



advance|medical

# Advance Medical Expert Medical Opinion

SISC  
August 2019



# Program Description

- SISC offers a confidential Expert Medical Opinion service through Advance Medical for any condition, including behavioral/mental health, extensive dental or vision issues at no cost to the member.
- All employees and their dependents enrolled in an SISC sponsored medical plan are eligible.



# Systemic issues in healthcare

Most Americans will **encounter at least one diagnostic error** in their lifetime, sometimes with severe consequences for their physical and mental health  
– Institute of Medicine

**26%**

of diagnoses were found to be incorrect

Mayo Clinic Proceedings

**1/3**

of all healthcare costs considered to be wasted, the bulk tied to misdiagnosis

National Academy of Medicine

**3<sup>rd</sup>**

leading cause of death is misdiagnosis

Johns Hopkins study



**Limited**  
time



**Fragmented**  
care



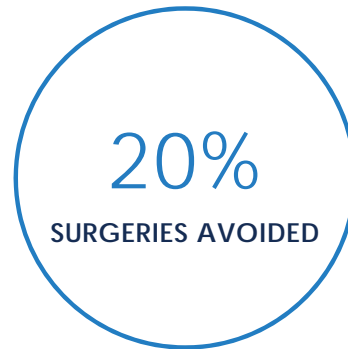
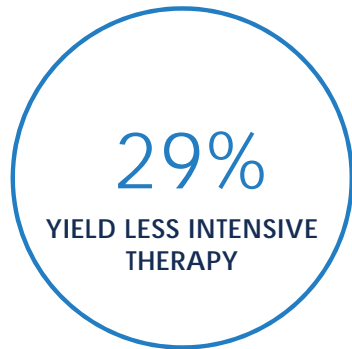
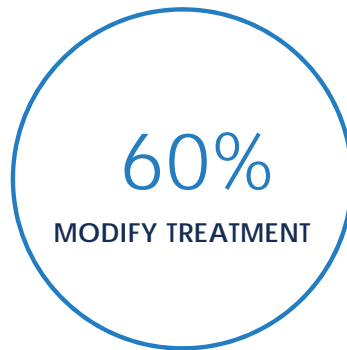
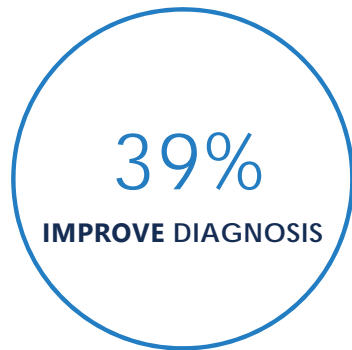
**Knowledge**  
gaps

# Advance Medical Philosophy

- Relationships save lives
  - Two-way conversations reveal intricacies that can make all the difference in achieving the best outcomes.
- A restoration of time
  - Healthcare improves when physicians have no limits on the time spent understanding what the member really needs.
- The economics of empathy
  - Our Physician Case Managers listen to members and offer the emotional support that create exceptional member experiences and clinical outcomes.



# Why Expert Medical Opinion?



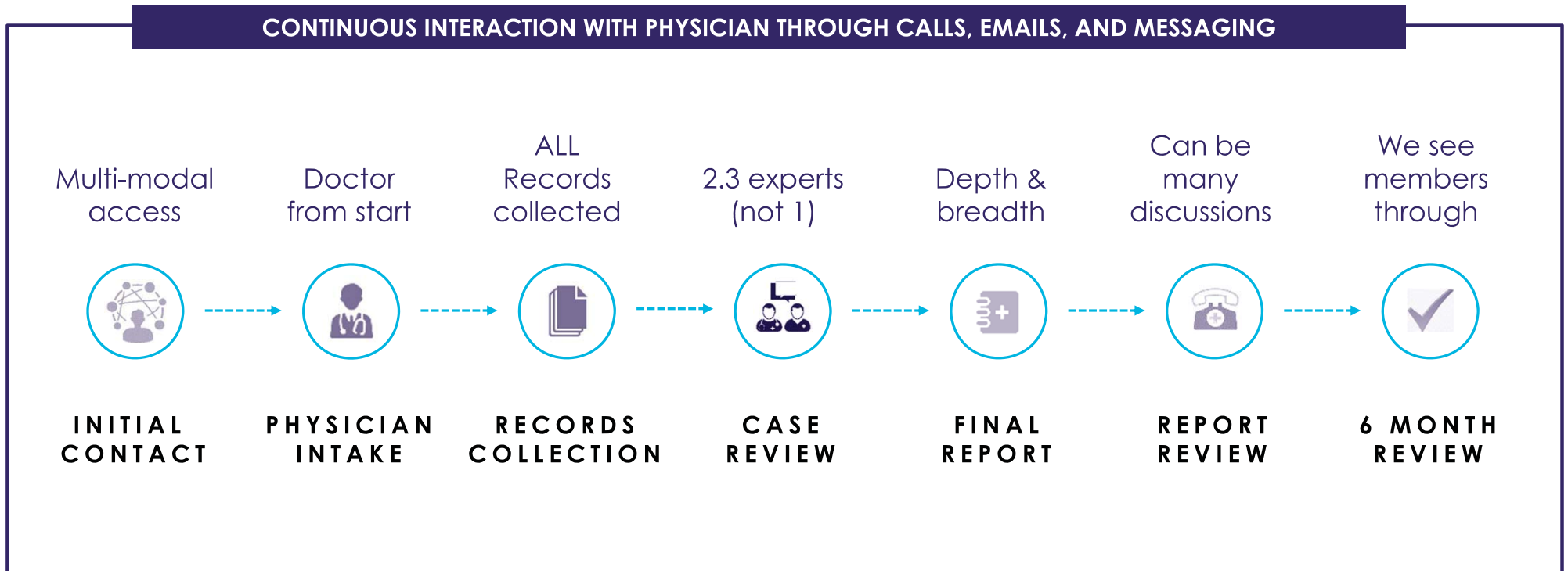
# When to use Expert Medical Opinion

- Any confusing or unclear situation
- Second opinion for surgery or other treatment
- Behavioral health concerns
- Need help accessing medical resources
- Any cancer diagnosis or suspicion of cancer
- Complex, rare, serious conditions





# Advance Medical Expert Medical Opinion Process



# Expert Behavioral Care

Behavioral Health is inextricably linked to Physical Health

One of the biggest barriers to individuals seeking out care is the stigma associated with mental illness

Advance Medical understands and is here to help with conditions such as:

Anxiety, Family and marriage challenges, Grief,  
Depression, Substance abuse, Work pressures

- Members can work directly with a dedicated Psychiatrist Physician Case Manager for an Expert Opinion to share with providers (mental health, primary care)
- The Physician Case Manager can also help find the right local therapist and can assist with scheduling the first visit.





# Member Story

A pre-adolescent female with multiple medical problems including severe developmental delay, cerebral palsy and scoliosis. Scoliosis surgery has been recommended. The family not sure surgery the best thing for their daughter and they are concerned it will cause more harm than good. They requested an Expert Medical Opinion for information about the risks/benefits of this surgery for their daughter.



The expert recommended not pursuing surgery as scheduled due to the patient's relatively young age and skeletal immaturity. He noted that the scoliosis is not likely causing the patient's pain and that the surgery would likely not change her pain picture.



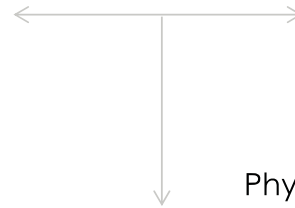
The patient's Parents were very grateful for the service provided. They were looking for an "outside" view of their daughter's situation and whether this surgery is advisable. The patient's mother noted that the service has been "a wonderful resource" as they try to make this decision and noted that the report was "much more thorough" than they were expecting.



# A simple, innovative, integrated care experience



Member



Physician Case Manager

*"Can you help me find a pediatric cardiologist for my daughter?"*



Find a Doctor

*"My total cholesterol is 240 (HDL 60 and LDL 150). Should I take a statin?"*



Questions

*"I am thinking about knee surgery. Can I understand what's involved?"*



Decision Support

*"My oncologist recommended radiation & chemotherapy. Is this treatment best for me?"*



Expert Medical Opinion

*"My family member is in intensive care..."*



Critical Case Support

# Common Patient Questions

Is my diagnosis correct?

Is the treatment plan correct?

Where is the best place to receive treatment?

I've heard of ...  
Would that be appropriate in my case?

What are the underlying causes of my condition?

What else can be done?

Could my situation actually be something else? Why or why not?

# Refer Employees for an Expert Medical Opinion

Email: [sisc@advance-medical.net](mailto:sisc@advance-medical.net)

Call: **855-201-9925**

Live answer 24 x 7 x 365

We speak your language (multi-lingual)

Microsite: [www.advance-medical.net/sisc](http://www.advance-medical.net/sisc)



**IT'S FREE. IT'S EASY. IT'S 100% CONFIDENTIAL.**

# Thank you!

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