



Put members in touch with a specialist now

Consumers expect a more streamlined experience with health care as technology evolves. That's why 2nd.MD provides convenient virtual access to specialists for members with high-cost, high-impact conditions.

Supporting members through all stages of their health journey

2nd.MD provides professional medical consults to employees and helps deliver guidance and education about treatment plans and options. 2nd.MD's ability to address a request in days, versus weeks, may be the difference between proceeding with surgery or being able to avoid it. Discussing treatment plans with a specialist increases knowledge of treatment choices, allowing consideration for the member's goals and preferences. Consultations are an easy way to empower members, lower costs and improve outcomes.

Help drive value for clients and improve member experience

Consultations may support utilization by helping members find local, quality specialists to perform their treatment plan. Overall satisfaction and clinical quality may also increase when highly skilled nurses and trained specialists may provide support to help answer members' health care questions.

Why 2nd.MD?

Designed to support members with high-cost, high-impact conditions.

26%

of surgery consults result in members voluntarily canceling their surgery

Proven results for you and your employees

The pandemic accelerated the utilization of virtual health—more than 7 out of 10 people expect to receive care virtually after the pandemic.¹ As virtual health becomes more embedded into the health care ecosystem, it's important to understand employee's unique needs and how virtual consultations may play a role in their health care journey.

2nd.MD helps extend members' access by providing a mechanism to reach specialty health opinions, regardless of their location. It also creates collaboration opportunities across clinical teams and provider networks by leveraging its referral portals, peer-to-peer capabilities and integration solutions.

- 76% of employers grew their virtual health offerings due to COVID-19²
- Virtual health is designed to help deliver affordability, convenience and accessibility
- Multi-channel engagement strategies that drive 5–20x higher utilization than competitors³

Help lower costs and support members in accessing the care they need

- 26% of surgery consults result in members voluntarily canceling their surgery.³
- 2nd.MD offers member engagement communications and options.
- Consultation services may help lower costs and improve outcomes by helping members manage high-cost, high-impact conditions.

Key capabilities

- Live virtual or phone discussion with a physician who specializes in member's condition
- Written summary within 24 hours
- Chat and text capabilities with a dedicated nurse
- Referrals and appointment scheduling for local peer-to-peer consults as needed
- Request a consult online 24/7 or by phone 7 a.m. to 7 p.m. CT

Learn more

Contact your UnitedHealthcare representative

Proven results

30%

of expert consults lead to an alternate diagnosis⁴

88%

of consults result in an improved treatment plan for employees⁵

90+

Net Promoter Score® and 95% of members say it enhances their appreciation of their member benefits⁶

**United
Healthcare**

2nd.MD
Specializing in Medical Certainty

¹ Telehealth Impact: Patient Survey Analysis. The COVID-19 Healthcare Coalition Telehealth Impact Study Work Group. Last updated April 11, 2021.

² Health Equity, Impact of Pandemic Among Large Employers' Top Concerns, Says 2022 Health Care Strategy and Plan Design Survey. Business Group on Health, Aug. 25, 2021.

³ Data based on 2nd.MD book of business statistics, 2021.

⁴ 2nd.MD book of business, 2022.

⁵ Ibid.

⁶ Ibid.

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Second Opinion Services provides information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Members are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. Second Opinion Services is not an insurance program and may be discontinued at any time. This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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