

Best Doctors Client Case Study

About The Company:

This company is one of the world's largest grocery retailers, spanning many states with store formats that include grocery and multi-department stores, discount, convenience stores and jewelry stores.

Why They Partnered With Best Doctors:

This company wanted to lower costs relating to elective surgical procedures (hip, knee, spine, neck and bariatric).

Plan Design Strategy:

\$300 surcharge applied when members did not completed a second opinion for elective surgical procedures (hip, knee, spine, neck, and bariatric)

Client provided Best Doctors monthly claims data from two health plans and RX vendor from past 3 years

Data analytics were applied to prospectively identify individuals likely to undergo one of these surgeries

Targeted mailings from data analytics used to engage members at early stage intervention for musculoskeletal conditions

Best Doctors reached out via phone to those considering Bariatric surgery

Integration Strategies:

Pro-active referral from health plan at key points in the pre-cert process

Centers of Excellence (COE) integration - processes clearly outline referral to Best Doctor and back to COEs

Additional data feed received from imaging vendor and targeted mailings sent based on these data

Utilization and Savings Results

2.5:1 ROI

74% increase in overall utilization

33-40% avoided surgery by condition