

CASE STUDY

Notre Dame improves health outcomes and lowers costs with Summus

Summus receives a 9.4 satisfaction score
from employees



GOAL: Provide access to the best specialists, regardless of geography

The University of Notre Dame is a Catholic university in Indiana with over 5,000 employees.

Notre Dame recognized the limitations of diverse specialists in their local area, which created significant issues and undue stress for families facing more complex medical situations.

Notre Dame sought out a **comprehensive clinical navigation and specialty care solution** for its employees that would connect employees with the best medical expertise, regardless of geography.

STRATEGY: Leverage Summus' global network of top specialists and white-glove clinical navigation services

Granting employees access to Summus meant that any medical question, big or small, could be answered by the right medical expert, regardless of where they are located. Moreover, Summus' clinical navigation identified and connected the right medical expert with each member quickly – typically within days, instead of within weeks or months.

IMPACT AT-A-GLANCE

23%

ACTIVATED MEMBERS

13%

CLINICAL UTILIZATION

9.4

MEMBER SATISFACTION

234%

RETURN ON INVESTMENT

Notre Dame saw immediate value in the way Summus:

- Makes it easy for employees to get help with any medical question, big or small, through seamless navigation, alleviating unnecessary burden on employees
- Helps employees with serious or complex conditions get the information, resources, and medical expertise they need quickly—leading to better health outcomes
- Delivers fast virtual access to diverse specialists across the country

RESULTS: High utilization and satisfied employees

While many benefit providers do a single push at launch, Summus undertakes a multi-year communications campaign to drive engagement. For Notre Dame, this **resulted in 23% employee activation and 13% clinical utilization.**

Since Summus is able to connect members with the best medical expert right from the start, claims costs for complex cases are dramatically reduced, **driving better health outcomes and 234% ROI.**

Employees are extremely satisfied with the guidance, knowledge, and care they receive. On average, Notre Dame employees give Summus a **9.4/10 satisfaction score.**



We had concerns about quality and access of care because there are limitations in the number and types of specialists in our area. With Summus we have a great solution that supports our faculty and staff when they need it most.”

Denise Murphy,
Assistant VP of Total Rewards