

# Driving sustainable specialty care solutions



## About Summus

Summus is a leader in clinical navigation and virtual specialty care, founded to restore human connection in healthcare. The company's unique marketplace model connects patients, families, caregivers, and physicians with high-quality specialty expertise at any point in their health journey. With a global network of over 5,100 renowned specialists and more than 2.1 million members, Summus serves as the clinical front door, providing trusted healthcare expertise and supporting people in the moments that matter most.



[Watch the Summus Story here](#)



## The opportunity

Healthcare buyers are seeking ways to consolidate service offerings, but frequently struggle with differentiating between clinical solutions.

- Summus offers a high-value, clinical front door for buyers seeking to manage complex pediatric and adult specialty care needs.



## The challenge

Convincing buyers to invest in DHTs can be difficult. Many face challenges such as:

- Point solution fatigue and difficulty understanding the value of clinical solutions.
- Reluctance to switch from incumbents, even when performance is suboptimal.
- Understanding ROI of solutions.



## The approach

Summus applies a conservative, yet innovative, methodology to demonstrate ROI in an honest, reproducible way:

- Analyzing episodes of care rather than overall trends to provide clear, attributable savings.

- Producing condition-specific savings instead of broad aggregates, giving clients a detailed view of cost impact.
- Adjusting for geographic cost differences, ensuring accurate measurement of avoided in-person visits and surgeries.

Summus also conducts trial cases with prospective clients using their actual claims data to prove the efficacy of their model and demonstrate seamless workflows. By building trust through transparency and hands-on trials, Summus ensures decision-makers fully understand the product's functionality and value.



### The success

- ✓ On average, Summus delivers a 3:1 ROI for its employer clients.
- ✓ The company's conservative approach, which avoids broad assumptions and only credits what can be proven, has built significant trust with clients.
- ✓ By addressing both financial and clinical needs, Summus is helping employers manage healthcare costs while improving the quality of care for employees and their families.

“ We typically hear from people who are having a really bad day, but with Summus we hear nothing but gratitude. Our faculty and staff are incredibly thankful to have Summus as a benefit.”

— **Scott Hershberger**

*Benefits and Compensation  
Manager, Notre Dame University*