

## Second Opinion service

*in exclusive partnership with PinnacleCare*

It is common, and even encouraged by many physicians, to seek a second opinion when a patient is diagnosed with a serious condition. Since **nearly 30%** of conditions are misdiagnosed, and **\$750B of waste** is reported due to unnecessary services and inefficiencies in healthcare, it makes sense to apply this best practice to the specialty pharmacy benefit.<sup>1,2</sup>



Connecting members with the right diagnosis and treatment plan – the first time.



Express Scripts is now offering a Second Opinion service through an exclusive partnership with PinnacleCare, an independent health advocacy company which provides expert health evaluation services. These services are being offered as an optional component of the new SafeGuardRx® Rare Conditions Care Value<sup>SM</sup> program initially focused on members with rare conditions whose diagnosis or treatment plan may benefit from review.

Rare conditions are so complex that **members may wait nearly 8 years for an accurate diagnosis and see an average of 7 physicians during that time.**<sup>3,4</sup> PinnacleCare's health advisory team connects individuals to the most advanced healthcare specialists to more quickly get members the accurate information and appropriate care they deserve.



Members with rare conditions wait an average of 7.6 years for an accurate diagnosis<sup>3</sup>



For more information, read on, and contact your Express Scripts account representative

1. Compiled from data published by the Journal of The American Medical Association
2. Bureau of Labor Statistics; Institute of Medicine
3. Global Genes: Rare Disease Impact Report
4. Rare Daily Global Genes <https://globalgenes.org/raredaily/accurate-diagnosis-of-rare-diseases-remains-difficult-despite-strong-physician-interest/>

## How it Works

Your members who have been recently diagnosed or who are currently managing a rare condition will be connected one-on-one with a PinnacleCare health advisor who will help navigate the process and connect members with top experts to review their specific case. Their health advisor will:

### HELP



Assist members so they better understand their diagnosis and treatment options

### REVIEW



Collect, organize and review all pertinent medical records alongside a PinnacleCare Medical Director

### IDENTIFY



Perform a national search to identify a top medical expert to confirm diagnosis and treatment plan, or propose a new recommendation

### FACILITATE



Coordinate and schedule the member's virtual or in-person appointment with the identified expert or Center of Excellence

### FOLLOW-UP



Answer member and physician questions and guide next steps according to the final report provided by the medical expert

## Member Experience



*"PinnacleCare collected my son's medical records in real-time, provided comprehensive reports on clinical trials and new therapies to our doctors (who were all impressed) and focused the best resources on a moment's notice when we were in crisis. When we had given up hope, PinnacleCare rapidly got my son's case heard by the best institution in the country for his condition." - Member*

Knowing this may be an incredibly stressful and confusing time for members and their families, PinnacleCare provides a personalized, high-touch experience with positive outcomes. Their health advisors support members one-on-one throughout the process. Access to objective research, resources, and experts located nationwide ensure a thorough and timely review by top experts in their fields. Members and their treating physicians receive recommendations in a concise report, which outlines proposed next steps. Additionally, PinnacleCare can coordinate in-person or virtual appointments with the appropriate physician to ensure members understand the recommendation and are comfortable with any changes in treatment.



**9 out of 10** members accept the new recommendation and report a **99% overall satisfaction rate**.<sup>5</sup>

## Financial Impact

Top U.S. specialists offer thorough, expert evaluations, which help to avoid unnecessary and inappropriate costs. As a result, payers save on a per-case basis and on overall spending across their population of patients with rare conditions. In fact, **77% of PinnacleCare engagements result in a change in diagnosis, therapy regimen, or treating physician**.<sup>5</sup>

5. PinnacleCare 2012-2015 Outcomes Data