



Improve Medicare Advantage Loyalty and Quality Measures Via Virtual Specialty Care

9%

Medicare Advantage members disenroll each year¹

27%

Medicare members have trouble finding a specialist²

20 days

Average wait time to see a specialist³

The Challenge

Member satisfaction hinges on access

The number one reason members state for leaving their plan is “coverage of doctors and hospitals.”⁴ Medicare Advantage plans struggle to contract with doctors and hospitals at rates that allow them to create competitive products that attract and retain members.

Patient experience Star rating measures are double weighted — making it imperative to connect members to high-quality doctors.

WHY IT MATTERS

- ▶ To achieve **Star rating bonuses**, plans must **ensure access to high-quality physicians**.
- ▶ The average **beneficiary can choose from 43 Medicare Advantage plans**, therefore Medicare organizations must differentiate from their competitors.
- ▶ When choosing a plan, **beneficiaries prioritize affordability, network and ease of use** more than supplemental benefits.

Personalization closes more gaps

With 32 recommended preventive services for the average adult, primary care physicians can't address all of a patient's needs in a 20 minute visit. In this environment, it's easy to skip conversations about exercise or fall prevention in favor of other more pressing factors.⁵

Medicare members need personalized care in an unhurried environment to comprehensively address all aspects of their health.



Speaking with Dr. Doyle was extremely helpful to triangulate what we discussed with my dad's treating doctor and to get a perspective on potential treatment paths for his prostate cancer and associated risks. Thank you for all of your help. We've found Summus really invaluable through this situation.

—Summus Member

Why Summus?

Improve satisfaction and quality

Virtual specialty care can provide a cost-effective solution for Medicare Advantage plans. Through Summus, members have access to the nation's top specialists — within days. Summus helps connect complex comorbid Medicare Advantage members to the right specialist to address their health concerns and questions, and provide a personalized healthcare experience.

- ▶ **White-glove, high touch service** provides a single point-of-contact — from appointment scheduling to medical record requests
- ▶ **Expert physician guidance** for leading edge diagnostic and treatment options
- ▶ **Access to consultations with top physicians and specialists** with no out-of-pocket costs
- ▶ **Quality time** to provide an unhurried consultation
- ▶ **Integrated family support**, including family members joining Summus appointments and text-based reminders to family members
- ▶ **Reduced administrative burden** by consolidating medical records to share with physicians and clinical experts

Endnotes

1. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6466458/>
2. https://www.medpac.gov/wp-content/uploads/2022/03/Mar22_MedPAC_ReportToCongress_Ch4_SEC.pdf
3. https://www.medpac.gov/wp-content/uploads/2022/03/Mar22_MedPAC_ReportToCongress_Ch4_SEC.pdf
4. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6466458/>
5. <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2768710>