



Carrum Health Mandatory Second Opinion Referral Program

Carrum Health Program

THE CARRUM HEALTH SURGICAL PATH



Our Mission: To create an unmatched patient experience that delivers the best quality care at the lowest cost.

Carrum Health Program

WHAT

Using plan design to make use of a Center of Excellence the default option for a few specific procedures

Narrow scope: only a handful of procedure codes under spinal fusion, joint replacement, and bariatrics surgeries

Approximately 30 County of Santa Barbara members expected to have the above, in-scope surgeries annually

HOW

Participation in Carrum Health is required for either the surgery or for an evaluation (i.e., second opinion)

Carrum works with the County of Santa Barbara and Blue Shield to ensure a seamless member experience

Plan design changes included in open enrollment materials and communications

Simple medical exceptions process for members who should be treated locally

Narrow scope of procedures would include Total hip/knee replacements, spinal fusions and bariatric (weight loss) procedures.

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Two plan design options will optimize results

1

Surgery Requirement

- ✓ Solves awareness challenge and educates surgical candidates about benefit
- ✓ Maximizes program utilization and savings
- ✓ Ensures members get top quality and most appropriate care
- ✓ Medical exceptions process when local care is necessary

2

Second Opinion Requirement

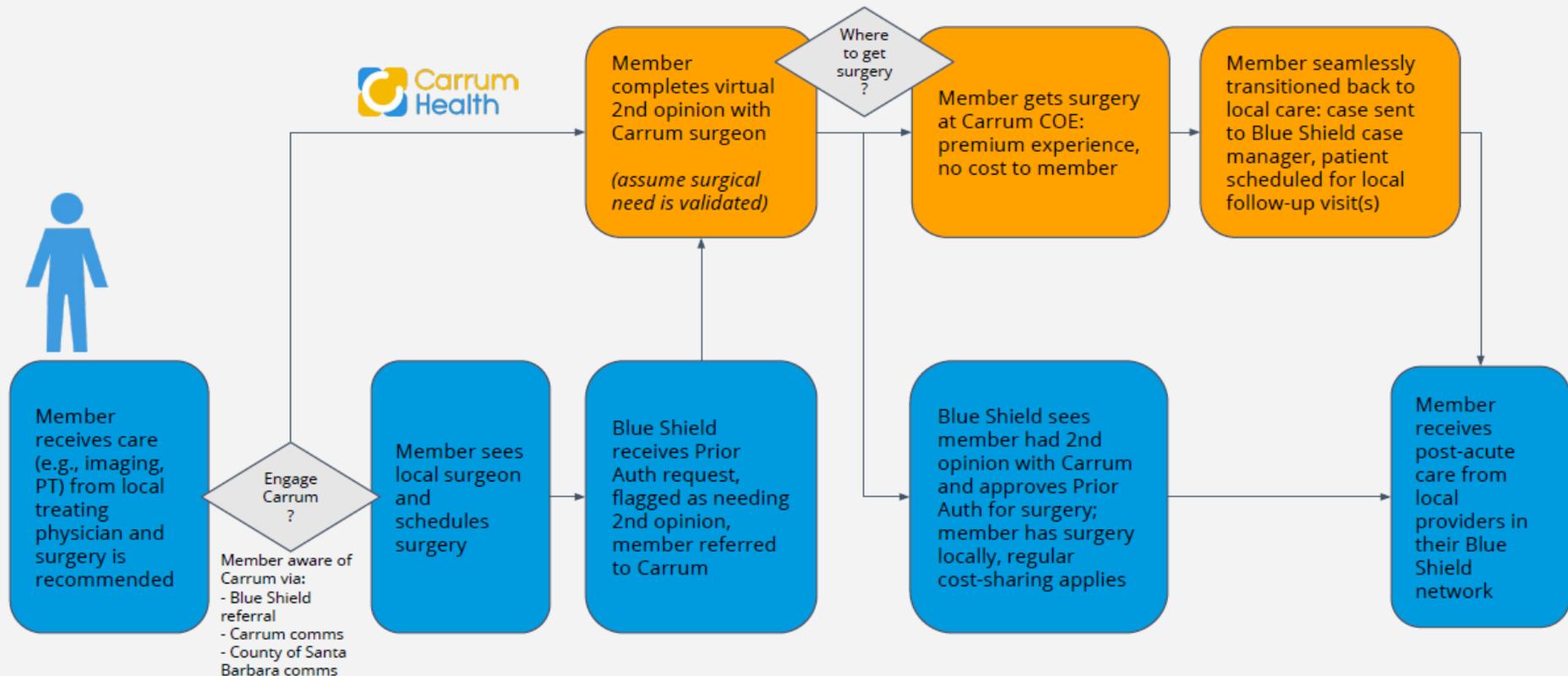
- ✓ Solves awareness challenge and educates surgical candidates about benefit
- ✓ Improves utilization and savings more than pure communications
- ✓ No member travel required for second opinion
- ✓ Members get peace of mind about an accurate diagnosis, receive total care coordination by a Patient Care Specialist, and retain choice for surgical provider

Carrum will work with Blue Shield to ensure a seamless member experience through communications and referrals

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Member experience for mandatory second opinion



Disclosures

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