



2017 Annual Report

San Francisco Health Service System

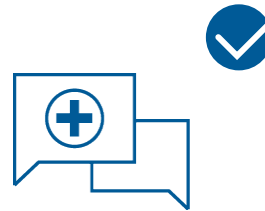
Our current partnership



Expert second opinion



Find a best doctor



Ask the expert



Treatment decision support



Critical care support



Onward Behavioral Health



Oncology Insight with Watson



Analytics



Medical Records eSummary

Executive Summary

Target vs. Actual – Closed Cases



Financial Impact

Annual Return on Investment

1.35:1

\$1,413,257

\$1,047,257

Cost Savings

Program Cost

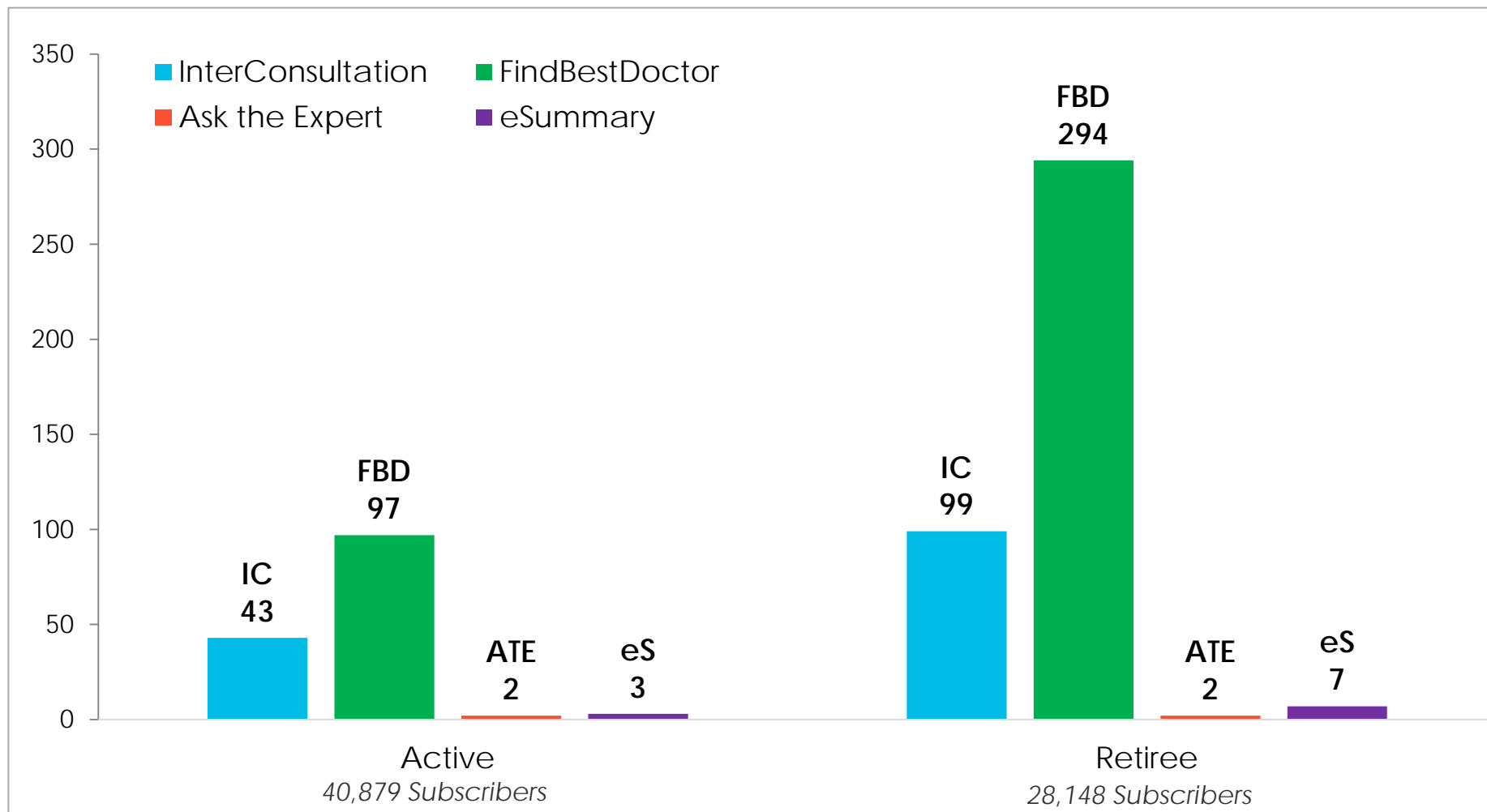
Member Satisfaction



100%
Highest satisfaction

Based on 28 responses on InterConsultations only

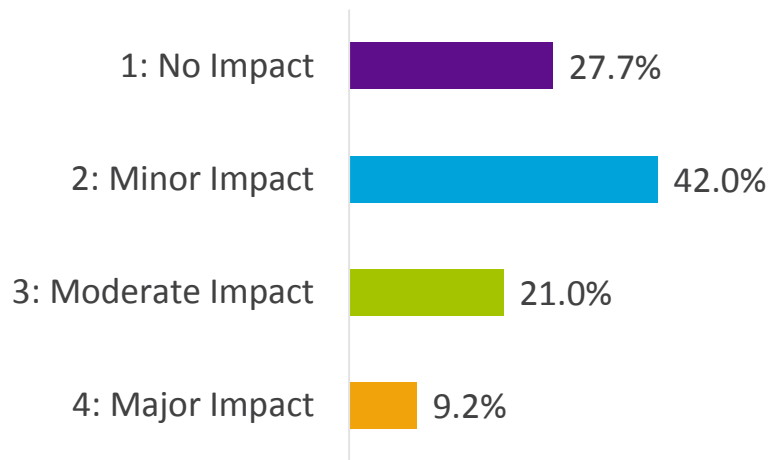
Closed Cases by Group



Service Line	InterConsultation (IC)	FindBestDoctor (FBD)	Ask the Expert (ATE)	eSummary (eS)
2017 Utilization	142	391	4	10

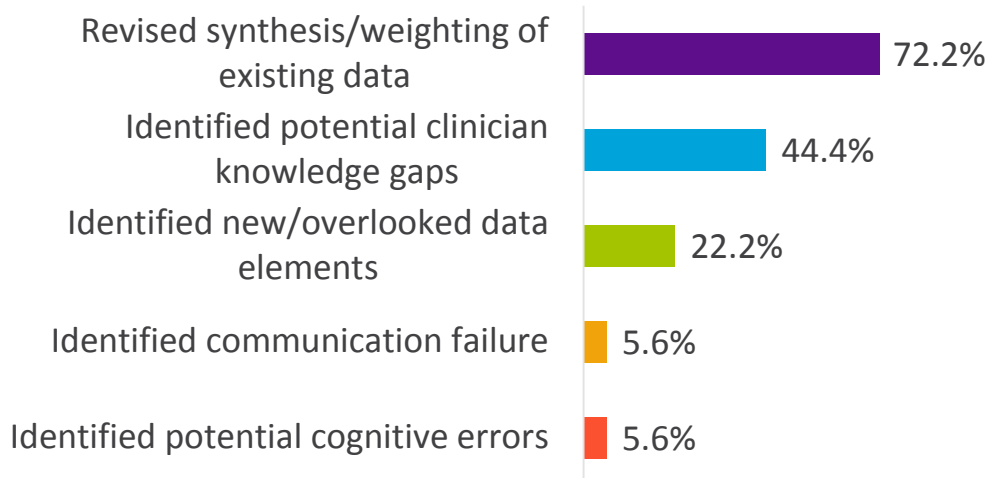
2017 Diagnostic Impact

Diagnostic Impact Magnitude*



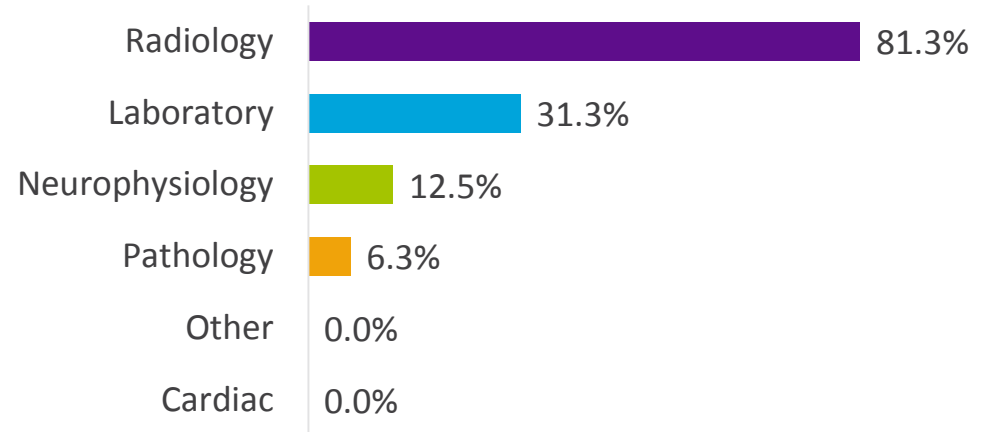
* Based on 142 InterConsultation cases

Change in Interpretation of Clinical Findings*



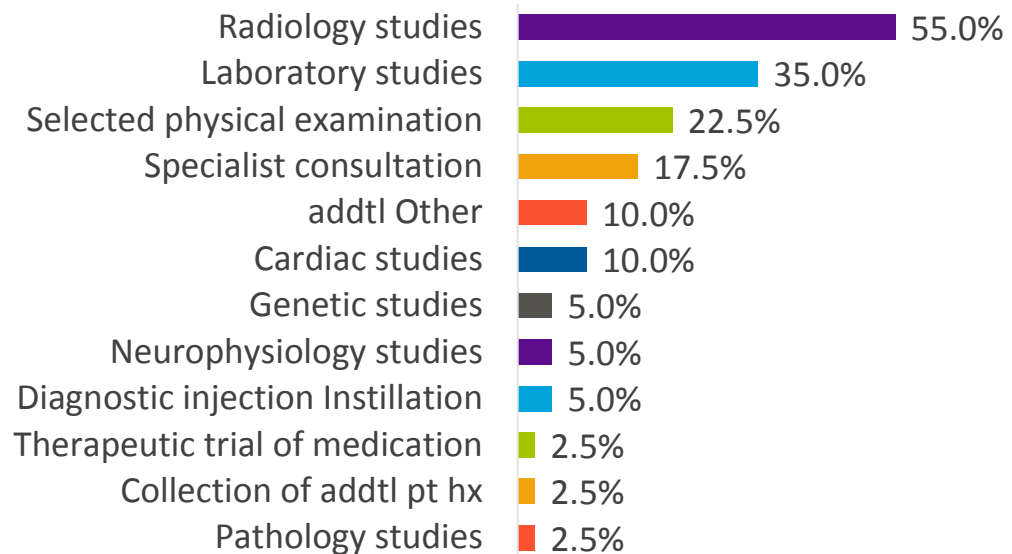
* Based on 18 InterConsultation cases

Change in Interpretation of Diagnostic Study*



* Based on 16 InterConsultation cases

Recommendations for Additional Testing*



* Based on 40 InterConsultation cases

HSS Member Story – Cancer

The member has been diagnosed with myeloma that has not achieved remission, and the member was also experiencing fatigue. The member is asking for assistance in deciding between multiple treatments. The treating physician has offered or recommended to the member a conservative treatment approach.



The Best Doctors Expert **clarified both the diagnosis and the treatment plan**

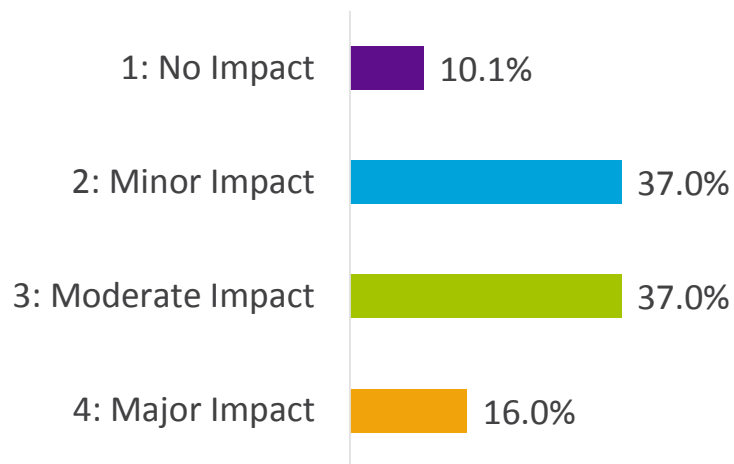


The Expert report educated the member regarding the diagnosis and confirmed the appropriateness regarding aspects of the current treatment. The report also offered recommendations identifying additional diagnostics and treatments to augment existing therapy

The consult is sought in order to decide between multiple treatments for the member. The Expert report included a major diagnostic change.

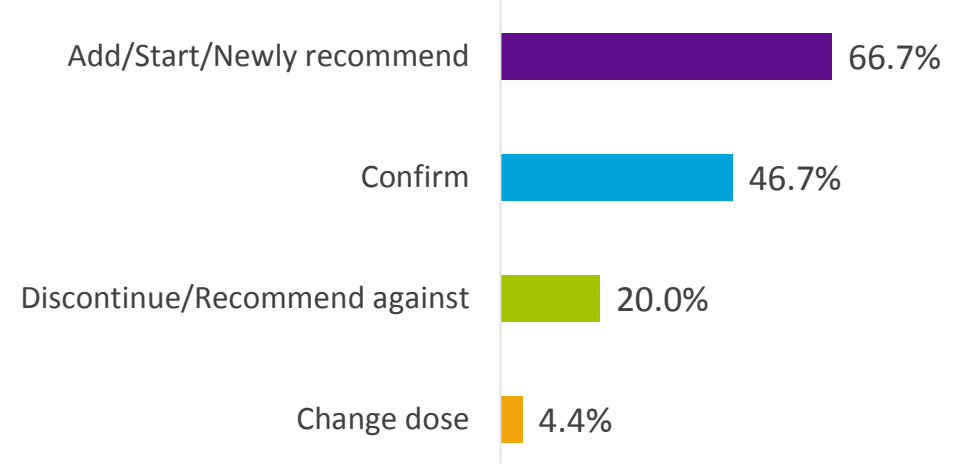
2017 Therapeutic Impact

Therapeutic Impact Magnitude*



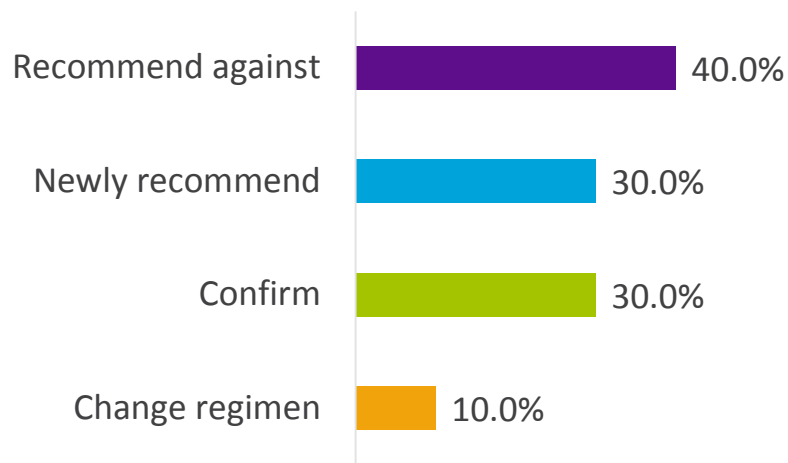
* Based on 142 InterConsultation cases

Medication Impact*



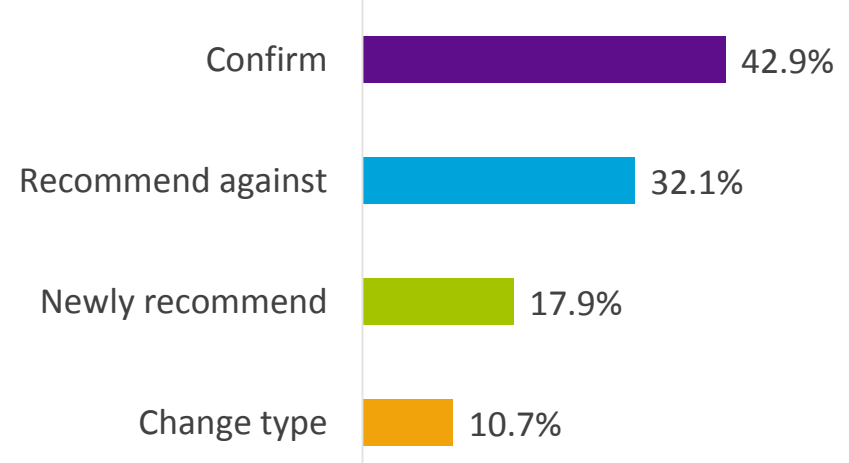
* Based on 45 InterConsultation cases

Chemotherapy Impact*



* Based on 10 InterConsultation cases

Surgical Impact*



* Based on 28 InterConsultation cases

HSS Member Story – Cardiovascular Disease

The member underwent a cardiac ablation procedure to treat a rapid heart rhythm (supraventricular tachycardia-SVT). The member did well for several months and then experienced a return of palpitations, chest discomfort, and difficulty breathing. The treating cardiologist recommended medication or cardiac ablation.



The Best Doctors Expert **confirmed atrial fibrillation** following the earlier diagnosis of SVT, but **clarified the treatment plan**



The Expert identified several medications, not yet attempted, to try before the member makes a commitment to a more invasive treatment.



\$ 95,962 in projected cost savings by avoiding the proposed cardiac ablation

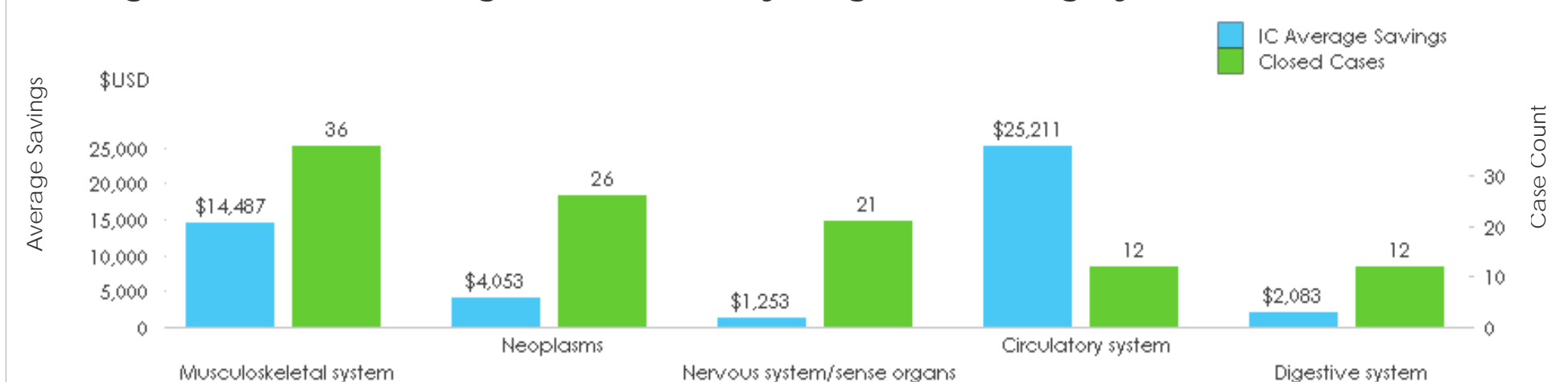
The member was very pleased with the report and appreciated its thoroughness. The Expert report included a major therapeutic change.

InterConsultation Summary

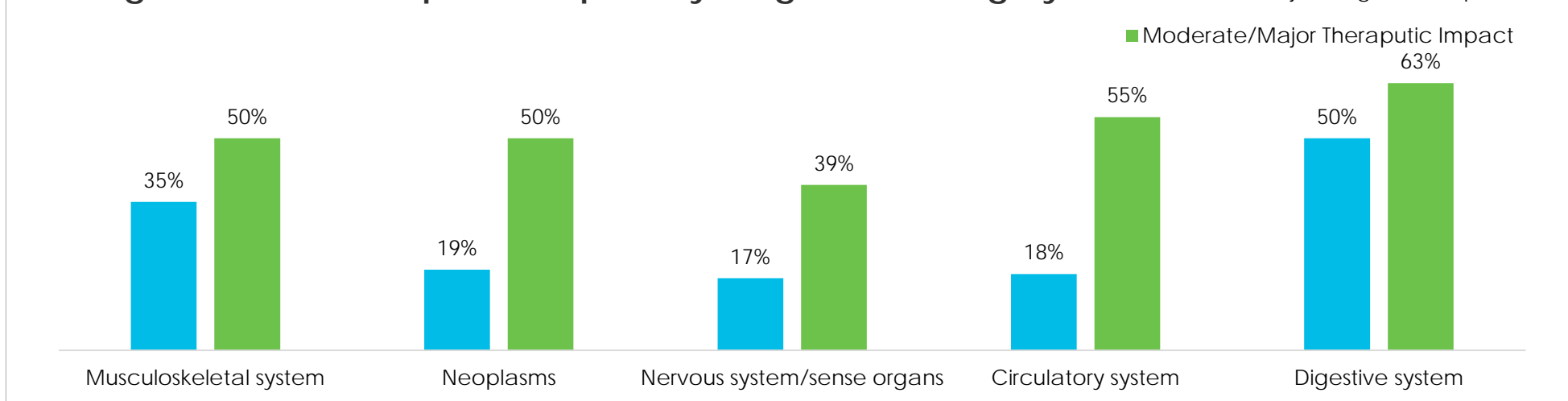
IC Savings
\$1,150,669*

Closed IC Cases
142

Average IC Per-Case Savings and Volume by Diagnostic Category



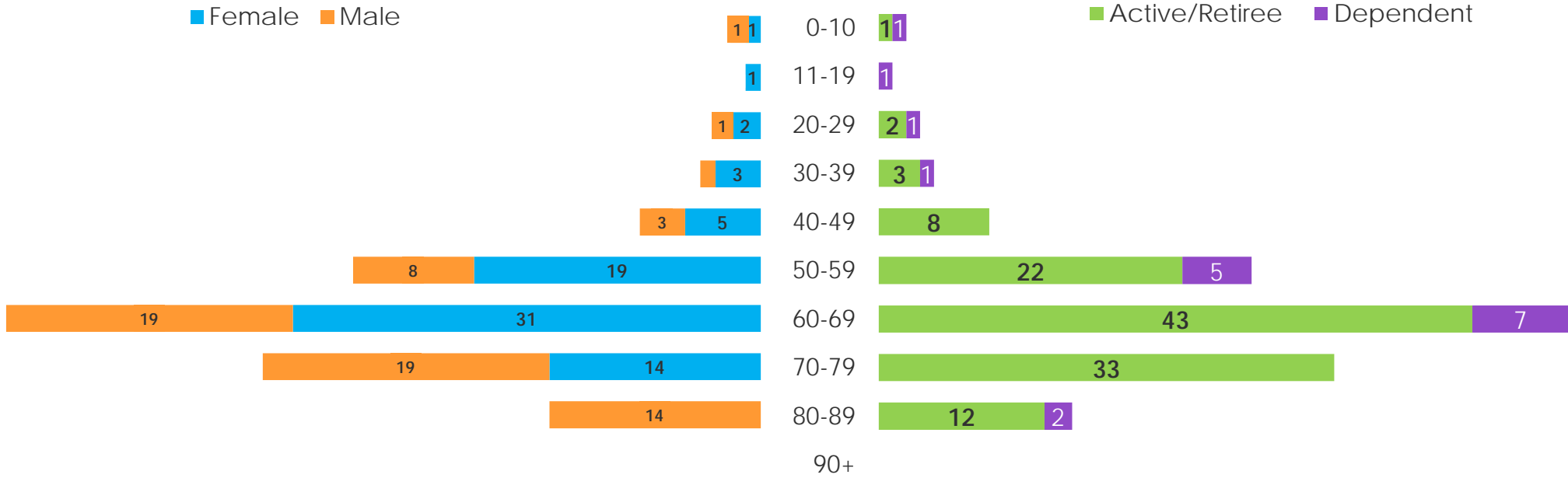
IC Diagnostic and Therapeutic Impact by Diagnostic Category



* Excludes Critical Care Case savings

InterConsultation Demographics

	Primary Age Range	Male	Female	Active/Retiree	Dependent
San Francisco Health Services System	60-69	46%	54%	87%	13%
Education & Government	60-69	45%	55%	86%	14%
25,000+ employees	50-59	48%	52%	85%	15%
Book of Business	50-59	49%	51%	90%	10%

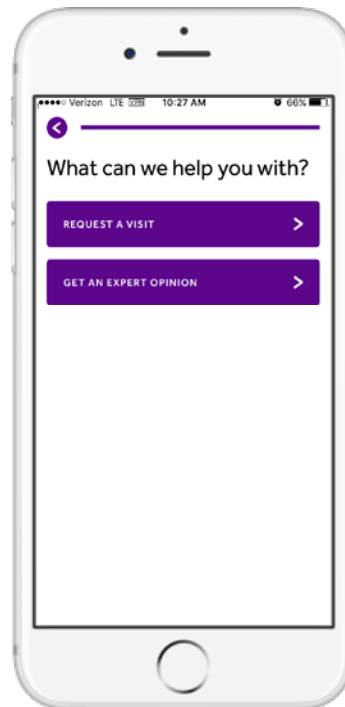
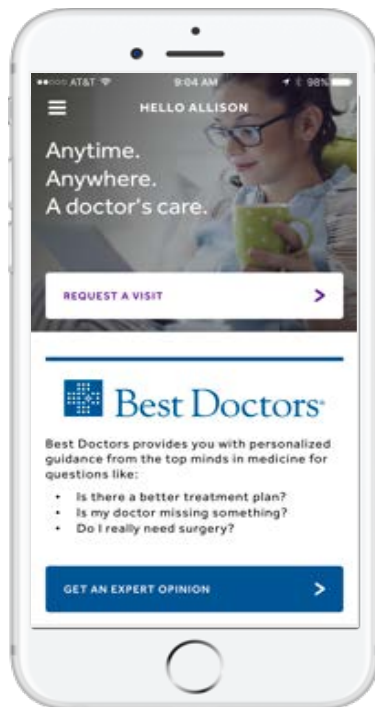


Clinical Integration

13% of cases were referred by HSS benefit providers (predominantly UHC)

Benefit Partner	Inbound
Blue Shield of California	0
UHC	19
Kaiser	0
Member unsure	2
Total	21

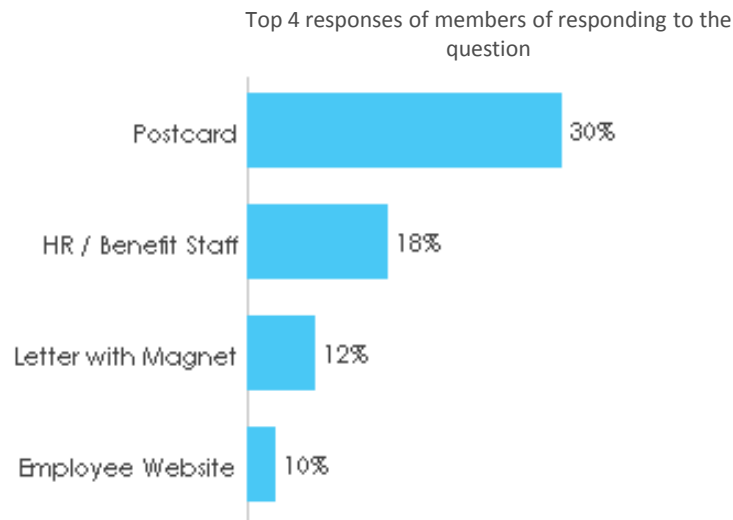
NEW! Blue Shield of California enrollees can access both Teladoc and Best Doctors



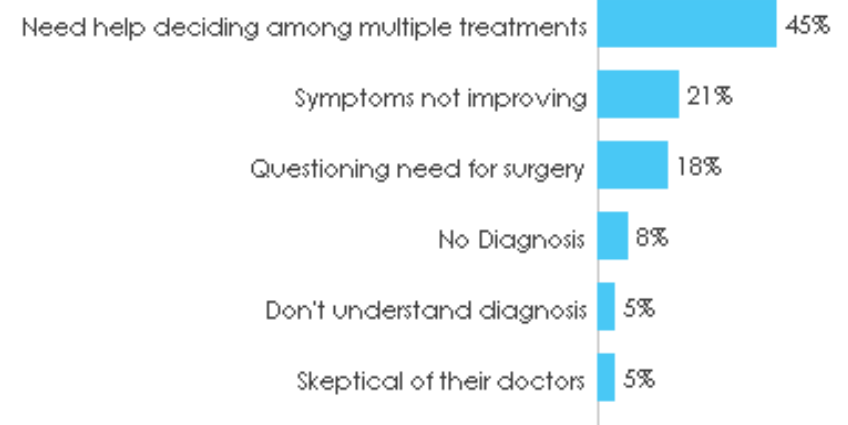
- Members can access Expert Second Opinions through a new Best Doctors part of the 'My Teladoc' screen
- Members will also see the Expert Opinion option on the 'What can we help you with?' screen within the 'Request a Visit' workflow

Member Engagement Results

How Did You Hear About Us?*



Reason for Calling*



* Based on 142 InterConsultation cases

Contacts by Origin

Service Line (completed cases)	Phone Calls	Online Form bestdoctors.com	Member Portal members.bestdoctors.com	Total
InterConsultation®	131	1	9	142
Find a Best Doctor	313	0	78	391
Ask The Expert	4	0	0	4
Critical Care	1	0	0	1
Medical Records eSummary	10	0	0	10
Treatment Decision Support	1	0	0	1

2018 Marketing Events

Engagement Activity	Responsibility	Target Date	Completion Date
Mailing – Welcome/Relaunch Kits	Best Doctors	January	<i>Week of 1/29</i>
Benefits website content review/edit <i>5/18/2017: Text to be provided upon website redesign</i>	HSS	February	
PDF service flyers to benefits website – TBD themes <i>(provided by Best Doctors)</i>	HSS	February	<i>11/16/2017: Additional & translations not needed</i>
Best Doctors digital display content <i>Lobby remodel to be tentatively completed by late April</i>	HSS	March	<i>Provided 2/28</i>
Best Doctors Lunch and Learn webinar/recorded presentation	Best Doctors	April	<i>Provided 1/18</i>
Mailing – Postcard wellness theme	Best Doctors	June	
eNewsletter content <i>(provided by Best Doctors)</i>	HSS	June	
Open Enrollment presentation content <i>(provided by Best Doctors)</i>	Best Doctors	Mid-July	

2018 Marketing Events (continued)

Engagement Activity	Responsibility	Target Date	Completion Date
Best Doctors Lunch and Learn webinar/recorded presentation	Best Doctors	August	
Mailing – Testimonial theme	Best Doctors	September	
2018 Open Enrollment	HSS	October 1-31	
Vendor Week	HSS	Last week in October	
eNewsletter content (<i>provided by Best Doctors</i>)	HSS	November	
Distribute webinar registration emails (<i>provided by Best Doctors</i>)	HSS	Monthly	
Distribute Health Matters education flyers (<i>provided by Best Doctors</i>)	HSS	Monthly	
Include Best Doctors information in new hire kits	HSS	On-Going	



TELADOC®

Dr. David Harrison
Medical Director and VP of Clinical Quality

Heather Underhill
Senior Director, Client Management

Nancy Oh
Client Executive

