

CASE STUDY

THE KEY TO HIGH UTILIZATION

CLIENT: ArcBest, a Fortune 1000 national shipping and logistics client that provides solutions for a variety of supply chain challenges

OUR ROLE: Implement our virtual Expert Medical Consultation platform to provide ArcBest employees with greater access to resources for employees and their families

COVERED EMPLOYEES: 13,000



SITUATIONAL ANALYSIS

In 2018, ArcBest identified concerns about their overall healthcare spend, attracting/retaining talent and giving access to top doctors in rural areas for their employee population. ArcBest searched for a solution that would help them lower costs and improve access to quality healthcare for their employees and their families that they would actually use. They piloted multiple vendors and performed several urgent cases with the vendors throughout the pilot. Unanimous feedback from the employees on 2nd.MD's service, which ultimately led to our partnership with ArcBest included:

- The ability for employees to have a live interaction with the specialist, versus only a written report
- Empathy from the 2nd.MD staff
- Speed of delivery, without sacrificing medical records collection

By implementing the 2nd.MD solution for employees enrolled in their benefit plan, ArcBest sought to improve health outcomes, reduce health risk, and alleviate the anxiety and depression for their employees that were feeling wary about having to now care for their aging parents. By providing virtual Expert Medical Consultations, employees and their families can make the best decisions, when presented with evidence-based treatment options.

THE GOAL

THE SOLUTION

2nd.MD provided ArcBest, their employees and families with clinical guidance, including condition-specific education, high-touch coaching, and Expert Medical Consultations to help them navigate the complexities of managing their health and achieving better health outcomes. In order to achieve their goals, we collaboratively implemented an effective communication and engagement strategy to generate awareness of the service. The key drivers in this strategy included:

- Ongoing company communications informing employees about the services and its benefits
- Educating employees about the service during every annual enrollment period
- Internal network of wellness champions providing peer-to-peer counseling to evangelize the service to employees that could benefit from 2nd.MD
- Partnership and integration with Castlight Health



THE RESULTS

By connecting members and their families with world-class specialist physicians, not only did ArcBest see significant clinical impact, they also realized approximately **\$1 million in savings** over a two-year period, resulting in a **2.7:1 ROI**.

ArcBest Experienced:

- 5.65% Utilization across all services
- 3.4% Utilization of Expert Medical Consultations
- 32% of surgeries were voluntarily canceled by the member
- 44% of consultations resulted in an alternate diagnosis
- 87% of consultations results in an improved treatment plan
- 899 surgical recovery days avoided
- 2.18 Days: Average turnaround time
- \$5,395 Average savings per Expert Medical Consultation*

**Savings is inclusive of 100% of consultations, including those where only a doctor visit was saved*

Members experienced:

- 95 NPS
- 97% of Survey Respondents said access to 2nd.MD increased their appreciation of their company's benefits

In addition, ArcBest has communicated valuable lessons learned throughout their 2-plus year relationship with 2nd.MD:

- The service improves productivity and is a differentiator for attracting and retaining talent
- Employees view this service as a lifeline
- Pathology re-testing has saved lives
- The ability to speak to an expert quickly drove strong utilization

RICH KRUTSCH, VP OF PEOPLE SERVICES, ARCBEST

- *“2nd.MD has been a game changer for our employees providing compassionate care and expert guidance for critical health decisions. They have truly been a life saver.”*

CLIENT QUOTE

MEMBER QUOTES

MEMBER QUOTES (SPECIALIST FEEDBACK)

- *“The 2nd.MD specialist was very informative. I didn’t have to ask very many questions. I felt at ease with our conversation. I now have more faith with the doctor I used for my surgery I had in March.”*
- *“My 2nd.MD specialist took great time to explain in detail what she saw and allowed me to ask questions. I left the consult feeling confident in what we had discussed and what my next steps should be. Doctors like her are hard to find. You can tell she has a great passion for what she does.”*

MEMBER QUOTES (CARE TEAM FEEDBACK)

- *“It was a very positive experience and I would do it again without any hesitation.”*
- *“Very professional and gathered records promptly. She was pleasant, proficient and a joy to work with.”*