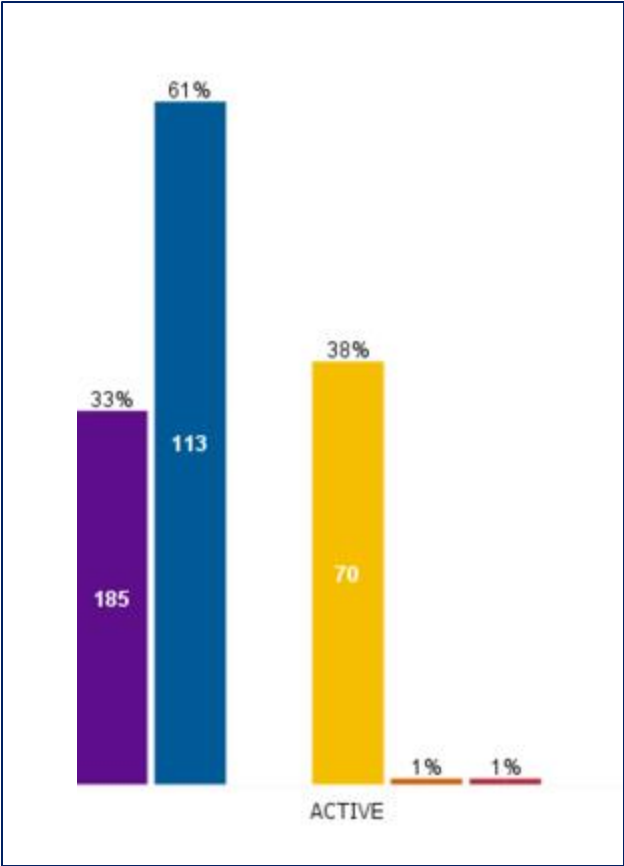
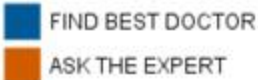
ANNUAL ROI



TARGET Vs. ACTUAL CLOSED CASES



CLOSED CASES BY SERVICE AND GROUP



* Population % is relative to all groups

EXPERT MEDICAL OPINION ACTIVITY HIGHLIGHTS

DEMOGRAPHICS



51%
Female



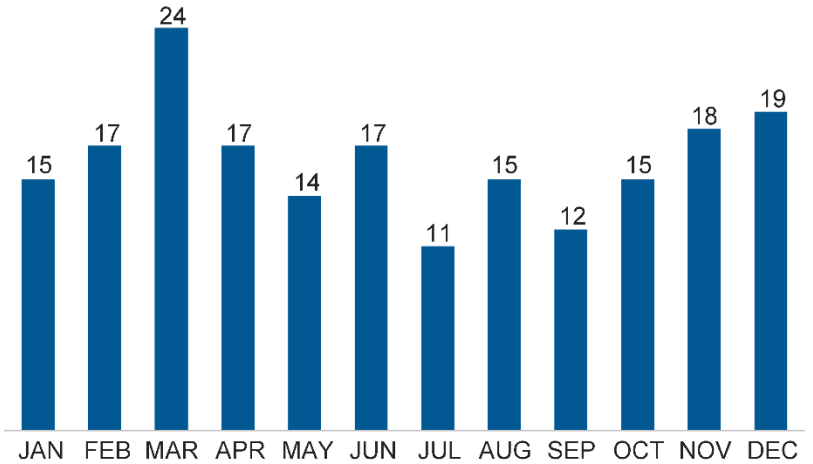
49%
Male

80%
Primaries

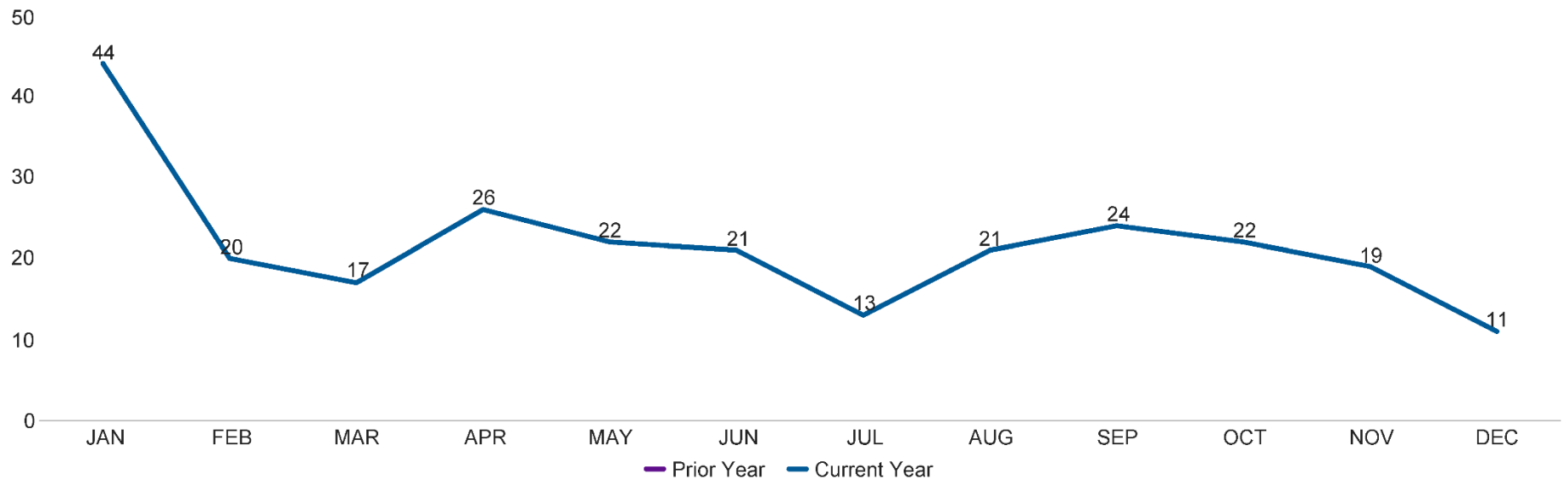
20%
Dependent

CASES CLOSED

REPORT PERIOD: 194



OPEN CASE TREND

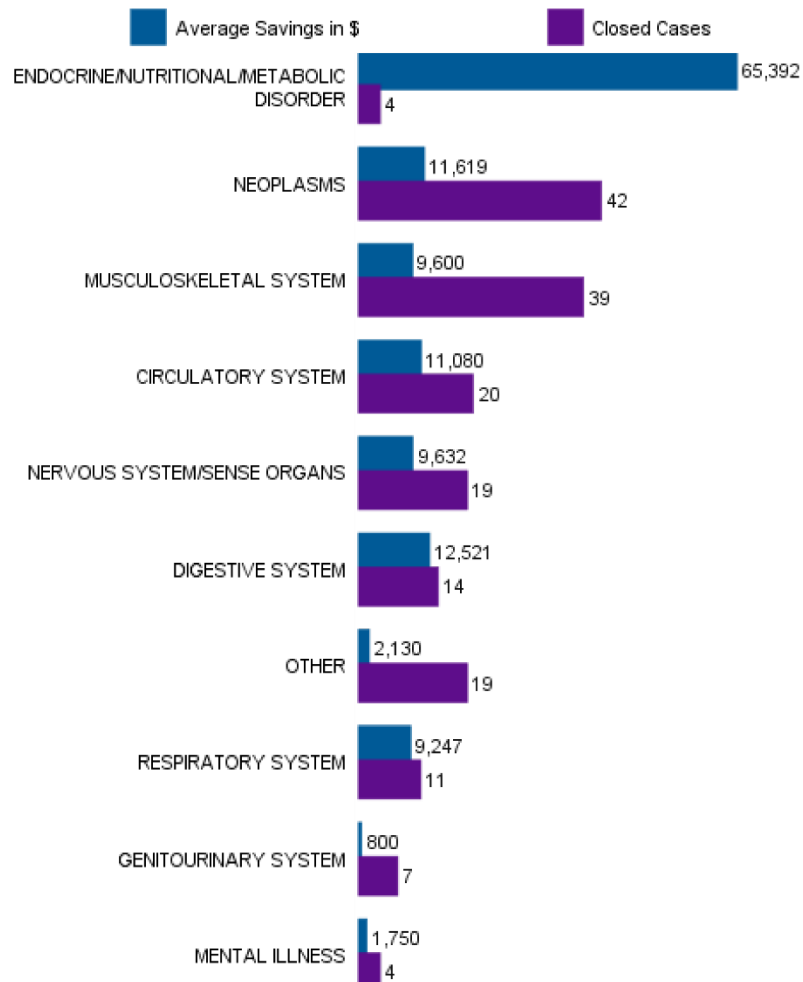


EXPERT MEDICAL OPINION SUMMARY

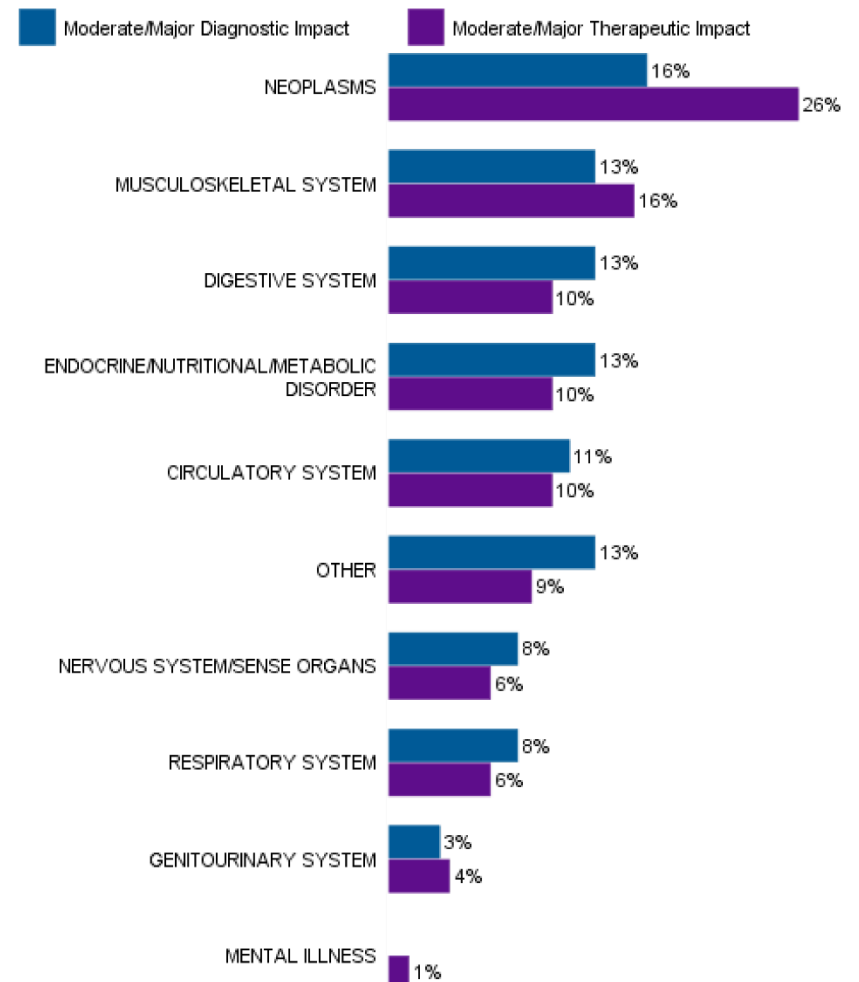
EMO SAVINGS
\$1,968,188

CLOSED EMO CASES
194

AVERAGE EMO PER-CASE SAVINGS AND VOLUME BY DIAGNOSTIC CATEGORY

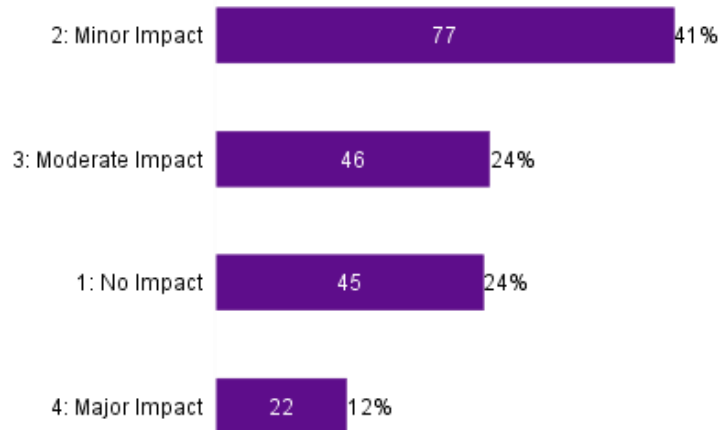


EMO DIAGNOSTIC AND THERAPEUTIC IMPACT BY DIAGNOSTIC CATEGORY

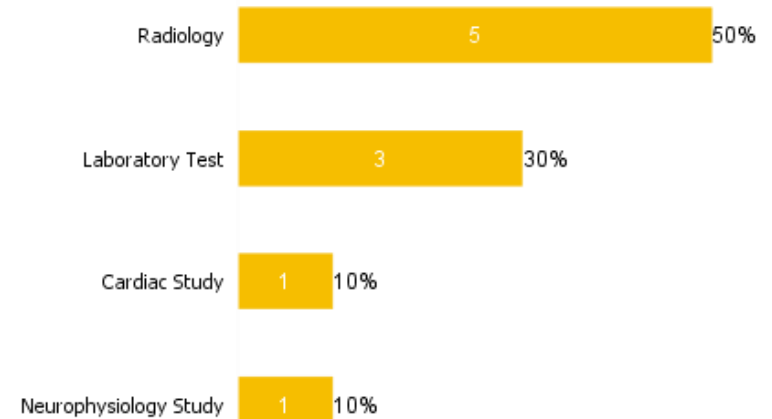


EXPERT MEDICAL OPINION DIAGNOSTIC IMPACT

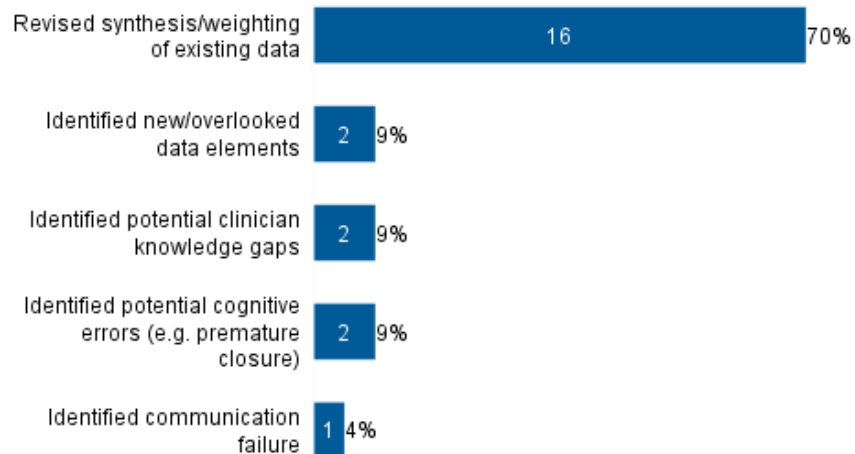
DIAGNOSTIC IMPACT MAGNITUDE



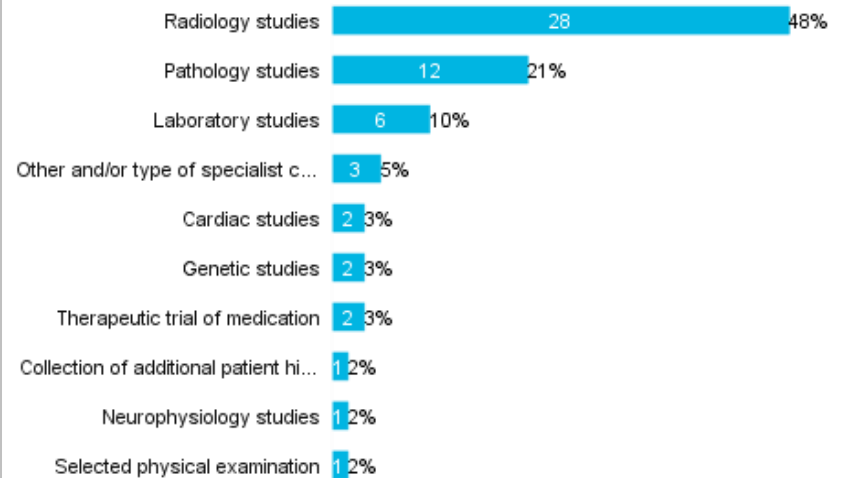
CHANGE IN INTERPRETATION OF DIAGNOSTIC STUDY



CHANGE IN INTERPRETATION OF CLINICAL FINDINGS

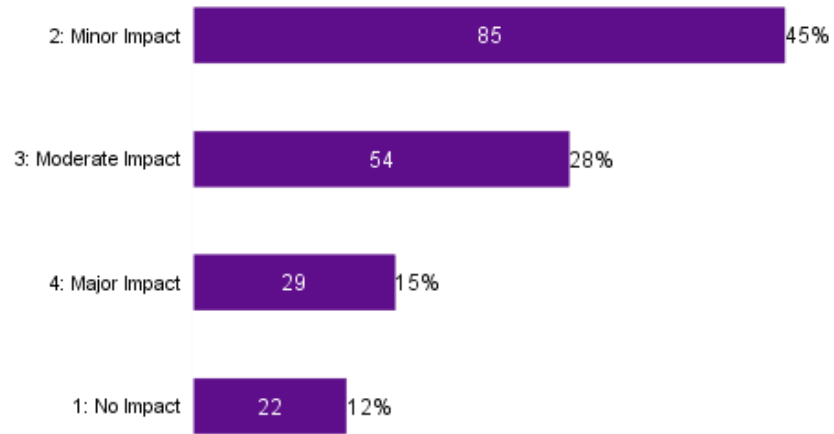


RECOMMENDATIONS FOR ADDITIONAL TESTING

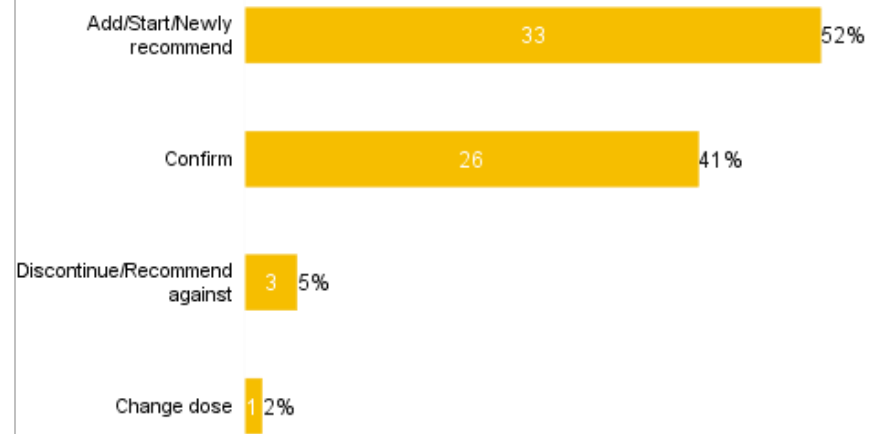


EXPERT MEDICAL OPINION THERAPEUTIC IMPACT

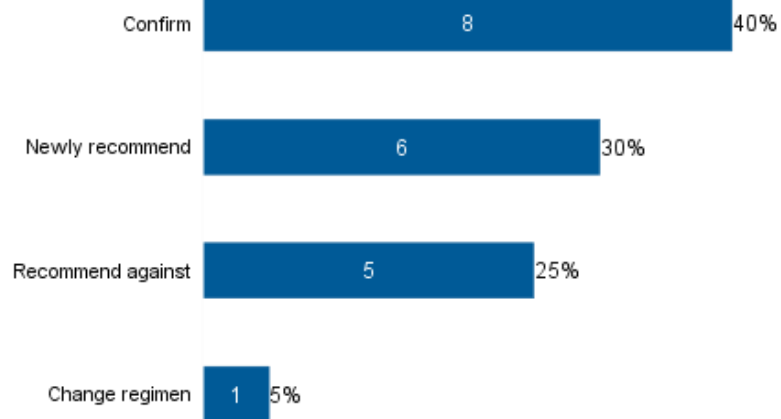
THERAPEUTIC IMPACT MAGNITUDE



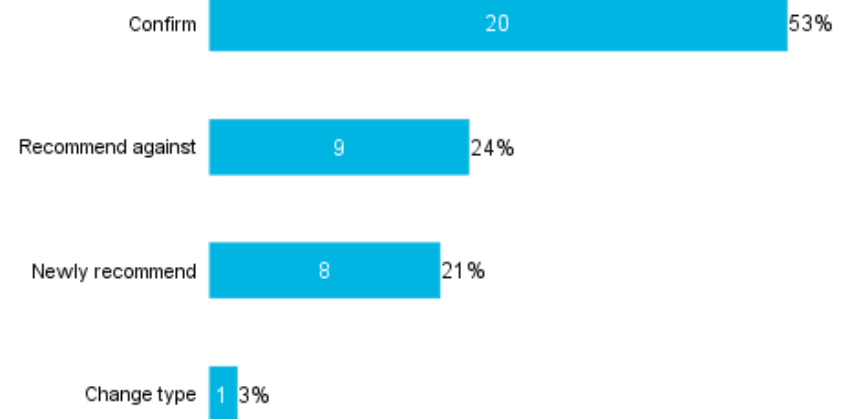
MEDICATION IMPACT



CHEMOTHERAPY IMPACT



SURGICAL IMPACT



EXPERT MEDICAL OPINION DEMOGRAPHICS

	PRIMARY AGE RANGE	MALE	FEMALE	ACTIVE/RETIREE	DEPENDENT
San Francisco Health Services System	60-69	49%	51%	78%	22%
Education & Government	50-59	40%	60%	93%	7%
25,000+ employees	50-59	50%	49%	73%	27%
Book of Business	50-59	44%	56%	73%	27%



TREATMENT DECISION SUPPORT SERVICE HIGHLIGHTS

TOTAL CASES

1
Opened

1
Closed

TDS COMPARISON*

0%
% of Total Cases

0%
% of Total Savings

** Percentage of TDS cases compared to all services*

CASES BY CONDITION

100%

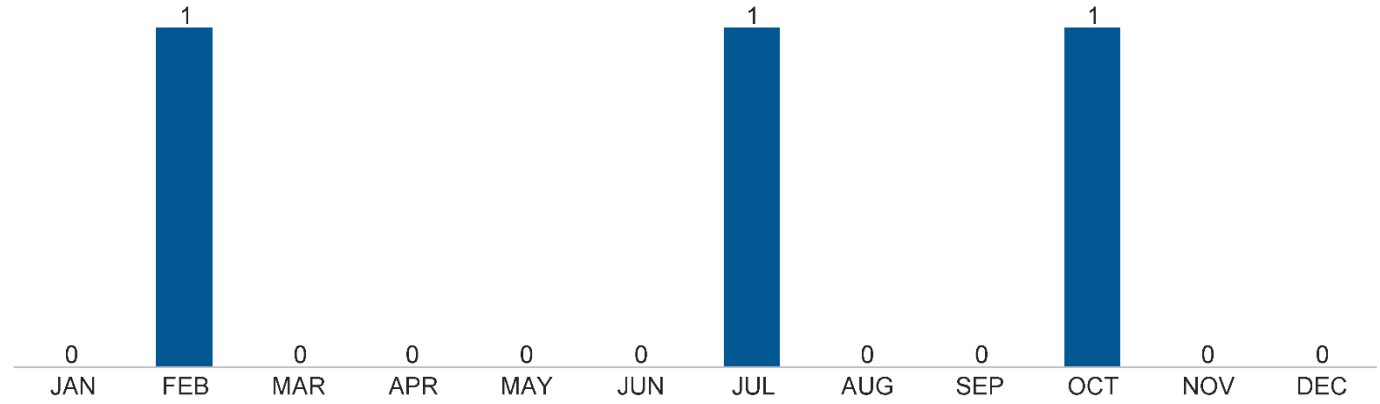


Carotid Artery Disease

ASK THE EXPERT SERVICE HIGHLIGHTS

CLOSED CASES

3



CASES BY SPECIALTY

GASTROENTEROLOGY

67%

INTERNAL MEDICINE

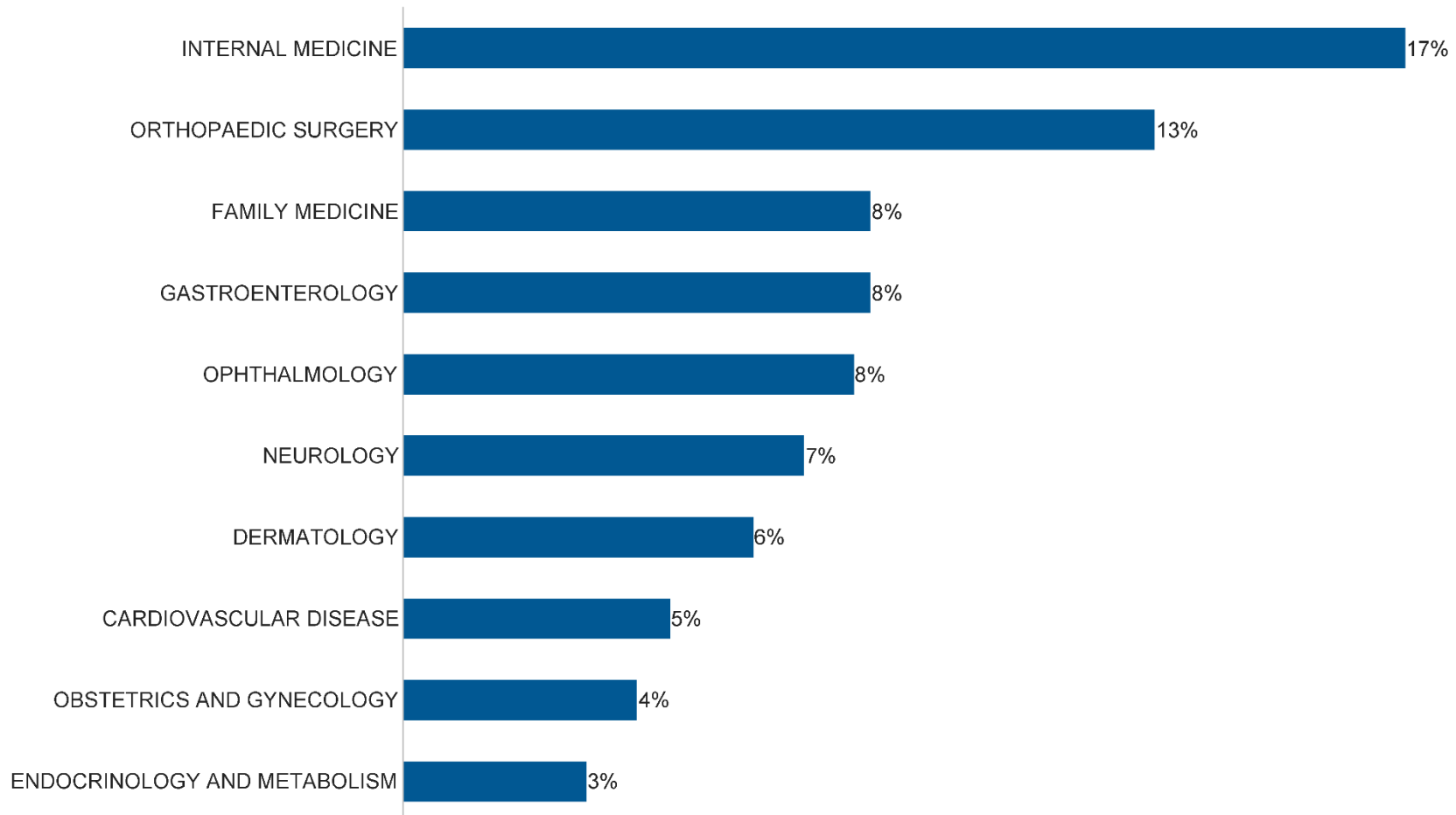
33%

FIND BEST DOCTOR SERVICE HIGHLIGHTS

TOTAL SEARCH
RESULTS

352

TOP 10 SEARCH RESULTS BY SPECIALTY



GROUP LEVEL HIGHLIGHTS

UTILIZATION BY GROUP

	GROUP	EXPERT MEDICAL OPINION	ALL CASES	PRE 65	POST 65
1	SAN FRANCISCO HEALTH SERVICE SYSTEM - RETIREE	67%	67%	12%	88%
2	SAN FRANCISCO HEALTH SERVICE SYSTEM - ACTIVE	11%	28%		
3	SAN FRANCISCO HEALTH SERVICE SYSTEM - PARENT	22%	5%		