



Expert Medical Opinion

We bring the World's Medical Experts within arm's reach

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Innovative health services build value for our Customers.

- Founded in 1999, more than **400 employees**, over **125 contracts with insurers and employers** and **12 million members** worldwide.
- US clients include Cummins, IBM, Motorola, Shell Oil, Waste Management, GoldenLiving, JBHunt, Hillsborough County Public Schools, GE International, American Express, Kimberly Clark, Expedia and Cisco Systems.
- Other clients include Cigna, Bupa, Humana, AXA, Roche, Sanofi Aventis, Novartis

BOSTON

SANTIAGO DE CHILE

BUDAPEST

BARCELONA

KUWAIT

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Global Capabilities

5 Patient Service Centers (main global hubs):

- Boston
- Barcelona
- Budapest
- Santiago de Chile
- Kuwait

12 Local Medical Teams:

- Barcelona (Spanish, English, Italian, Portuguese, German, Swedish)
- Boston (English)
- Budapest (Hungarian, Russian, Czech, Romanian, Bulgarian)
- Kuwait (Arabic, English)
- Mexico City (Spanish)
- Paris (French)
- Santiago de Chile (Spanish)
- Sao Paulo (Portuguese)
- Shanghai (Mandarin, Cantonese, English)
- Tokyo (Japanese)
- Toronto (English, Quebecois)
- Warsaw (Polish)

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Advance Medical Leadership

Senior Medical Directors

Ted Steinman, M.D.

Professor of Medicine, Harvard Medical School
Appointments at Brigham and Women's Hospital, Beth Israel Deaconess Medical Center, Dana-Farber Cancer Institute
Past President, Renal Physicians Association

David Miller, M.D.

Assoc. Professor of Ophthalmology, Harvard Medical School
Appointment at Massachusetts Eye and Ear Infirmary
Former Ophthalmologist-in Chief, Beth Israel Deaconess Medical Center

President

Roberta Clarke, DBA

Professor, Boston University, School of Management and School of Public Health

Advisors

Franco Muggia, MD

Professor of Medicine, New York University School of Medicine
Director, Kaplan Comprehensive Cancer Center

Pedro Nueno, DBA

Executive President, China Europe International Business School (CEIBS)

Robert Meenan, MD

Dean Boston University School of Public Health

Mitchell Rabkin, MD

CEO emeritus, Beth Israel Hospital and CareGroup

Daniel Laurent, Ph.D

Scientific Advisor to AXA, N.A.

Kees Storm

Former CEO, Aegon Insurance



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EXPERT MEDICAL OPINION

we bring the world's medical experts within arm's reach

Enables people struggling with any medical decision to have their medical case reviewed by world experts

- Gets patients to the right path of care quickly
- Physicians advocate for users and have frequent contact and ongoing, direct relationships
- Treating physicians and other care providers integrate with the program

Sponsors ensure that they are paying for the right care

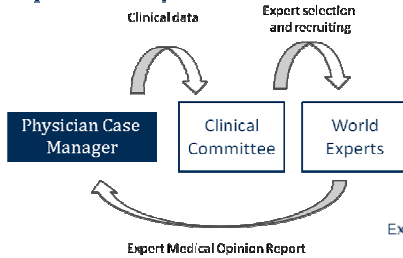
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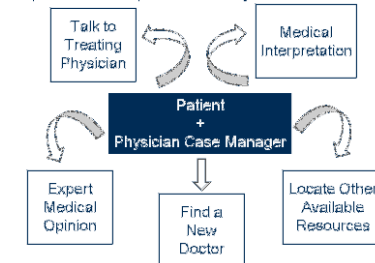


Expert Medical Opinion and Advocacy

Expert Medical Opinion



Expert Medical Opinion Advocacy

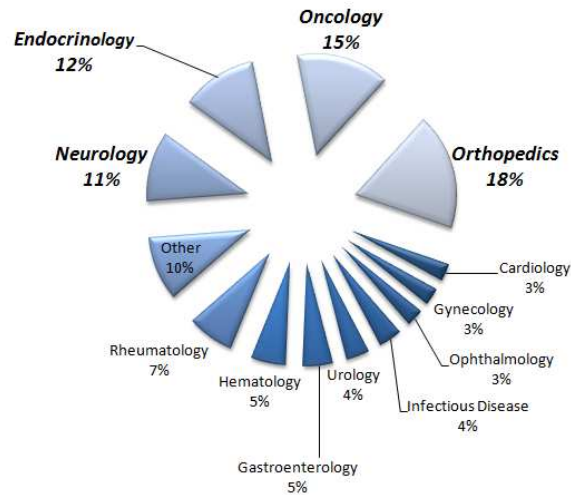


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Clinical Categories



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Who Are Our Experts?

- **Internationally acclaimed** for their work in specific diseases
- A **reference source for information** within the medical community due to :
 - the importance of their publications
 - the number of cases they have successfully treated
 - their prestigious standing at reference medical centers around the world

Expert Selection Process

- Informal network of hundreds of top-tier physicians (have worked with >5,000)
- Obtain best references for a specific case
- New experts are vetted through:
 - existing network
 - review of their publications
 - their position within reference institutions
 - credential verification
 - Interviewed by Medical Directors

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Profile of an Expert



Allen P. Kaplan, MD
Professor of Medicine
Medical University of South Carolina

Trained at National Institutes of Health and at Harvard Medical School

Board certified in Internal Medicine, Allergy and Clinical Immunology, Rheumatology and Diagnostic Laboratory Immunology

Past Director of Allergic Diseases at the National Institutes of Health

Past President of the American Academy of Allergy and Immunology

Past President Clinical Immunology Society

President of the International Association of Allergology and Immunology

Editor of the journal, Allergy and Clinical Immunology International

Bibliography of over 250 publications, editor of the textbook, Allergy

World renown authority on the mechanisms and treatment of urticaria and angioedema.

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Data Collection and Reporting

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Physician Case Manager Initial Assessment – time 0

What was the patient's starting clinical scenario?
 What were the patient's concerns?
 How involved were the treating physicians in the EMO process?
 Did the case change as it was being managed?
 What were the Experts recommendations?
 Did the Experts recommend a change in diagnosis?
 Did the Experts recommend a change in treatment plans?
 How were those recommendations received by the patient?
 Did you have permission to speak to the treating physician?
 Did you discuss with the treating physician?
 How were those recommendations received by the treating physician(s)?
 Do you know if there was a plan to change treatment plans as a result of the Expert Medical Opinion report?

Member Satisfaction Survey

Rate satisfaction with aspects of the Expert Medical Opinion services:
 Working with Physician Case Manager
 Selection of Experts
 Understandability of the Expert Medical Opinion Report
 Thoroughness of the Expert Medical Opinion Report
 Overall Experience
 How was the information that you received during the Expert Medical Opinion helpful?
 What would have been your next steps if Expert Medical Opinion had not been available?
 What aspect of the service was most important?
 How important was having Expert Medical Opinion as a part of your benefit package?
 Overall Satisfaction
 Would you recommend the Expert Medical Opinion service?
 Where did you hear about the Expert Medical Opinion program?
 Would you be willing to share with other employees about your experience with Expert Medical Opinion?

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Satisfaction Survey Results

1. Please rate your satisfaction with aspects of the Expert Medical Opinion services that you received.

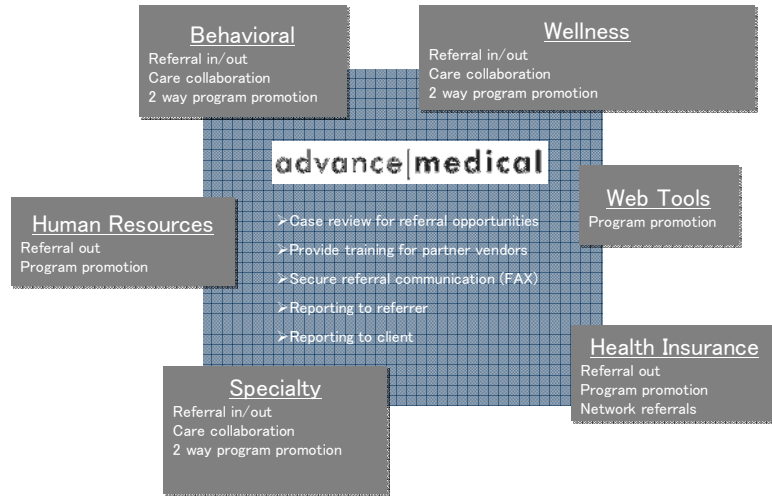
Current Quarter

	Not Satisfied	Satisfied	Not Satisfied	Satisfied	Not Satisfied	Satisfied
Working with PC Manager	5%	95%	5%	95%	5%	95%
Selection of Experts	5%	95%	5%	95%	5%	95%
Understandability of Report	5%	95%	5%	95%	5%	95%
Thoroughness of Report	5%	95%	5%	95%	5%	95%
Overall Experience	5%	95%	5%	95%	5%	95%
How helpful was information	5%	95%	5%	95%	5%	95%
Next steps if EMO not available	5%	95%	5%	95%	5%	95%
Most important aspect	5%	95%	5%	95%	5%	95%
Importance of EMO in benefit package	5%	95%	5%	95%	5%	95%
Overall Satisfaction	5%	95%	5%	95%	5%	95%
Would you recommend service?	5%	95%	5%	95%	5%	95%
Where did you hear about program?	5%	95%	5%	95%	5%	95%
Willing to share experience?	5%	95%	5%	95%	5%	95%
Average %	5%	95%	5%	95%	5%	95%

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Integration with Other Vendors



Program Outcomes

Change in Diagnosis 7% major change }
32% minor adjustment } 39% Total

Change in Treatment 21% major change }
39% minor adjustment } 60% Total

Of those with recommendations for treatment change
>65% had new plan within 2 weeks of report
>90% 6 month claims matched recommendation

Patient Satisfaction 90% Satisfied or Very Satisfied
99% Would recommend

How did Expert Medical Opinion help?

- Feel more confident about treatment 21%
- Feel more confident about physician 18%
- Learned more about medical options 18%
- Impact on treatment 15%
- Talking with a physician 15%
- Having case manager speak with physician 11%

