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## May 2017 Review

# Overview

## YTD Results Summary

**4** Number of on-site visits

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**146** Number of member calls

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**57** Number of cases opened <sup>(1)</sup>

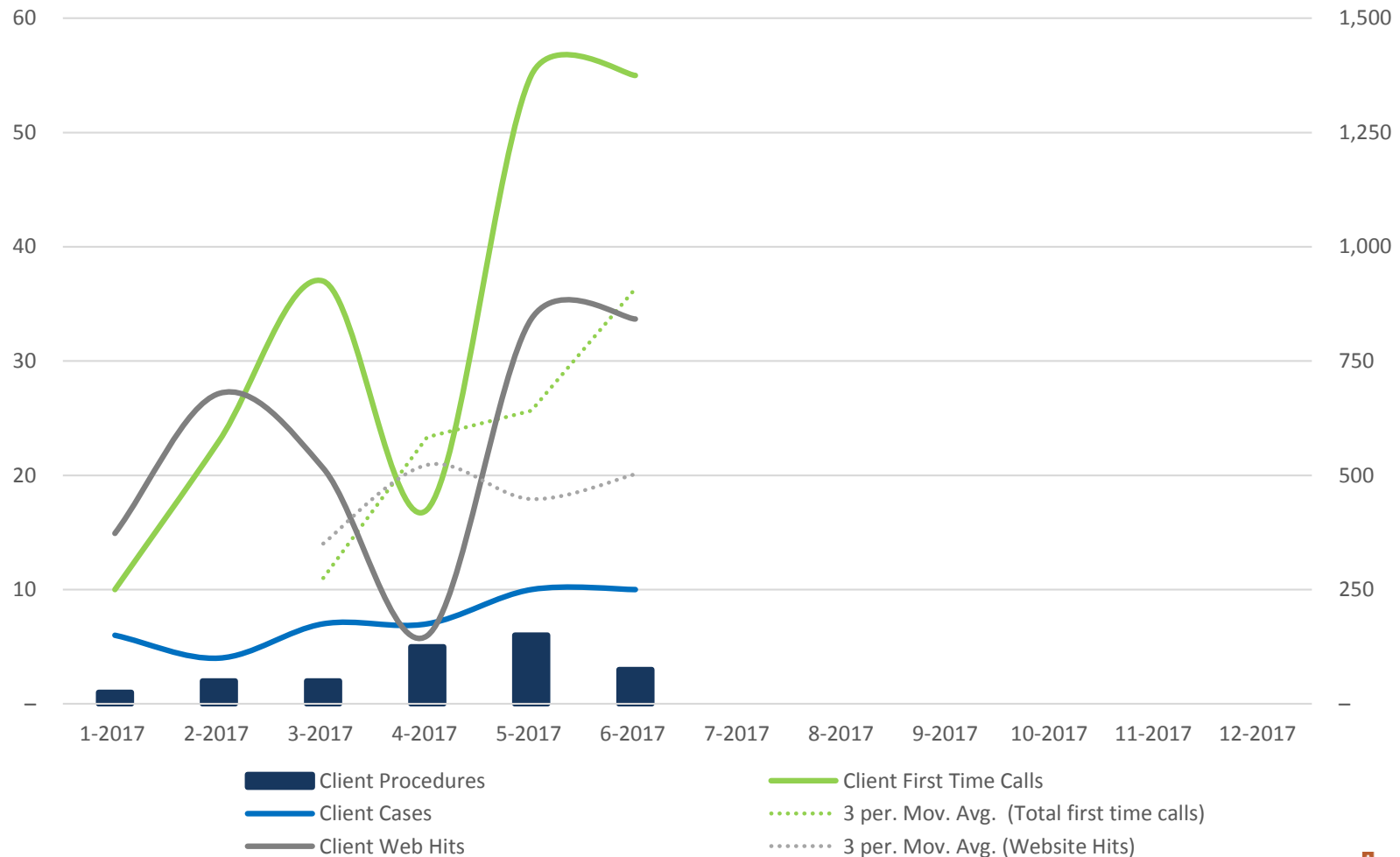
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**19** Number of procedures completed

(1) Total includes procedures pending passes and pending claims, that have not been invoiced by SurgeryPlus yet, or those that have been invoiced after 5/31. These procedures are not yet included in savings.

Through 6/8/2017

# YTD 2017 Calls, Cases, Web, and Procedure Trends



Through 6/8/2017

# Procedures Invoiced

YTD 2017

Date of Service	Procedure Description	Invoice Month	Case Rates		Savings	
			Carrier	SurgeryPlus	\$	%
1/17/17	Hernia Repair	February	\$7,992	\$5,178	\$2,814	35.2%
3/6/17	Knee Replacement Total	March	46,655	22,000	24,655	52.8%
2/23/17	Hip Replacement Revision	March	64,032	26,451	37,581	58.7%
2/22/17	Hip Replacement Total	March	37,587	22,000	15,587	41.5%
4/6/17	Cervical Epidural	April	1,694	686	1,008	59.5%
4/3/17	Hip Replacement Total	April	37,587	22,000	15,587	41.5%
3/23/17	Rotator Cuff Repair	April	18,138	6,549	11,588	63.9%
4/3/17	Hip Replacement Total	April	37,249	22,000	15,249	40.9%
5/4/17	Bunionectomy	May	11,819	6,575	5,244	44.4%
4/20/17	Bunionectomy	May	11,238	3,500	7,738	68.9%
4/10/17	Gallbladder removal	May	12,146	6,775	5,371	44.2%
<b>Total:</b>			<b>\$286,137</b>	<b>\$143,714</b>	<b>\$142,424</b>	<b>49.8%</b>

# Case Activity – Open Cases

Status	Procedure Description	Member MSA
Completed Procedure	Post Fusion and Decompression	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Carpal Tunnel Release	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Thyroidectomy	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Hiatal Hernia Repair	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Knee Replacement Total	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Bunionectomy	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Cervical Epidural	Dallas-Fort Worth-Arlington, TX
Completed Procedure	Rotator Cuff Repair	Dallas-Fort Worth-Arlington, TX
Medical Records Review	Hysterectomy	Dallas-Fort Worth-Arlington, TX
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Pending Consult	Knee Arthroscopy	Dallas-Fort Worth-Arlington, TX
Pending Consult/Procedure	Myringotomy/Tympanostomy (Ear Tubes)	Dallas-Fort Worth-Arlington, TX
Pending Member	Anterior Cervical Fusion - ACF	Dallas-Fort Worth-Arlington, TX
Pending Member	Disk (Lumbar)	Dallas-Fort Worth-Arlington, TX
Pending Member	Carpal Tunnel Release	Dallas-Fort Worth-Arlington, TX
Pending Member	Gallbladder removal	Dallas-Fort Worth-Arlington, TX
Pending Member	Myomectomy	Dallas-Fort Worth-Arlington, TX
Pending Member	Excision of Lingual Tonsil	Dallas-Fort Worth-Arlington, TX
Pending Member	Knee Arthroscopy	Dallas-Fort Worth-Arlington, TX
Pending Member	Wrist Fusion	Dallas-Fort Worth-Arlington, TX
Pending Member	Knee Replacement Total	Dallas-Fort Worth-Arlington, TX
Pending Procedure	Knee Replacement Total	Dallas-Fort Worth-Arlington, TX
Pending Procedure	Shoulder Arthroscopy	Dallas-Fort Worth-Arlington, TX

# Case Status Definitions

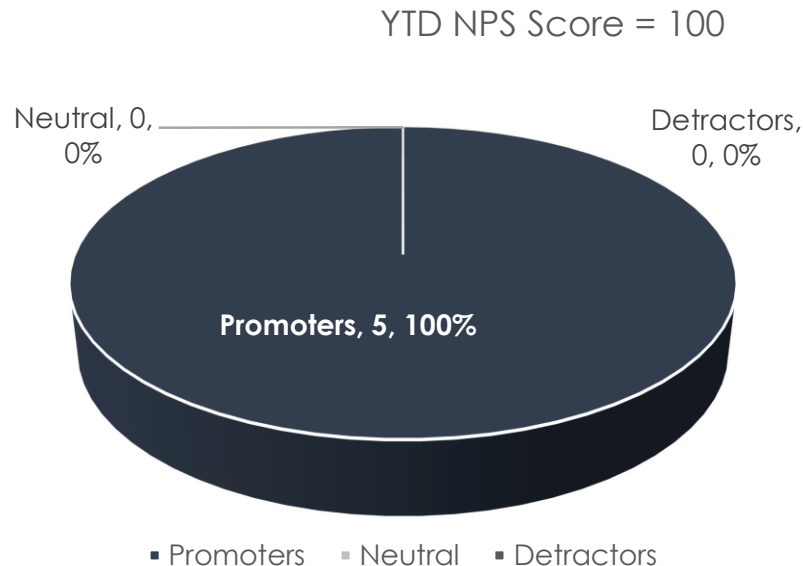
Status Term	Meaning
Provider Search	Care Coordinator is working with the member to place them with a SurgeryPlus provider
Pending Provider Callback	Awaiting a provider to call the Care Coordinator (generally to schedule an appointment or procedure)
Medical Records Transfer	Care Coordinators working with the member's primary care doctor to transfer medical records to a SurgeryPlus provider(s)
Records Review	SurgeryPlus provider is reviewing the member's medical records to determine if they need a procedure
Pending Consult	Consultation scheduled
Pending Consult/Procedure	Member is scheduled for a consultation, where a procedure can occur immediately afterward (ex. Pain Management)
Pending Member Decision	Pending member decision on how to proceed
Pending Procedure	Patient has already gone through consultation and has a procedure scheduled
Post Procedure	Member has completed their procedure. Case remains open pending any follow up appointments or care
Case Completed	The procedure has been completed but remains open through the invoicing process

# Call Reasons

Referral Reasons	1-2017	2-2017	3-2017	4-2017	5-2017	6-2017	7-2017	8-2017	9-2017	10-2017	11-2017	12-2017	Total
E-Communications	-	-	1	-	26	1	-	-	-	-	-	-	28
Open enrollment activities	9	8	5	8	2	2	-	-	-	-	-	-	34
Printed mailers and communications	-	15	28	8	24	1	-	-	-	-	-	-	76
Referrals	-	-	-	1	2	-	-	-	-	-	-	-	3
Word of mouth	-	-	2	-	1	-	-	-	-	-	-	-	3
Worksite communications	1	-	1	-	-	-	-	-	-	-	-	-	2
<b>Total</b>	<b>10</b>	<b>23</b>	<b>37</b>	<b>17</b>	<b>55</b>	<b>4</b>							<b>146</b>
<b>Month to Month Variance:</b>	<b>NA</b>	<b>57%</b>	<b>38%</b>	<b>(118%)</b>	<b>69%</b>								

Through 6/8/2017

# Member Satisfaction

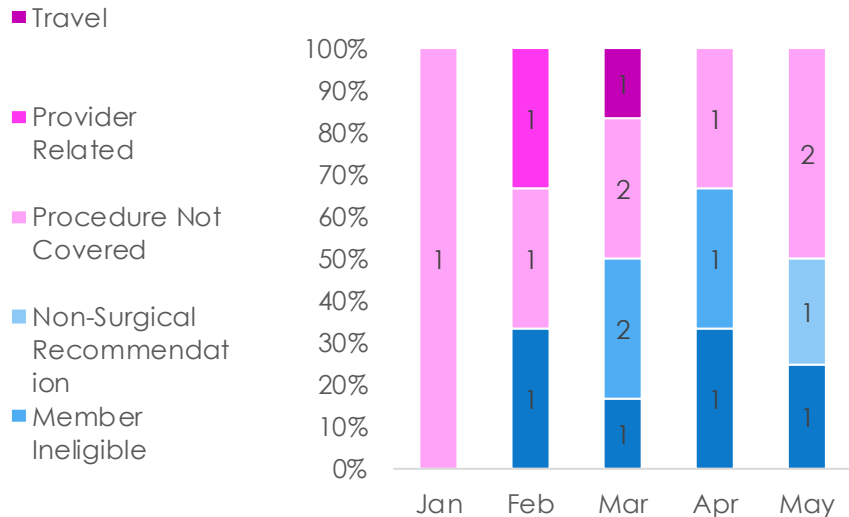


## Is there anything else SurgeryPlus could have done to provide you with a better experience?

"I recently had a surgery through SurgeryPlus and Alex Mewhorter was my Care Coordinator. Ms. Mewhorter was in a word - Awesome! She has such a wonderful attitude and answered roughly 1 million questions that I had without getting frustrated with me. In all seriousness, she made the process so much less stressful and promptly returned any emails or messages I left her. I just wanted you to know you have an absolute gem of a person working for you in Ms. Mewhorter, and because of her I have, and will, continue to recommend SurgeryPlus to everyone I know. She truly went above and beyond for me and I very much appreciate it!"



# 2017-Present Case Closure Reasons



Close Reason	2017				
	Jan	Feb	Mar	Apr	May
Member Decision	–	33%	17%	33%	25%
Member Ineligible	–	–	33%	33%	–
Non-Surgical Recommendation	–	–	–	–	25%
Procedure Not Covered	100%	33%	33%	33%	50%
Provider Related	–	33%	–	–	–
Travel	–	–	17%	–	–

Close Reason	2017				
	Jan	Feb	Mar	Apr	May
Member Decision	–	1	1	1	1
Member Ineligible	–	–	2	1	–
Non-Surgical Recommendation	–	–	–	–	1
Procedure Not Covered	1	1	2	1	2
Provider Related	–	1	–	–	–
Travel	–	–	1	–	–

# Monthly Marketing Recap & Next Steps

## Upcoming Communication Proposal

### What we have done & results

Sent SurgeryPlus member ID cards

Presented at retiree events

- Most recently to CORE on 5/9
- Distributed educational pamphlets and tumblers to the attendees

Call incentive gift card campaign (via postcard & newsletter)

**Dates results reflect:** 4/27 – 5/31

**Unique web hits:** 1,118 (compared to 516 month prior)

**Calls:** 57

**Cases opened:** 14

**Procedures:** 6

### What we are going to do

Targeted tri-fold provider spotlight mailer

- Deep-dive mailer focusing on importance of quality. Tri-fold includes detailed bios on select top-surgeons for the most common produces in the area
- SurgeryPlus to provide drafts for approval

Member Portal demo

Comprehensive Midyear Review



By EmployerDirect Healthcare