

Best Doctors Client Case Study

About the company:

This company is a leading provider in short-term, post hospital services and long-term care, with a network of more than 500 skilled nursing and rehabilitation centers, memory care communities, assisted living facilities, outpatient rehabilitation clinics, and hospice and home health care agencies.

Why they partnered with Best Doctors:

This company knew that medical errors are one of the leading causes of permanent injury and death in our country. They wanted to provide a second opinion service that added value to their employees and their dependents. With increasing healthcare costs, this company wanted to find a way to lower those costs, without shifting them onto their employees.

Results of the program:

Increase in utilization: There was a 400% increase in clinical referrals and a 363% increase in 2015 for second opinions.

Big cost savings: In 2015, this client experienced a total savings of \$912,877, resulting in an ROI of 3:30:1.

- **Disability:** \$176,348 cost savings
- **Absenteeism:** \$181,806 cost savings
- **Workers Compensation:** \$30,629 cost savings

Meaningful impact: 20% of members received a diagnosis change and 54% of members received a treatment change.

Increased member satisfaction:

“ Best Doctors was a needed service that was greatly appreciated. To be able to get a second opinion without the hassle was great. Thank you for your service.”

“ Valuable second opinion. Amazing service!!!”

“ Very positive. A very useful tool for additional information and understanding.”