carrum health

Your Standard for Excellence

The New Standards Defining COE Excellence—For You and Your Members

Quality, access, experience, and cost. For 15 years, these have been the core pillars of Centers of Excellence (COE) networks. But today, those pillars aren't enough. New standards have emerged; COE networks have evolved. Value-based principles are now foundational, and differentiators like appropriateness of care, upfront transparency, provider accountability, and billing integrity set leading networks apart. These benchmarks apply not only to surgical care, but also to newer COE categories like cancer treatment and substance use disorder. In today's landscape, these aren't optional add-ons—they're essential. They significantly impact outcomes and value—and your members deserve nothing less

Compare the Difference

Carrum Health's quality, access, experience, and cost can't be beat.
And when it comes to Carrum's value-based standards—there is no comparison.

Historical Standards

Table stakes offerings by all category participants

Today's Value-Based Standards

Powered by direct contracting for payments

	carrum health	Other COE Network Solutions
Quality	**A direct line to best surgeons + oncologists + treatment providers in the United States, with annual quality evaluations required**	Network of providers w standard certifications and case volumes
Access	**COEs available within 50 miles for 90% of population**	COE's available in large metro areas
Experience	**$0 out of pocket + white-glove concierge services with no treatment delays or care cancellations**	Coordinated care
Cost	**Upfront bundled rates with clear hard-dollar savings vs market rates for full continuum of specialty care**	Surgical episodes only: shared savings determined after treatment provided
Appropriateness of Care	**Providers are proven to defer to conservative treatment when equally, or more, effective**	None
Transparency	**All included services + costs + provider information defined in advance**	None
Billing Integrity	**Single, direct contracts with warranties ensure cost predictability—and prevent claim leakage and surprise bills**	None: incomplete bundles with high risk of claims leakage.
Provider Accountability	**Providers risk a portion of their compensation for outcomes, incentivizing the most appropriate treatment + favorable outcomes**	None
Cancer + SUD COE networks	**Independently-built, provider-direct networks for all-inclusive cancer care & SUD treatment**	None: navigation services for cancer and referral SUD network only

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Pioneering Excellence for Surgery, Cancer Care, and Substance Use Treatment

Unmatched Value in the Most Complex and Costly Areas of Specialty Care

For bariatric, muscoloskeletal, and cardiovascular surgeries + other surgical procedures.

For all cancer types. For nearly every substance use disorder, across all severities. *The Carrum Difference is striking.*

Carrum Health doesn't just surpass what other COE networks offer—we redefine what a COE network must provide.

This is what today's standards of excellence in specialty care means for you and your members.

	Carrum COE Network	Other COE Network Solutions
Surgery	**Complete bundles, inclusive of anesthesia, associated services, and follow up appointments** **Upfront, hard-dollar cost savings + $0 member costs** **Consultations for surgical appropriateness and provider held 30 day warranties on post surgical complications**	Negotiated savings for procedures + lower costs for members
Cancer Care	**Largest comprehensive cancer treatment COE network, for all cancer types** **Full continuum of care via direct payment contracts:** Early screening + detection, excision surgery, infusion therapy, radiation, navigation support by oncology nurses, expert second opinions and more Provider penalties tied to patient outcomes	Navigation for members by oncology nurses + access to expert second opinions No negotiated payment contracts with providers
Substance Use Treatment	**In-patient and outpatient treatment bundles + medical detox services for all SUD severities.** For alcohol. opioids, cannabis, stimulants, sedative disorders, and co-morbidities **Receive referrals within 24 hours and treatment commences within 36 hours** **Readmission warranties for patients who complete treatment and subsequently relapse within 30-180 days**	Substance use treatment limited to alcohol, opioids, and cannabis, for lower severities only Option to contract with 3rd parties, offering preferred-provider outpatient treatment w MAT Receive referral within 24 hours

Validated Outcomes and Savings

"Our analysis of Carrum Health's market leading COE platform shows that both employers and patients can see immediate and significant savings on completed surgeries, while getting high-quality care from the top providers around the country."

Christopher M. Whaley, Ph.D., RAND Corporation healthcare policy researcher and author of the Carrum evaluation study— independent, published, peer-reviewed— conducted by Rand

>45%
Per Procedure Savings

80%
Reduced Readmissions

30%
Advised less invasive treatment

$16K
Per Procedure Savings

Ready to learn more? Visit carrumhealth.com

***Source:** RAND Corporation analysis of Carrum Health results data. Funded by National Institute on Aging. Published March 2021.