

Allegheny County School Health Insurance Consortium (ACSHIC)

Program Service & Activity Update
August 17, 2018

Program Launch: April 1, 2018

Program Overview: Expert Medical Opinion Program

Eligible Population: Employees and family members enrolled in the health plan

- Independent
- HIPAA compliant
- No cost to employee/family members

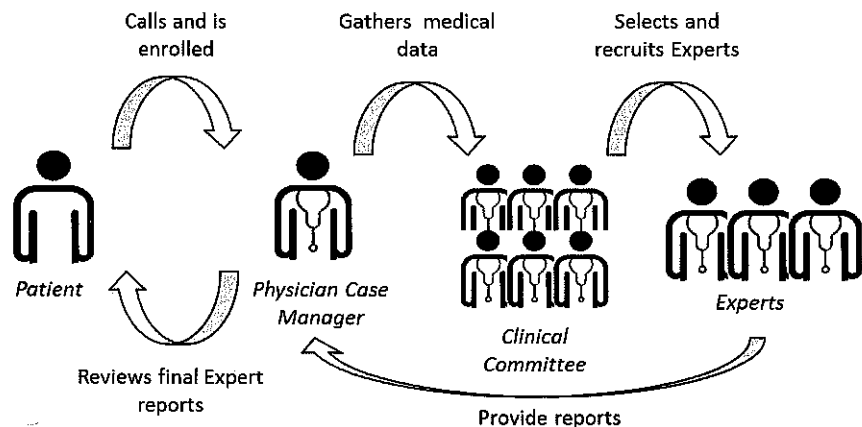
Access to world-leading experts for any medical condition or health concern

- Any cancer diagnosis or suspicion of cancer
- Complex, rare, serious medical conditions
- Another opinion for surgery or other treatment
- Unresolved or undiagnosed medical condition
- Any confusing or unclear medical situation

Open to *all* case types, including

- Orthopedics (back, hip, knee, spine, neck, shoulder)
- Cancer
- Complex care (i.e., rheumatoid arthritis, multiple sclerosis)
- Pain Management
- Rare disease and chronic conditions
- Pediatrics
- Mental and behavioral health

Process:



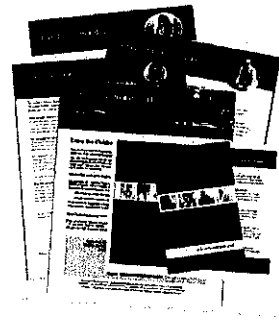
Typical Questions:

- Is my diagnosis correct?
- Is the treatment plan correct?
- Could this be something else?
- What else can be done?
- What are the underlying causes of my condition?
- I've heard of... would that be appropriate in my case?
- Where's the best place to receive treatment?
- Can you recommend a new doctor /specialist?

Program to Date:

- Welcome packets mailed to home
- Launched bi-monthly email campaign
- Desk reminders for Business Managers

- Average 9 engagements/month



Success Stories:

Case #1: Female in her 40's with suspected diagnosis of Rheumatoid Arthritis (RA)

- Uncertainty about diagnosis (RA vs. psoriatic arthritis)
- Prescribed maintenance drug for life - "very concerned"
- Physician Case Manager put patient's mind at ease**
- Lots of "gray area" – reassured of treatment protocol
- Collected medical records, sent to Expert at Professor of Medicine / Chair, Division of Rheumatology at Mayo Clinic, Rochester, MN
- Expert indicated diagnosis not "cut & dried"**
- MRI showed signs of bone erosion; blood test showed no sign (true for 30% of RA cases)
- Affirmed current treatment plan as additional testing being conducted
- Patient Impact**
- Great peace of mind, sense of comfort
- "This was such a blessing. It was a great experience."

Case #2: Male in his 30's with right patellar pain & instability for 2 weeks

- Injury sustained playing basketball – stop, plant, pivot, "pop"
- Ongoing pain, particularly taking stairs, running bleachers
- MRI revealed arthritis, possible partial avulsion of distal semimembranosus tendon from posterior proximal tibial insertion site
- EMO to determine cause, MRI findings, need for surgery
- Physician Case Manager**
- Collected medical records, including primary imaging
- Sent clinical summary to Expert at Harvard Medical School / Chief, Sports Medicine & Orthopedic Surgery at Beth Israel Deaconess Medical Center, Boston, MA

Expert findings

- Patient has patellofemoral syndrome ("runner's knee") / pain in anterior (front) of knee
- Treatment to include non-operative treatment
 - PT (sports medicine) to assist with lower extremity flexibility & strength training
 - NSAIDS
 - Patellar taping & shoe inserts
 - Weight reduction
 - Possible viscosupplementation injections
 - Avoid surgery!

Patient Impact

- Appreciated thoroughness of report and additional articles
- Relieved that he did not need surgery

How to Initiate Expert Medical Opinion:

- Email: aschic@advance-medical.net
- Call: 844-280-2457
Live answer 24 x 7 x 365
- Log On: www.advance-medical.net/acshic