



ValidationInstitute

2021 Validation Report

Review for: ConsumerMedical
Valid through March 2022



Company Profile



Category:	Expert Medical Opinion
Website:	https://consumermedical.com/
Public or Private:	Private
Year Established:	1996
CEO:	Kevin Kickhaefer
Company contact:	Manny Menendez mmenendez@consumermedical.com

Description:

ConsumerMedical is a leading clinical advocacy, decision support and expert medical opinion company serving over six million individuals through some of the nation's largest employers, health plans and private exchanges. The company has been serving patients and payers for 25 years.

ConsumerMedical offers a fully integrated suite of solutions, including Medical Decision Support®, Surgery Decision Support®, Expert Medical Opinion, Claims Advocacy and more, helping individuals and families navigate the healthcare system while improving outcomes and reducing costs. ConsumerMedical's results have been validated continuously by independent actuaries.





Claim Assertion for Validation

Provided all program requirements are met, ConsumerMedical will guarantee a \$1:1 (dollar for dollar) direct savings-to-cost, return on investment based on participation and treatment verification and cost calculations for participants enrolled in its Surgery Decision Support (SDS) Program.

Eligible surgical procedures include Low Back Surgery, Hysterectomy, Knee Replacement, Hip Replacement, and Weight Loss Surgery.





Method / Calculation / Examples

An independent analysis will be conducted approximately ten (10) months following the end of the prior year. If the direct savings-to-cost calculation results in less than a 1:1 (dollar for dollar) return on investment, ConsumerMedical will refund dollar for dollar, the net difference between the calculated amount of direct savings and the per employee per month (PEPM) fees collected for the applicable contract year of the initial term of the SDS Program.

For example:

1-year cost to Company equals \$100,000 and 1-year verified calculated direct savings equals \$85,000, then ConsumerMedical will refund \$15,000 to Company.





Findings & Validation

ConsumerMedical guarantees the financial impact of its Surgery Decision Support Program. Across its book of business, per case savings from avoided surgeries average \$26,125, often driving rates of financial return that exceed 4:1 for client organizations as less invasive, clinically effective alternative therapies are substituted and as overall case rates in the organization (i.e. total surgeries/1,000) decline vs. an agreed-upon benchmark. This plausibility check has been validated by the Validation Institute.

The Validation Institute guarantees that this plausibility check is a true and valid measure. If, following reconciliation, Customer feels that this Plausibility Check yields an outcomes measure less valid than the standards of the industry, showing a reduction that did not take place, Customer may submit a claim up to \$10,000 to the Validation Institute (VI). VI will review the claim and either pay it, offer a smaller payout, or request a binding, final finding by an arbitrator assigned by the American Arbitration Association.





Validation and Credibility Guarantee

ConsumerMedical has achieved a level 3 validation – Contractual Integrity. Validation Institute is confident that **ConsumerMedical** performs as they state they are willing to provide up to a \$10,000 guarantee as part of their Credibility Guarantee Program*.

Level 1 - Savings

Can produce a reduction of health care spend including the cost of the provider. Product/solution has produced, and replicated a lower cost for healthcare overall or a specific component of healthcare

Level 2 - Outcomes

Product/solution has measurably “moved the needle” on an outcome (risk, HbA1c, events, employee retention, etc.) of importance.

Level 3 - Contractual Integrity

No outcomes or savings has been shown, but vendor is willing to put a part of their fees “at risk” as a guarantee

Level 4 - Metrics

Claim is made with sourced, overridable assumptions linked to peer-reviewed or government sources





Validation Expiration: March 2022

CERTIFICATE OF VALIDATION

Applicant: **ConsumerMedical**
141 Longwater Drive, Suite 113A
Norwell, MA 02061

Claim: ConsumerMedical guarantees a 1:1 savings or they pay back the customer fees

Validation Achieved: Level 3 - Validated for Contractual Integrity

Award Date: March 2021

Al Lewis
Senior Advisor
Validation Institute

Benny DiCecca
Chief Executive Officer
Validation Institute





About Validation Institute

Validation Institute is a professional community that advocates for organizations and approaches that deliver better health value - stronger health outcomes at lower cost. We connect, train, and certify health care purchasers, and we validate and connect providers delivering superior results. Founded in 2014, the mission of the organization has consistently been to help provide transparency to buyers of healthcare.

To strengthen our offering and provide additional credibility around our service, the Validation Institute recently announced a Credibility Guarantee* that offers customers of validated solution providers up to a \$25,000 guarantee. This guarantee confirms that a validated solution provider will, achieve what the validation language on a marketing claim says it will achieve.

