

SmartShopper[®]

HOW TO ACCESS, SHOP & CLAIM YOUR REWARD

SmartShopper-eligible members include Fully Insured Large and Fully Insured non-ACA Small Group members, Small Group Level Funded members, and non-ACA Individual and Family Plan members. Self-insured customers can work with their Blue KC Account Representative for more information about offering SmartShopper to their employees.

HOW TO EARN A REWARD

Even among in-network facilities, the cost of routine procedures can vary greatly. With SmartShopper, when you go to a cost-effective facility, you save and earn a share of the savings in cash rewards. Plus, your employer, health plan, or insurance company also saves while helping lower the cost of healthcare in your area. It's surprisingly simple!



Compare providers online
before your visit.



Schedule your appointment or call the SmartShopper Personal Assistant Team at **1-855-476-5027** for assistance.



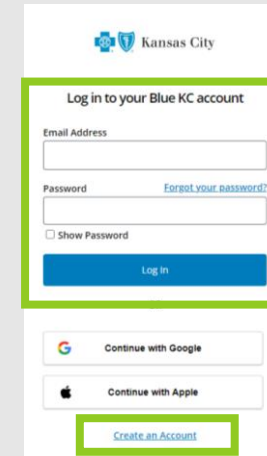
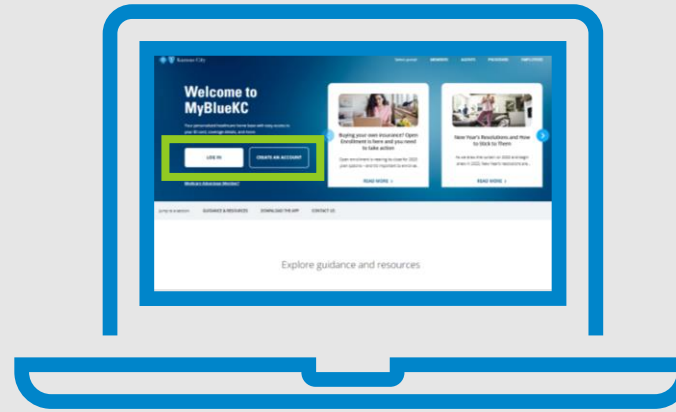
Earn your reward after you've gone to your appointment.

Rewards can take up to 60 days post appointment date.

Many common medical services are shoppable, depending on your specific plan -- mammograms, colonoscopies, MRIs and more -- [Here is how to shop](#) 

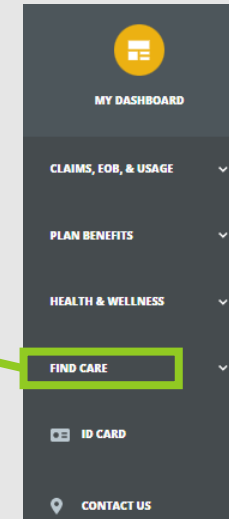
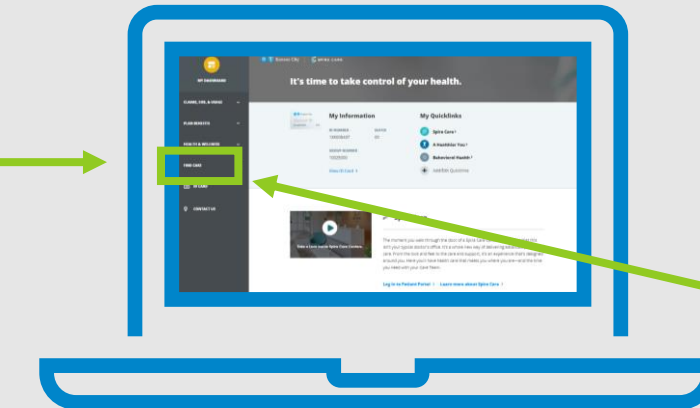
Step 1:

To access SmartShopper go to: **MyBlueKC.com** and log in. If you don't have an account, it's easy to create one.



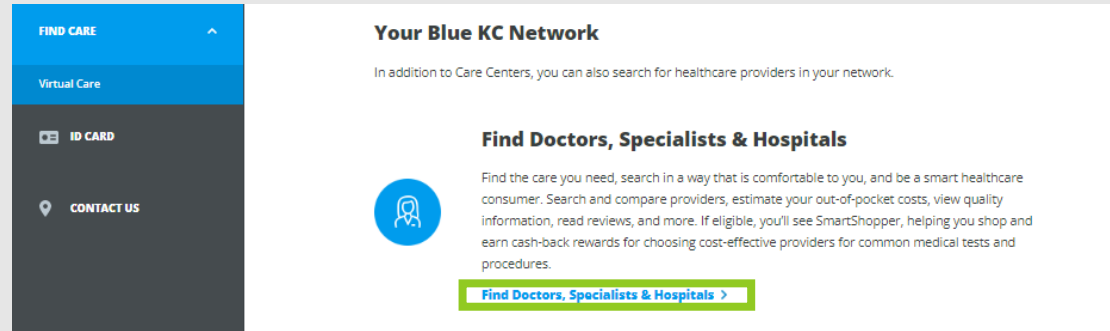
Step 2:

Once you are logged in go to **"FIND CARE"**.

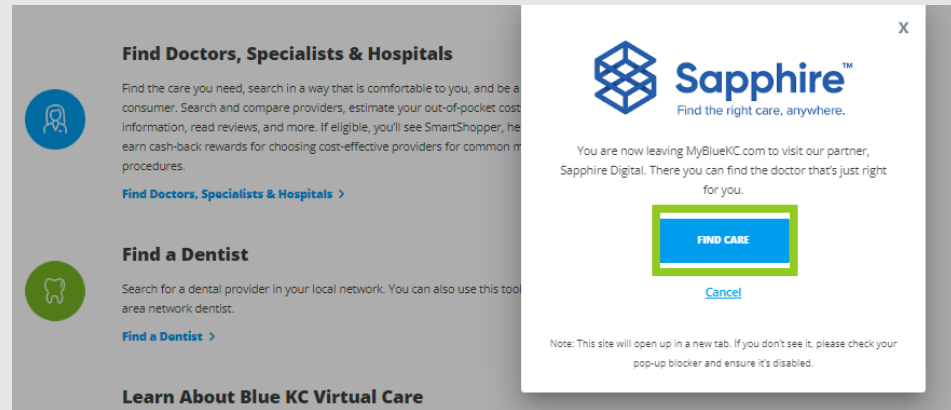


HOW TO SHOP

Step 3:
Then click on “**Find Doctors, Specialists & Hospitals**”.



Step 4:
A box will appear that says Sapphire, click “**FIND CARE**” again.



Step 5:

You will be directed to a page to browse and search to find the care you need. Here you will see a **SmartShopper tile**. When you click on this tile you can search for a reward-eligible location for your doctor-recommended procedure or service.

Here you can search through the A-Z list of procedures or type your procedure into the search bar.

Or if you scroll to the bottom of page under the Top SmartShopper Procedures box you can click on the blue button to view all eligible procedures.

The screenshot shows the SmartShopper website interface. At the top right, a green callout box says "+Want to learn more? Click on 'About SmartShopper' in the upper right corner." An arrow points from this box to the "About SmartShopper" link in the top navigation bar. Below the navigation bar, the main content area features a search bar with the text "Good Afternoon, Browse or search to find the care you need." and a search input field. Below the search bar, there are several category tiles: "Browse by Category", "Medication", "Medical Procedures", and "Medical Specialties". A green box highlights the "SmartShopper" tile, which has a search bar and a "SmartShopper" logo. An arrow points from the "SmartShopper" tile to a detailed view of the "SmartShopper" tile, which shows a search bar, a "Jump to" list of letters (A-Z), and a list of procedures with their estimated costs. A green box highlights the "View All 242 Procedures" button at the bottom of the "Top SmartShopper Procedures" section.

Top SmartShopper Procedures 5 of 242

Bariatric Surgery - Laparoscopic Gastric Bypass	Up To \$1,000
Coronary Bypass (CABG) w/o Cardiac Catheterization	Up To \$1,000
Hip Replacement	Up To \$1,000
Hysterectomy	Up To \$1,000
Knee Replacement	Up To \$1,000

View All 242 Procedures

For example:

If you search for a knee replacement, you will see the facilities in your area that are in network. Locations are listed from least expensive to most expensive. Highlighted in green just above the cost is the reward available should you choose to have your procedure at that location.

When you click on the name of a facility, you register for your cash reward, learn more about the provider, and see associated costs including what your plan pays and more.

The screenshot displays the 'About Knee Replacement' page. At the top right, it shows 'Estimated Costs for \$XXX' and 'SmartShopper Cash Rewards Up to \$X,XXX'. Below this is a navigation bar with filters like 'All Specialties', 'All People & Places', 'All Providers', 'All Patient Ratings', 'Blue Quality Programs', and 'More Filters'. A 'View Cost' button is also present.

The main content area shows a list of providers. Each provider entry includes:

- Name of facility (e.g., General Acute Care Hospital)
- Facility address and phone number
- Star rating and 'Be the First to Review' link
- 'SmartShopper Cash Reward' amount (e.g., \$1,000, \$965) with a 'Claim Your Reward' button
- 'Your Estimated Cost' (e.g., \$771)
- 'In your network' status

 Green arrows point from the facility names in the list to a detailed view of a facility. This detailed view shows:

- 'Name of facility' header
- 'Estimated Procedure Cost for Knee Replacement at Name of facility' section with a donut chart showing 'You pay \$771' and 'Your plan pays \$0'.
- 'Claim Your Reward' section stating 'Your Knee Replacement at Name of facility is eligible for a \$965 SmartShopper Cash Reward'.

HOW TO SHOP

For example:

Once you are on the facility you would like to select for your procedure, scroll to “Claim Your Reward”. You have just completed your shop.

The next step is to schedule your appointment or use the phone number provided to have the SmartShopper Personal Assistant Team (PAT) schedule the procedure for you. There is no cost to have the PAT assist you.

You will receive your reward check at your home approximately four to five weeks after your procedure.

The screenshot displays the SmartShopper interface for a facility named "NAME OF FACILITY". On the left is a sidebar menu with options: Estimated Procedure Cost, Claim Your Reward (highlighted), Provider Highlights, Billing Code Procedures, Networks Accepted, Specialties & Expertise, More About This Provider, Services, Affiliated Doctors, Affiliated Facilities, and Awards & Recognitions. The main content area features a "Claim Your Reward" section with a green banner stating: "Your Knee Replacement at Kansas City Name of facility is eligible for a \$965 SmartShopper Cash Reward." Below this is a "Search Confirmation Number" field. A progress indicator shows three steps: "Compare" (checked), "Schedule" (active), and "Earn" (pending). The "Schedule" step includes the text: "Your next step is to have your procedure. You can set up an appointment yourself or you can have our Personal Assistant Team book an appointment for you - it costs you nothing. Call us now: 1-855-476-5027". Below the progress indicator is a "Provider Highlights" section showing a 5-star rating, a price of \$771, and a note "Accepts BlueSelect Plus EPO with Spine Care + 3 More". The "Billing Code Procedures" section has a "View Billing Code Procedures" link. The "Networks Accepted" section lists: BlueSelect Plus with Spine Care (Your Network), BlueSelect EPO with Spine Care, BlueSelect Plus EPO with Spine Care, and Union Preferred Care Blue with Spine Care.



Have questions or want help shopping for a medical procedure?

Call the **SmartShopper Personal Assistant Team**
at **1-855-476-5027**.

The Personal Assistant Team can help you

- 1) Search for medical procedures and providers in your plan's network
- 2) Find a cost-effective facility
- 3) Schedule appointments
- 4) Validate procedure referrals with your doctor
- 5) Obtain preauthorization with Blue KC