

# Transcarent beefs up virtual offerings for employers seeking ways to slash healthcare costs

Article

**The news:** A new partnership between health benefits company **Transcarent** and **Cleveland Clinic** aims to reduce healthcare costs for employers by providing workers with free or low-

cost [virtual medical second opinions](#).

**Details on the tie-up:** Transcarent is partnering with Cleveland Clinic's virtual medical second opinion arm, **The Clinic**—part of a larger telehealth joint venture between the health system and **Amwell**.

- Transcarent members will gain access to one of Cleveland Clinic's 3,500 specialists across 550 advanced subspecialties.
- A physician at The Clinic reviews the patient's original diagnosis and/or treatment plan and provides a personalized second opinion.
- The service will be offered as a Transcarent benefit. In many cases, it will cost patients nothing out of pocket, according to the company.

**A win for Transcarent's employer members:** Transcarent's enterprise customers will want to push virtual second opinions via The Clinic on their staff. That's because easy and low-cost access to this program could drive employee uptake and save money for businesses.

- **72% of second opinions uncover potential modifications** to a patient's original diagnosis or treatment plan, per Cleveland Clinic data. This could include bypassing expensive and unnecessary surgeries in favor of alternative treatments such as physical therapy.
- **Misdiagnoses frequently drive up costs for employers**, who are already projecting that their [medical spend](#) will grow 6% in 2023 versus a 5% increase last year, according to a September 2022 WTW survey.
- Early data from The Clinic reveals that its [virtual second opinion program](#) generates **\$65 million in savings per 100,000 health plan members**.

**Transcarent's virtuous circle of savings:** The company makes money when its solutions and services deliver savings for employers. For example, if a second opinion arranged by Transcarent results in lower costs for an employer, Transcarent gets a predetermined cut of those savings.

This business model has informed recent offerings and partnerships that Transcarent hopes will lead to more [employer customers](#).

- The startup teamed up with **Walmart** in late 2021 to offer [Transcarent members](#) low-cost prescription medications and other services from the retailer.

- Last April, [Transcarent](#) rolled out an **oncology care program** that gives members access to top oncologists and other resources. Cancer care is now the [top health expense](#) for large corporations, per the Business Group on Health.
- And in September, Transcarent launched a **pharmacy benefit offering** that includes [transparent prices](#) and 24/7 clinical support for its members.

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