

SMARTSHOPPER

FAQs



1. WHAT IS SMARTSHOPPER?

SmartShopper helps you save on healthcare and earn cash rewards when you shop and choose cost-effective, SmartShopper-eligible procedures. The program is designed to empower you to be a customer of healthcare, giving you resources to shop for healthcare, see estimated pricing, compare providers, and make more informed decisions.

2. HOW CAN I EARN CASH REWARDS FROM SMARTSHOPPER?

When you shop for a healthcare, SmartShopper estimates the cost of your procedure or treatment at several in-network facilities. If you have your procedure at one of these options, you earn a cash reward. Where you decide to get care is always your choice.

3. WHAT PROCEDURES ARE ELIGIBLE FOR CASH REWARDS?

Routine procedures, preventive exams, imaging scans, and surgeries qualify for cash rewards from SmartShopper. Some examples of SmartShopper-eligible procedures include MRIs, mammograms, colonoscopies, blood work, and joint replacements.

4. WHAT IS A TYPICAL CASH REWARD?

The amount of a cash reward you earn depends on the procedure. The average cash reward is \$365. (If you earn more than \$600, you will receive a 1099 tax form.)

5. WHY SHOP FOR HEALTHCARE?

Costs can vary dramatically for the same procedure at different locations. What consumers often do not realize is that many healthcare services are shoppable, which means you can plan and budget for them. With SmartShopper, you save and earn a cash reward when you shop.

6. HOW MUCH DOES SMARTSHOPPER COST?

SmartShopper is offered at no cost from your employer in partnership with Blue Cross and Blue Shield of Kansas City (Blue KC).

7. HOW DO I GET STARTED?

When your doctor recommends a procedure, log onto your member portal at MyBlueKC.com or on the MyBlueKC mobile app.

- Go to the Find Care tool, and search by procedure. You can also search by provider name, specialty, or facility.
- Your search will display estimated costs and the maximum SmartShopper reward you can earn.
- After comparing options, choose the best care for you and schedule an appointment at the rewards-eligible facility.
- Following your procedure, SmartShopper will receive your claim, process your reward, and mail a check to your home address.