



## Helping connect employees to appropriate care

Incorrect care can negatively impact employees and raise costs. Each year, nearly 12 million patients are misdiagnosed,<sup>1</sup> 36 million are on suboptimal treatment plans<sup>2</sup> and 20 million are referred to the incorrect specialty.<sup>3</sup>

### Supporting informed decisions with access to personalized second opinions

The Second Opinion service through 2nd.MD helps employees with a diagnosis get an expert opinion from leading medical experts. This service is available at no additional charge and includes:

- Virtual and phone consultations within **3–5 calendar days**,<sup>4</sup> compared to **5–6 weeks**<sup>5</sup>
- A written summary within 24 hours
- Chat and text capabilities with a dedicated nurse
- Referrals and appointment scheduling for local peer-to-peer consults, if needed

### Offering a concierge-like experience

Employees can request a consult online or by phone. After receiving the request, a care team nurse:

1. Performs triage and intake
2. Sends the employee's medical records and recommends a medical expert
3. Schedules the consultation; the employee meets with the expert and receives a written summary
4. Coordinates any follow-up needs within 9–14 days

#### Top-caliber consultations

The Second Opinion service offers live phone and virtual discussions with a medical expert (vs. recorded).

These experts have trained and worked at elite institutions such as Cleveland Clinic, Boston Children's Hospital and Hospital for Special Surgery.

## Providing expert help throughout the care journey

The Second Opinion service provides second opinions for a variety of needs. Providers are hand-selected to help give employees access to leading physicians across the country who specialize in their condition. Consultations may cover:

- New diagnoses
- Changes in treatment
- Chronic conditions
- Potential surgeries

## Connecting employees to integrated support

In addition to proactively connecting employees to the Second Opinion service, advocates provide additional holistic support through coordinated engagement, designated nurses, wellness coaches, and digital tools and programs. This comprehensive approach may also help increase employee engagement in their health care choices, lower medical costs and reduced stress.

The proven value of a second opinion<sup>4</sup>

**\$6,911**

average employer savings per consult

**90+**

hours saved per consult

**89%**

of treatment plans improved

**32%**

of members received a corrected or improved diagnosis

**4.9/5.0**

rating for doctor expertise, doctor care and customer care

[Learn more](#)

Contact your UnitedHealthcare representative

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<sup>1</sup> Healthline. Why getting medically misdiagnosed is more common than you may think. [healthline.com/health-news/many-people-experience-getting-misdiagnosed](https://www.healthline.com/health-news/many-people-experience-getting-misdiagnosed). Accessed June 2022.

<sup>2</sup> John Hopkins Medicine. Johns Hopkins medical researchers identify health conditions likely to be misdiagnosed. [hopkinsmedicine.org/news/newsroom/news-releases/johns-hopkins-medicine-researchers-identify-health-conditions-likely-to-be-misdiagnosed](https://www.hopkinsmedicine.org/news/newsroom/news-releases/johns-hopkins-medicine-researchers-identify-health-conditions-likely-to-be-misdiagnosed). Accessed June 2022.

<sup>3</sup> Kyruus. Physician referral study. [kyruus.com/hubfs/Whitepapers/Whitepaper\\_Physician%20Referral%20Sentiment\\_Updated.pdf?submissionGuid=8d6d6077-70d1-4aaa-bafa-d01183aec1ec&submissionGuid-706810f-6d31-4adb-804b-b80d89061902](https://www.kyruus.com/hubfs/Whitepapers/Whitepaper_Physician%20Referral%20Sentiment_Updated.pdf?submissionGuid=8d6d6077-70d1-4aaa-bafa-d01183aec1ec&submissionGuid-706810f-6d31-4adb-804b-b80d89061902). Accessed June 2022.

<sup>4</sup> UnitedHealthcare book of business, January 2021–December 2021.

<sup>5</sup> Internal analysis conducted by 2nd.MD, 2020.

Second Opinion is made available through a third-party vendor, 2nd.MD. The information provided through Second Opinion does not constitute medical advice and does not diagnose, treat or prescribe treatment of medical conditions. All information provided in connection with Second Opinion is for informational purposes only and does not create a physician-patient treatment relationship. Information provided through Second Opinion does not substitute medical diagnosis or treatment from your treating physician, and you should discuss the information provided by Second Opinion with your treating physician before making any decisions. The Second Opinion service is available in all states for self-funded UNET customers only and is subject to change. Coverage exclusions and limitations may apply.

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