



Second Opinion Services

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 access to convenient, virtual 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 **three** calendar days
- The ability to access leading physicians across the country
- 24/7 access to request a consult online
- A robust network of specialists
- A designated care team coordinator who follows up with the employee
- Nurses who proactively reach out to discuss next steps



Timely, flexible recommendations



High program effectiveness



Strong employee engagement

Tangible, positive results



For members:

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



For health care payers:

- Helps increase medical savings through the reduction in unnecessary health care costs
- Helps improve member engagement and facilitates convenient access to medical experts to guide and educate members on appropriate treatment options
- Increases member satisfaction

By offering Second Opinion service to your members, 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 decreased absenteeism at work.



Contact your U.S. Networks and Administrative Services representative

Call

Email

Visit uhcglobal.com

¹ 2nd.MD book of business; 1/18-12/18.

² 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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