



Better Outcomes Long-term Cost Savings

Mayo Clinic Complex Care Program



ABOUT THE PROGRAM

The Mayo Clinic Complex Care Program offers managed access (expedited scheduling and condensed appointment itineraries) to Mayo Clinic's high-quality, cost-effective care for individuals with complex, rare, or undiagnosed medical conditions. Getting the right diagnosis and treatment plan for complex patients provides better outcomes and significant long-term cost savings.

CUSTOMIZABLE

Mayo Clinic has experts in virtually every medical subspecialty. Therefore,

the Mayo Clinic Complex Care Program can be customized to meet the unique needs of any population – whether that includes all rare, complex or serious conditions – or if it's specifically focused on cancer, spine surgery, transplant or another condition or procedure.

HOW IT WORKS

MAYO CLINIC PROVIDES

- Expedited scheduling
- Condensed appointment itineraries
- No administrative fees, PE/PM or PM/PM

EMPLOYER PROVIDES

- Travel and lodging benefits
- Waived out-of-pocket costs (when possible) and prior authorization

These benefit design changes reduce barriers for the small percentage of members who need evaluation or treatment at Mayo Clinic. They are required to receive managed access.

The costs associated with these changes are minimal when compared to the long-term cost savings achieved through better outcomes and avoiding misdiagnoses, ineffective treatments and overutilization.

SMALL VOLUMES, BIG IMPACT

Data¹ shows that less than 10% of a population spends 80% of plan dollars. Oftentimes due to:

- A rare or complex condition
- Inappropriate care
- Misdiagnosis
- Overuse
- Unknown diagnosis (diagnostic odyssey)
- Wrong treatment plan

The Mayo Clinic Complex Care Program is for a small subset of a population with complex, rare or unique conditions who need subspecialized expertise that may not be available locally. Depending on the customization of the program, this may be only 1% of a population who would travel to Mayo Clinic for care.

Nearly 50% of patients in the Mayo Clinic Complex Care Program receive a change in diagnosis and 80% receive a change to their treatment plan.

LONG-TERM COST SAVINGS

Getting the right diagnosis and the right treatment plan for complex patients

can result in significant cost savings, as every dollar spent treating the wrong diagnosis or using a less effective treatment is wasted. Other examples of potential cost savings may include:

- **Cancer.** Based on current experience, more than 30% of cancer patients referred to the Mayo Clinic Complex Care Program have a change in diagnosis and more than 75% have a significant change made to their treatment plan. Subspecialized expertise and the latest advances in diagnosis and treatment leads to better outcomes and lower costs for cancer patients. For example, the Mayo Clinic Proton Beam Therapy Program precisely destroys cancer while sparing healthy tissue. For some prostate cancer patients, hypofractionated proton beam therapy can reduce the number of treatments from 16-44 over 8-9 weeks to only 5 treatments over 1-2 weeks –resulting in more than \$150,000 in savings per patient.
- **Spine Surgery.** More than 50% of patients recommended for spine

surgery locally avoid spine surgery after evaluation at Mayo Clinic. An employer with 100,000 covered lives could achieve cost avoidance of \$2-\$3 million annually with a mandatory spine program.

- **Diagnostic Odyssey.** Based on current experience, individuals who are on a diagnostic odyssey and searching for answers often show a greater than 50% reduction in health care utilization after comprehensive evaluation at Mayo Clinic.
- **Kidney Transplant.** By performing a living donor kidney transplant preemptively and avoiding multiple years of dialysis, employers could save up to \$500,000 per patient, with better outcomes and quality of life.
- **Multiple Sclerosis.** Multiple Sclerosis is frequently misdiagnosed and prescription drug costs could be up to \$70,000 per patient per year. Accurate diagnoses result in better outcomes, lower utilization, and potential prescription drug savings.

“...Everything moved very quickly and smoothly. I have never felt such great care and competence in the staff...I believe because of the treatment I received here I have been given a much better quality of life than I would have been given if I had my procedure somewhere else.”

Patient with tumor in area that separates the lungs

“I have never had such a great experience in the health care industry”

Patient with tumor in pituitary gland

PATIENT EXPERIENCE

To characterize patient experience, we utilize feedback gathered from patient messages and surveys distributed to the program's patients.

GET STARTED

Mayo Clinic is already in-network for most payers. Implementation of the program is straightforward, and experienced Mayo staff will guide you every step of the way. For more information, contact your trusted broker or consultant, or visit mayoclinic.org/complex-care-program.

¹ Emerick, Lewis; Cutting Healthcare Costs