



**Jun 2019**  
Report Date

**PERFORMANCE REPORT**

**EXECUTIVE SUMMARY**

 <b>Eligible Population</b>	<p><b>2,946</b> Members</p>		<p><b>1,203</b> Households</p>					
 <b>Activation</b> (Program to Date)  <p><b>129.13%</b> Performance Rate</p>	 <b>Shopping</b> (Program to Date)  <p><b>87.12%</b> Activated Shopping Rate</p>		 <b>Incentives Paid</b> (Program to Date)  <p><b>85.71%</b> Shop Conversion Rate</p>					
<p><b>466</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>38.74%</b> Activation Rate</p>	<p><b>406</b> Activated Households that shopped</p> <p><b>\$5,053.04</b> Average Savings per Shop Activity</p> <p><b>33.75%</b> Shopping Rate</p>	<p><b>4,563</b> Shop Activity by Activated Households</p> <p><b>Shopping By Gender</b></p> <table border="1"> <tr> <td>Men</td> <td>Women</td> </tr> <tr> <td><b>52%</b></td> <td><b>48%</b></td> </tr> </table>		Men	Women	<b>52%</b>	<b>48%</b>	<p><b>2,655</b> # Incentives Paid</p> <p><b>\$198,745</b> \$ Incentives Paid</p> <p><b>\$773</b> Average Savings Per Incentive</p>
Men	Women							
<b>52%</b>	<b>48%</b>							
 <b>Claims Savings</b> (Program to Date)	<p><b>\$2,250,278</b> Total Gross Savings</p>	<p><b>\$2,051,533</b> Total Claims Savings</p>	<p><b>10,429</b> Total Shoppable Claims</p>					
<p><b>Monthly Performance</b></p>	<p><b>\$14,357</b> Total Gross Savings</p> <p><b>\$12,382</b> Total Claims Savings</p>	<p><b>\$1,975</b> \$ Incentives Paid</p> <p><b>33</b> # Incentives Paid</p>						

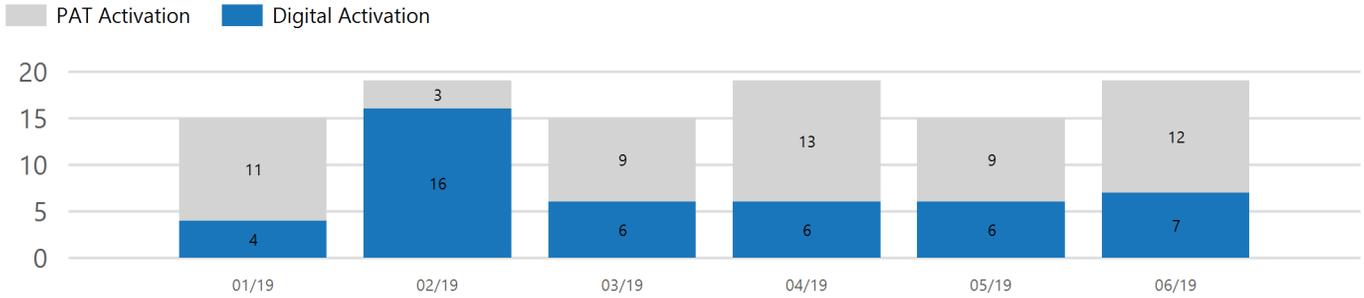


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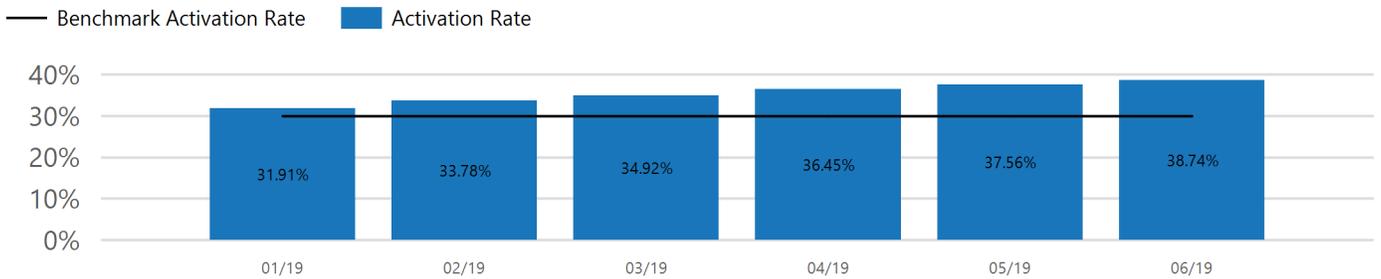
# PERFORMANCE REPORT

## Household Activations (Jan 2019 - Jun 2019)

### Monthly Activations

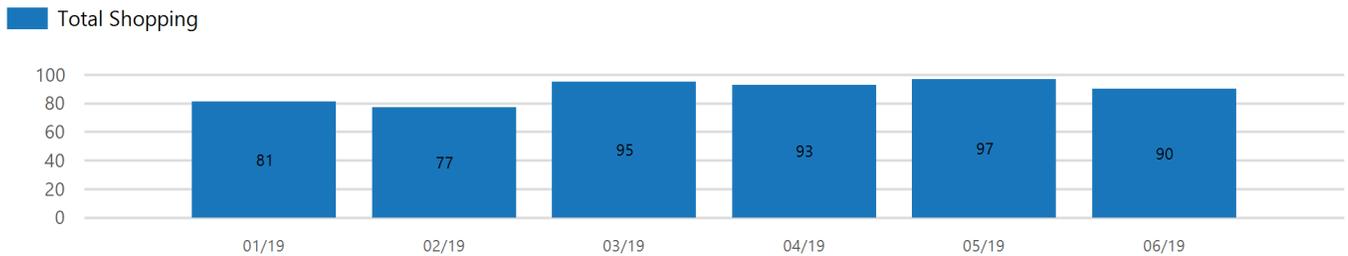


### Cumulative Activations

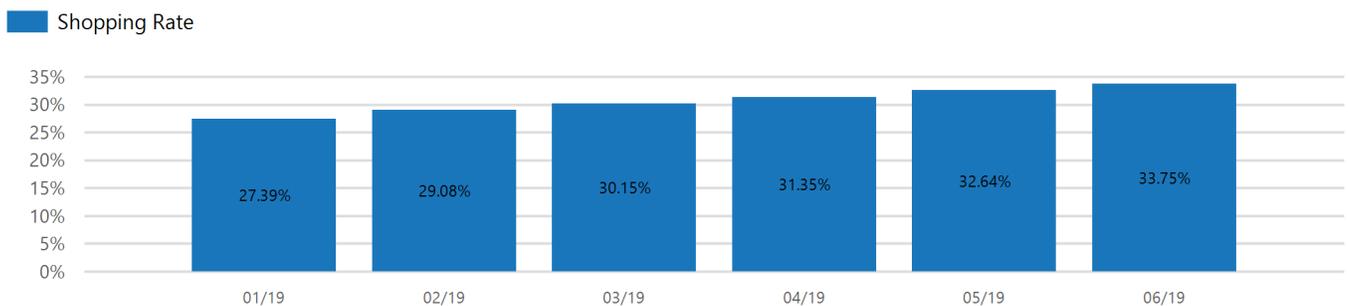


## Household Shopping (Jan 2019 - Jun 2019)

### Monthly Shopping



### Cumulative Shopping



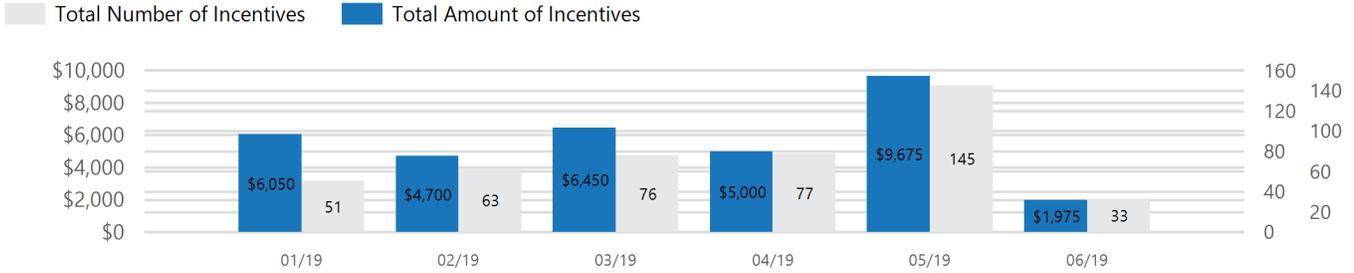


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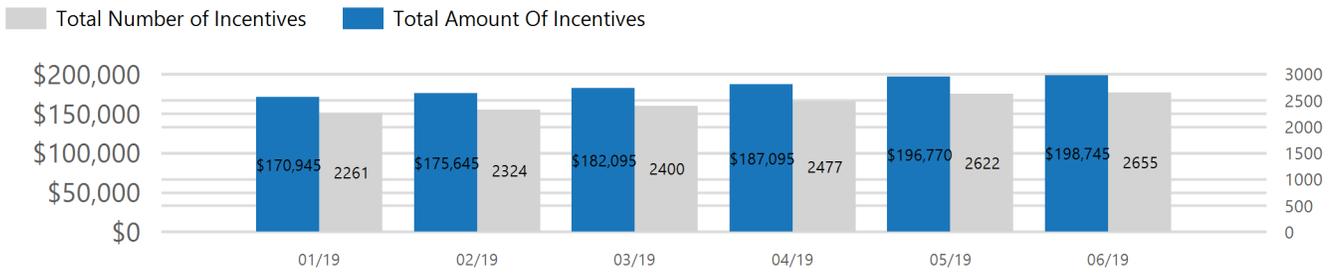
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## Household Incentives (Jan 2019 - Jun 2019)

### Monthly Incentives

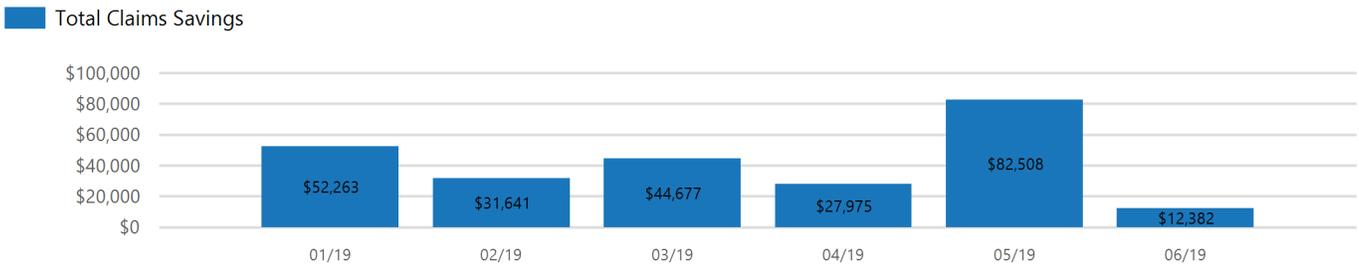


### Cumulative Incentives

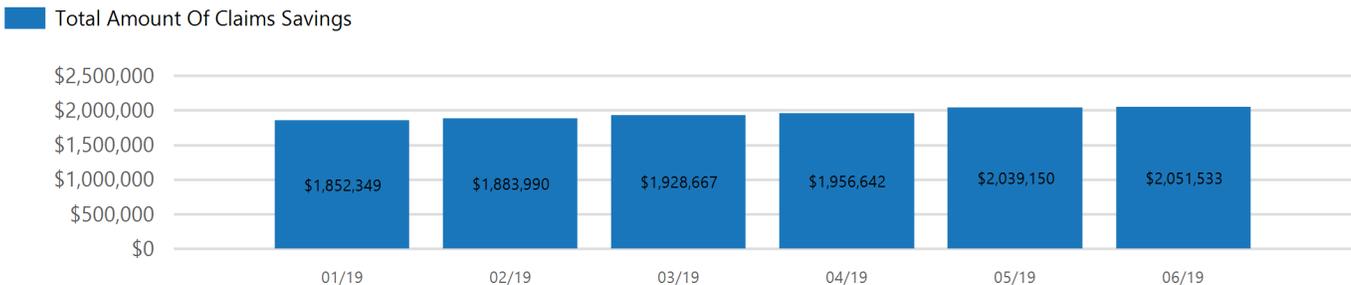


## Claims Savings (Jan 2019 - Jun 2019)

### Monthly Claims Savings



### Cumulative Claims Savings



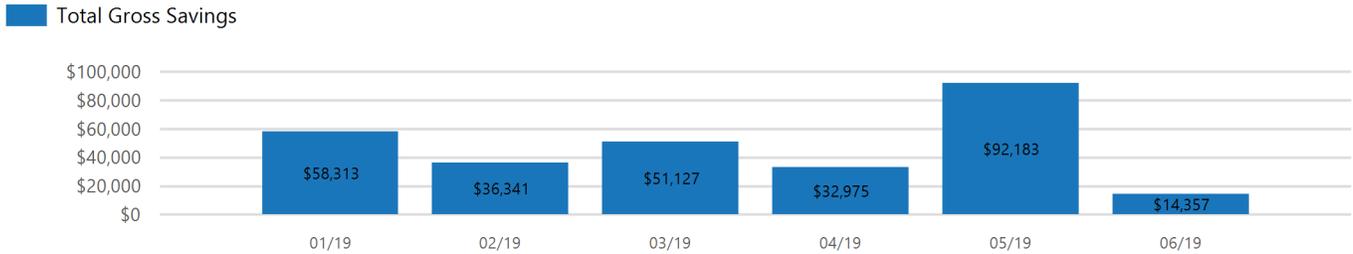


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## Gross Savings (Jan 2019 - Jun 2019)

### Monthly Gross Savings

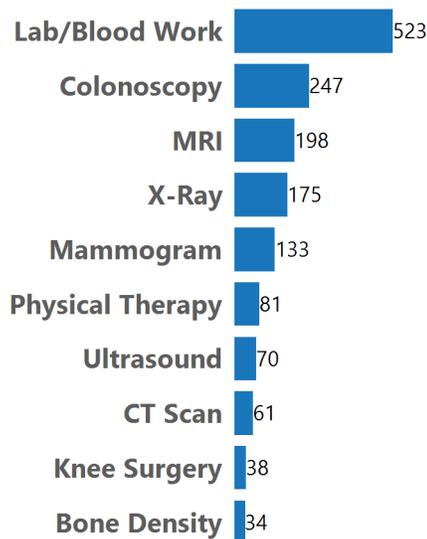


### Cumulative Gross Savings

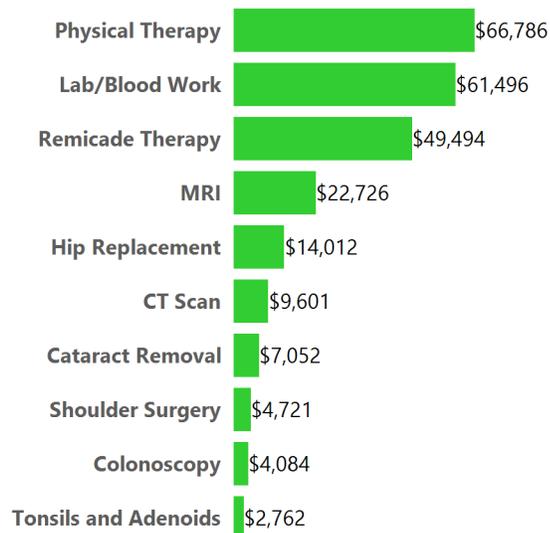


## Procedure Summary (Jan 2019 - Jun 2019)

### Total Shopping



### Total Savings



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## PERFORMANCE REPORT

## Cost-Effective Breakout By Procedure (Jan 2019 - Jun 2019)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid(\$)	Redirection Rate	Savings	Savings Per Case	BOB savings (Prior Year)	Potential Savings
Back Surgery	4	8	0	\$0	0.00%	\$0	\$0	\$7,768	\$31,071
Bariatric Surgery	2	5	0	\$0	0.00%	\$0	\$0	\$5,487	\$10,974
Bone and Joint Imaging	2	7	1	\$150	50.00%	(\$456)	(\$456)	\$308	\$308
Bone Density	21	34	6	\$200	28.57%	\$912	\$152	\$61	\$916
Breast Biopsy	3	4	0	\$0	0.00%	\$0	\$0	\$1,831	\$5,494
Breast Lumpectomy	1	0	0	\$0	0.00%	\$0	\$0	\$3,670	\$3,670
Bronchoscopy	1	1	0	\$0	0.00%	\$0	\$0	(\$206)	(\$206)
Bunionectomy	0	5	0	\$0	0.00%	\$0	\$0	\$0	\$0
Carpal Tunnel	1	5	1	\$150	100.00%	(\$150)	(\$150)	\$1,419	\$0
Cataract Removal	12	8	4	\$600	33.33%	\$7,052	\$1,763	\$773	\$6,183
Colonoscopy	74	247	18	\$4,100	24.32%	\$4,084	\$227	\$744	\$41,639
CT Scan	157	61	10	\$1,400	6.37%	\$9,601	\$960	\$583	\$85,717
Dilation & Curettage - D&C	3	0	0	\$0	0.00%	\$0	\$0		\$0
Ear Tubes	7	0	0	\$0	0.00%	\$0	\$0	\$333	\$2,328
Gall Bladder Surgery	4	3	0	\$0	0.00%	\$0	\$0	\$2,038	\$8,150
Hammertoe Correction	1	1	0	\$0	0.00%	\$0	\$0	(\$150)	(\$150)
Hernia Repair	9	32	0	\$0	0.00%	\$0	\$0	\$2,162	\$19,460
Hip Replacement	6	4	2	\$750	33.33%	\$14,012	\$7,006	(\$187)	(\$749)
Hysterectomy	2	1	0	\$0	0.00%	\$0	\$0	\$1,678	\$3,357
Hysteroscopy	3	2	0	\$0	0.00%	\$0	\$0	\$877	\$2,631
Knee Replacement	3	18	0	\$0	0.00%	\$0	\$0	\$4,159	\$12,476
Knee Surgery	9	38	1	\$50	11.11%	\$2,671	\$2,671	\$1,491	\$11,930
Lab/Blood Work	1,749	523	257	\$6,425	14.69%	\$61,496	\$239	\$217	\$323,926
Lithotripsy - Kidney Stones	4	1	0	\$0	0.00%	\$0	\$0	\$3,754	\$15,016
Mammogram	209	133	36	\$1,800	17.22%	\$2,751	\$76	\$129	\$22,280
MRI	164	198	38	\$4,925	23.17%	\$22,726	\$598	\$531	\$66,959
PET Scan	2	2	0	\$0	0.00%	\$0	\$0	\$1,848	\$3,697
Physical Therapy	216	81	34	\$5,100	15.74%	\$66,786	\$1,964	\$1,713	\$311,759
Prostate Surgery	0	2	0	\$0	0.00%	\$0	\$0		\$0
Remicade Therapy	24	31	14	\$7,000	58.33%	\$49,494	\$3,535	\$5,109	\$51,094
Shoulder Surgery	10	5	3	\$250	30.00%	\$4,721	\$1,574	\$4,758	\$33,305
Sinus Surgery	7	1	0	\$0	0.00%	\$0	\$0	\$3,268	\$22,875



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**Cost-Effective Breakout By Procedure (Jan 2019 - Jun 2019)**

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid(\$)	Redirection Rate	Savings	Savings Per Case	BOB savings (Prior Year)	Potential Savings
Spinal Fusion	1	1	0	\$0	0.00%	\$0	\$0	\$0	\$0
Tonsils and Adenoids	6	1	1	\$150	16.67%	\$2,762	\$2,762	\$1,853	\$9,266
Total Revision of Hip and Knee	1	2	0	\$0	0.00%	\$0	\$0		\$0
Tubal Ligation	3	0	0	\$0	0.00%	\$0	\$0	\$3,425	\$10,274
Ultrasound	226	70	10	\$400	4.42%	\$2,414	\$241	\$171	\$37,000
Upper GI	39	33	2	\$225	5.13%	(\$75)	(\$38)	\$789	\$29,196
Urethra and Bladder Scope	15	2	0	\$0	0.00%	\$0	\$0	\$8,464	\$126,960
Uterine Tissue Biopsy	13	0	0	\$0	0.00%	\$0	\$0		\$0
X-Ray	631	175	7	\$175	1.11%	\$646	\$92	\$69	\$42,954
<b>Total</b>	<b>3,645</b>	<b>1,745</b>	<b>445</b>	<b>\$33,850</b>		<b>\$251,447</b>			<b>\$1,351,760</b>

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Average Savings Per Shop Activity	Total Claim Savings Amount / Total activated active households that shopped
Book of Business Average Savings per Case	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Gross Savings	Sum Of Incentive Amounts and Claim Savings
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Incurred Claims	Total Count of claims
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings per Case)
Savings Per Case	Claim Savings/Incentives Paid
Shop Activity by Activated Households	How much shop activity for activated households
Shop Conversion Rate	Total activated active households receiving an incentive / Total activated active households that shopped
Shopping Activity	Total Count of Phone enquiries and Web Searches by households



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Metric Name	Definition
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households
Success Rate	Incentives Paid/Incurred Claims



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**EXECUTIVE SUMMARY**

 <b>Eligible Population</b>	<p><b>2,922</b> Members</p>		<p><b>1,198</b> Households</p>					
 <b>Activation</b> (Program to Date)  <p><b>125.20%</b> Performance Rate</p>	 <b>Shopping</b> (Program to Date)  <p><b>86.89%</b> Activated Shopping Rate</p>		 <b>Incentives Paid</b> (Program to Date)  <p><b>88.24%</b> Shop Conversion Rate</p>					
<p><b>450</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>37.56%</b> Activation Rate</p>	<p><b>391</b> Activated Households that shopped</p> <p><b>\$5,215.22</b> Average Savings per Shop Activity</p> <p><b>32.64%</b> Shopping Rate</p>		<p><b>4,562</b> Shop Activity by Activated Households</p> <div style="border: 2px solid purple; padding: 5px; display: inline-block;"> <p><b>Shopping By Gender</b></p> <table style="width: 100%; text-align: center;"> <tr> <td>Men</td> <td>Women</td> </tr> <tr> <td><b>52%</b></td> <td><b>48%</b></td> </tr> </table> </div> <p><b>2,622</b> # Incentives Paid</p> <p><b>\$196,770</b> \$ Incentives Paid</p> <p><b>\$778</b> Average Savings Per Incentive</p>		Men	Women	<b>52%</b>	<b>48%</b>
Men	Women							
<b>52%</b>	<b>48%</b>							
 <b>Claims Savings</b> (Program to Date)	<p><b>\$2,235,920</b> Total Gross Savings</p>		<p><b>\$2,039,150</b> Total Claims Savings</p>					
<p><b>Monthly Performance</b></p>	<p><b>\$92,183</b> Total Gross Savings</p> <p><b>\$82,508</b> Total Claims Savings</p>		<p><b>9,843</b> Total Shoppable Claims</p> <p><b>\$9,675</b> \$ Incentives Paid</p> <p><b>145</b> # Incentives Paid</p>					

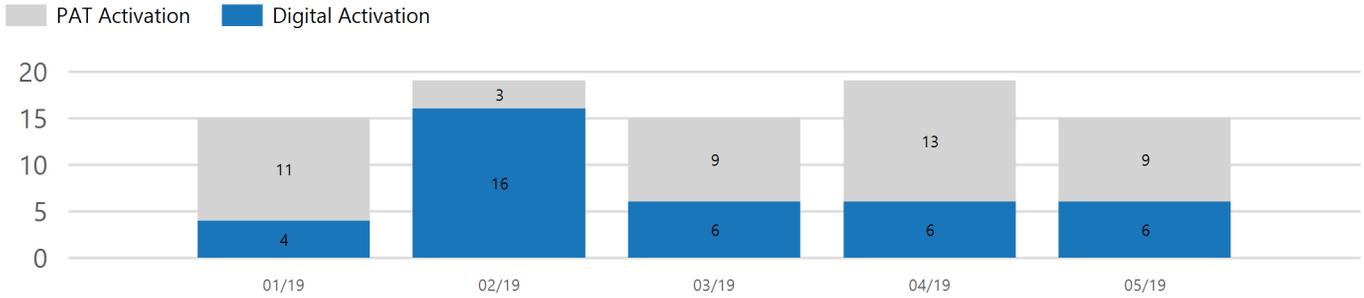


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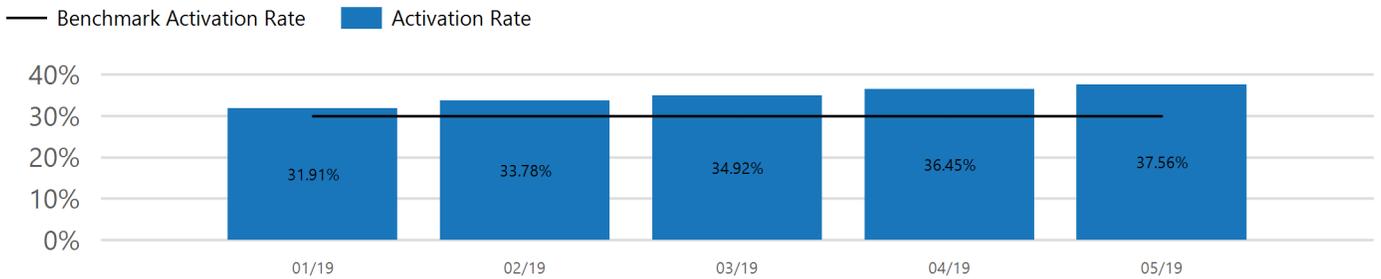
# PERFORMANCE REPORT

## Household Activations (Jan 2019 - May 2019)

### Monthly Activations

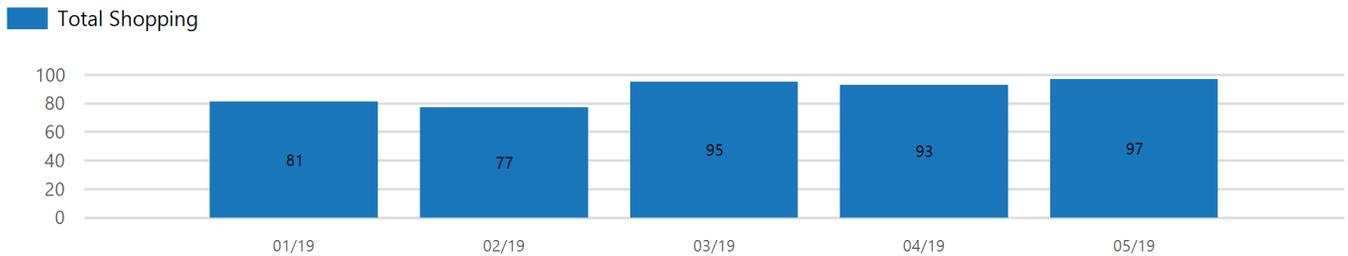


### Cumulative Activations

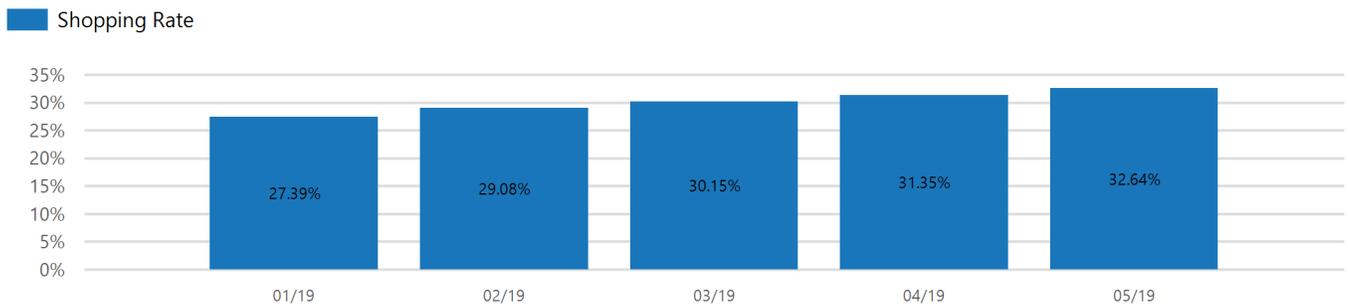


## Household Shopping (Jan 2019 - May 2019)

### Monthly Shopping



### Cumulative Shopping



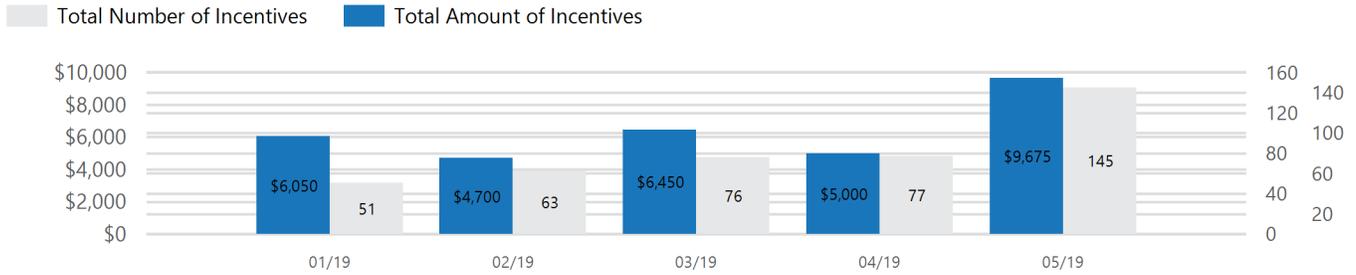


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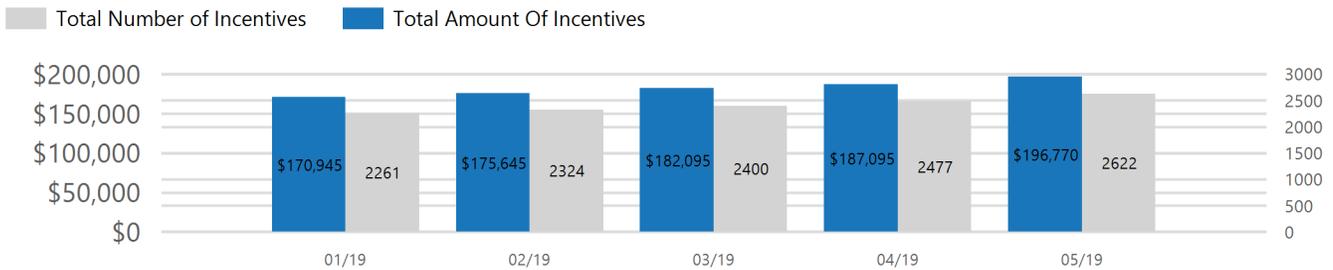
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## Household Incentives (Jan 2019 - May 2019)

### Monthly Incentives

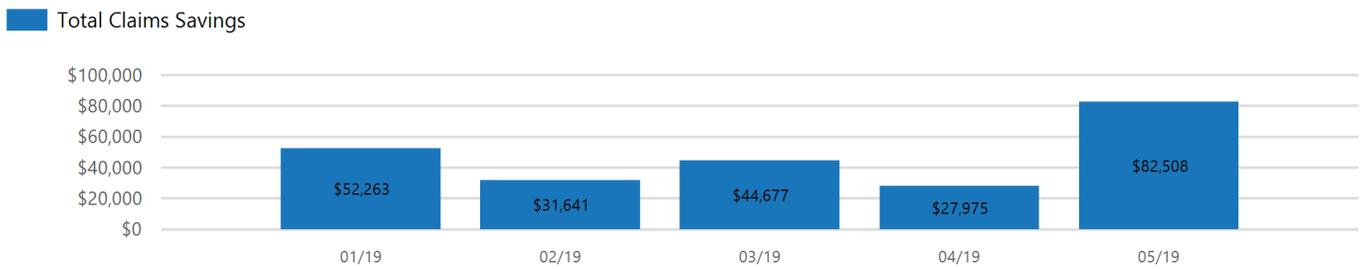


### Cumulative Incentives

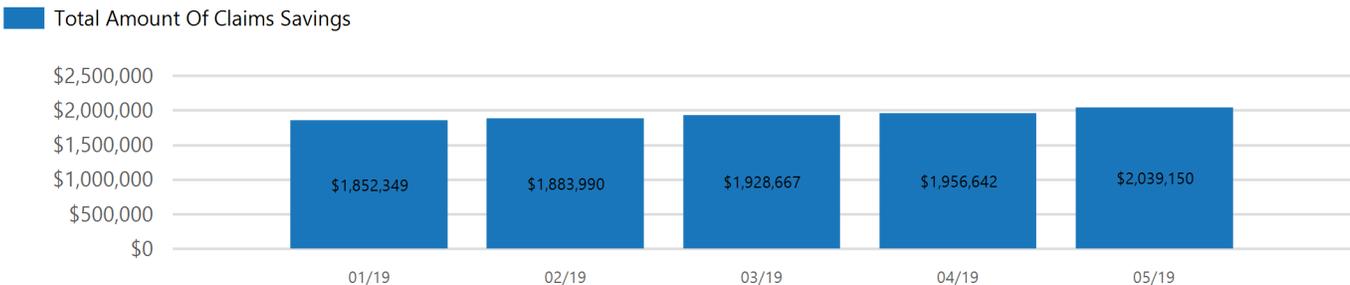


## Claims Savings (Jan 2019 - May 2019)

### Monthly Claims Savings



### Cumulative Claims Savings



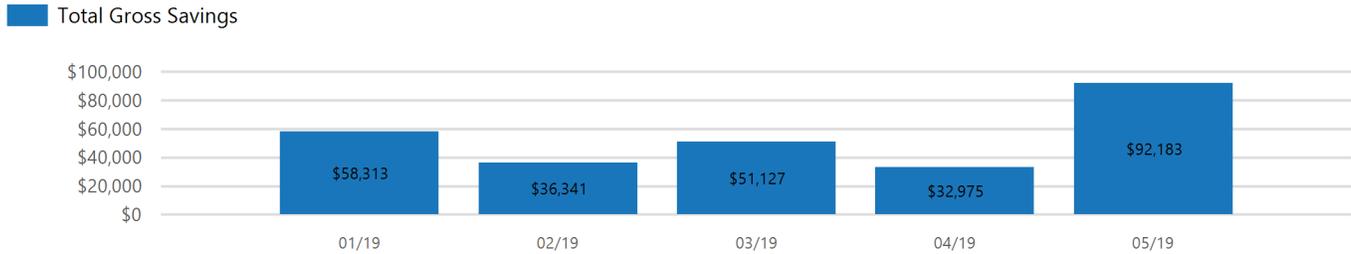


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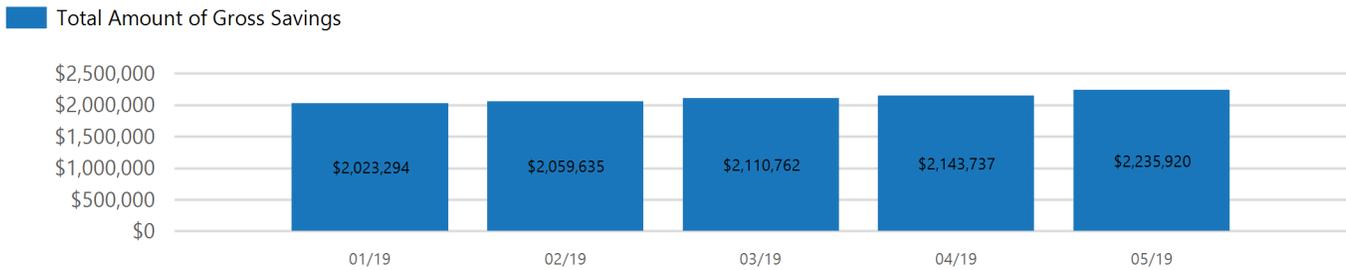
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## Gross Savings (Jan 2019 - May 2019)

### Monthly Gross Savings

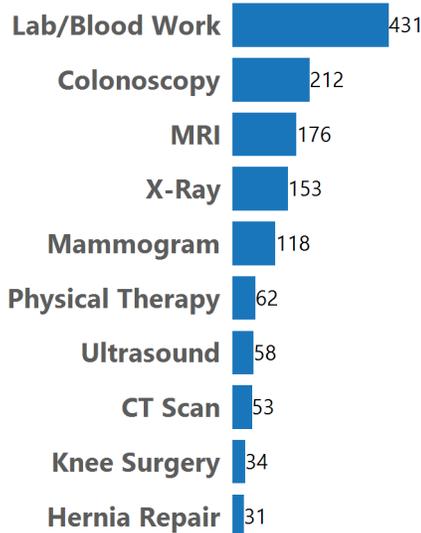


### Cumulative Gross Savings

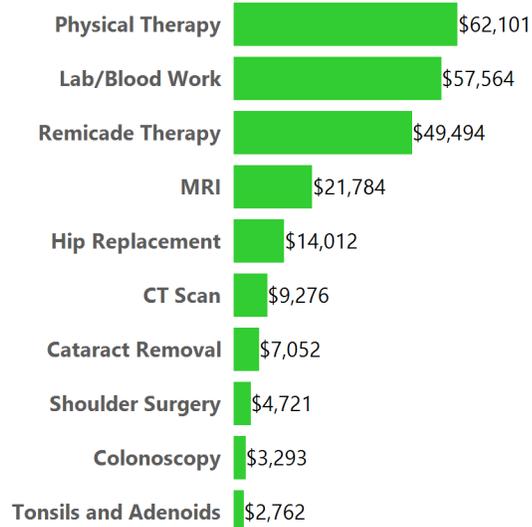


## Procedure Summary (Jan 2019 - May 2019)

### Total Shopping



### Total Savings



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## Cost-Effective Breakout By Procedure (Jan 2019 - May 2019)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid(\$)	Redirection Rate	Savings	Savings Per Case	BOB savings (Prior Year)	Potential Savings
Back Surgery	3	8	0	\$0	0.00%	\$0	\$0	\$7,768	\$23,303
Bariatric Surgery	2	5	0	\$0	0.00%	\$0	\$0	\$5,487	\$10,974
Bone and Joint Imaging	1	7	1	\$150	100.00%	(\$456)	(\$456)	\$308	\$0
Bone Density	20	29	6	\$200	30.00%	\$912	\$152	\$61	\$854
Breast Biopsy	3	4	0	\$0	0.00%	\$0	\$0	\$1,831	\$5,494
Breast Lumpectomy	1	0	0	\$0	0.00%	\$0	\$0	\$3,670	\$3,670
Bronchoscopy	1	1	0	\$0	0.00%	\$0	\$0	(\$206)	(\$206)
Bunionectomy	0	2	0	\$0	0.00%	\$0	\$0	\$0	\$0
Carpal Tunnel	0	2	1	\$150	0.00%	(\$150)	(\$150)	\$1,419	(\$1,419)
Cataract Removal	10	8	4	\$600	40.00%	\$7,052	\$1,763	\$773	\$4,638
Colonoscopy	65	212	15	\$3,550	23.08%	\$3,293	\$220	\$744	\$37,178
CT Scan	140	53	9	\$1,250	6.43%	\$9,276	\$1,031	\$583	\$76,387
Dilation & Curettage - D&C	2	0	0	\$0	0.00%	\$0	\$0	\$0	\$0
Ear Tubes	6	0	0	\$0	0.00%	\$0	\$0	\$333	\$1,995
Gall Bladder Surgery	3	2	0	\$0	0.00%	\$0	\$0	\$2,038	\$6,113
Hammertoe Correction	1	1	0	\$0	0.00%	\$0	\$0	(\$150)	(\$150)
Hernia Repair	9	31	0	\$0	0.00%	\$0	\$0	\$2,162	\$19,460
Hip Replacement	5	4	2	\$750	40.00%	\$14,012	\$7,006	(\$187)	(\$562)
Hysterectomy	2	1	0	\$0	0.00%	\$0	\$0	\$1,678	\$3,357
Hysteroscopy	3	0	0	\$0	0.00%	\$0	\$0	\$877	\$2,631
Knee Replacement	2	16	0	\$0	0.00%	\$0	\$0	\$4,159	\$8,318
Knee Surgery	6	34	1	\$50	16.67%	\$2,671	\$2,671	\$1,491	\$7,456
Lab/Blood Work	1,470	431	239	\$5,975	16.26%	\$57,564	\$241	\$217	\$267,261
Lithotripsy - Kidney Stones	3	1	0	\$0	0.00%	\$0	\$0	\$3,754	\$11,262
Mammogram	170	118	30	\$1,500	17.65%	\$1,710	\$57	\$129	\$18,030
MRI	143	176	37	\$4,775	25.87%	\$21,784	\$589	\$531	\$56,331
PET Scan	1	0	0	\$0	0.00%	\$0	\$0	\$1,848	\$1,848
Physical Therapy	178	62	32	\$4,800	17.98%	\$62,101	\$1,941	\$1,713	\$250,093
Prostate Surgery	0	1	0	\$0	0.00%	\$0	\$0	\$0	\$0
Remicade Therapy	22	29	14	\$7,000	63.64%	\$49,494	\$3,535	\$5,109	\$40,875
Shoulder Surgery	9	5	3	\$250	33.33%	\$4,721	\$1,574	\$4,758	\$28,548
Sinus Surgery	6	1	0	\$0	0.00%	\$0	\$0	\$3,268	\$19,607



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**Cost-Effective Breakout By Procedure (Jan 2019 - May 2019)**

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid(\$)	Redirection Rate	Savings	Savings Per Case	BOB savings (Prior Year)	Potential Savings
Spinal Fusion	1	1	0	\$0	0.00%	\$0	\$0	\$0	\$0
Tonsils and Adenoids	6	1	1	\$150	16.67%	\$2,762	\$2,762	\$1,853	\$9,266
Total Revision of Hip and Knee	1	2	0	\$0	0.00%	\$0	\$0		\$0
Tubal Ligation	3	0	0	\$0	0.00%	\$0	\$0	\$3,425	\$10,274
Ultrasound	191	58	8	\$325	4.19%	\$1,748	\$219	\$171	\$31,347
Upper GI	34	31	2	\$225	5.88%	(\$75)	(\$38)	\$789	\$25,250
Urethra and Bladder Scope	12	2	0	\$0	0.00%	\$0	\$0	\$8,464	\$101,568
Uterine Tissue Biopsy	12	0	0	\$0	0.00%	\$0	\$0		\$0
X-Ray	512	153	7	\$175	1.37%	\$646	\$92	\$69	\$34,762
<b>Total</b>	<b>3,059</b>	<b>1,492</b>	<b>412</b>	<b>\$31,875</b>		<b>\$239,064</b>			<b>\$1,115,813</b>

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Average Savings Per Shop Activity	Total Claim Savings Amount / Total activated active households that shopped
Book of Business Average Savings per Case	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Gross Savings	Sum Of Incentive Amounts and Claim Savings
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Incurred Claims	Total Count of claims
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings per Case)
Savings Per Case	Claim Savings/Incentives Paid
Shop Activity by Activated Households	How much shop activity for activated households
Shop Conversion Rate	Total activated active households receiving an incentive / Total activated active households that shopped
Shopping Activity	Total Count of Phone enquiries and Web Searches by households



**May 2019**  
Report Date

# PERFORMANCE REPORT

Metric Name	Definition
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households
Success Rate	Incentives Paid/Incurred Claims

**Apr 2019**  
Report Date

**PERFORMANCE REPORT**

**EXECUTIVE SUMMARY**

 <p><b>Eligible Population</b></p>	<p><b>2,912</b> Members</p> <p><b>1,196</b> Households</p>		
 <p><b>Activation (Program to Date)</b></p> <p><b>121.50%</b> Performance Rate</p>	 <p><b>Shopping (Program to Date)</b></p> <p><b>86.01%</b> Activated Shopping Rate</p>	 <p><b>Incentives Paid (Program to Date)</b></p> <p><b>86.67%</b> Shop Conversion Rate</p>	
<p><b>436</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>36.45%</b> Activation Rate</p>	<p><b>375</b> Activated Households that shopped</p> <p><b>4,244</b> Shop Activity by Activated Households</p> <p><b>\$5,217.71</b> Average Savings per Shop Activity</p> <p><b>31.35%</b> Shopping Rate</p> <div style="border: 2px solid purple; padding: 5px; display: inline-block;"> <p><b>Shopping By Gender</b></p> <p>Men <b>50%</b>      Women <b>50%</b></p> </div>		<p><b>2,477</b> # Incentives Paid</p> <p><b>\$187,095</b> \$ Incentives Paid</p> <p><b>\$790</b> Average Savings Per Incentive</p>
 <p><b>Claims Savings (Program to Date)</b></p>	<p><b>\$2,143,737</b> Total Gross Savings</p> <p><b>\$1,956,642</b> Total Claims Savings</p> <p><b>7,961</b> Total Shoppable Claims</p>		
<p><b>Monthly Performance</b></p>	<p><b>\$32,975</b> Total Gross Savings</p> <p><b>\$5,000</b> \$ Incentives Paid</p> <p><b>\$27,975</b> Total Claims Savings</p> <p><b>77</b> # Incentives Paid</p>		

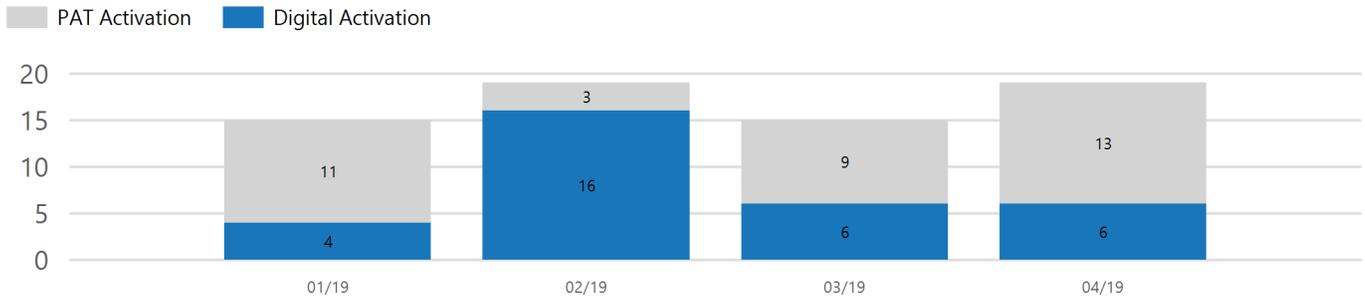


**Apr 2019**  
Report Date

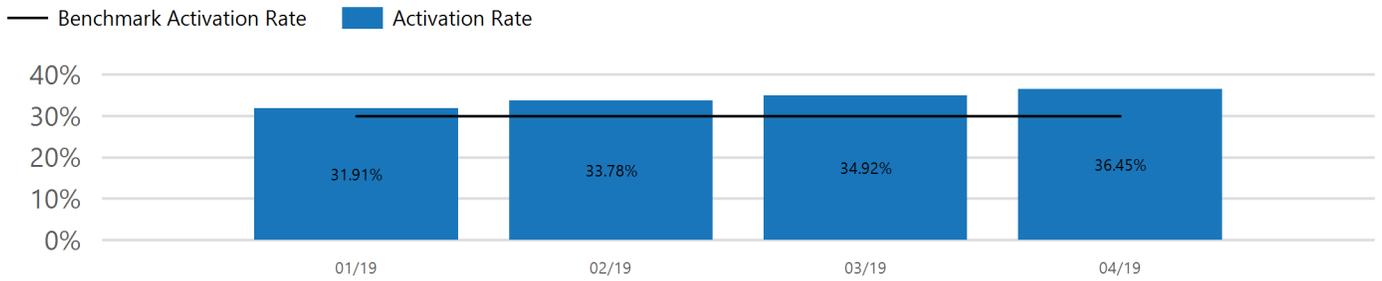
# PERFORMANCE REPORT

## Household Activations (Jan 2019 - Apr 2019)

### Monthly Activations

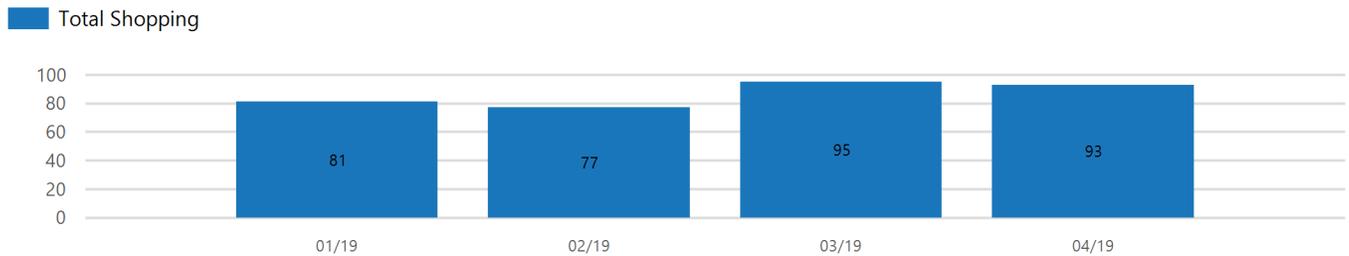


### Cumulative Activations

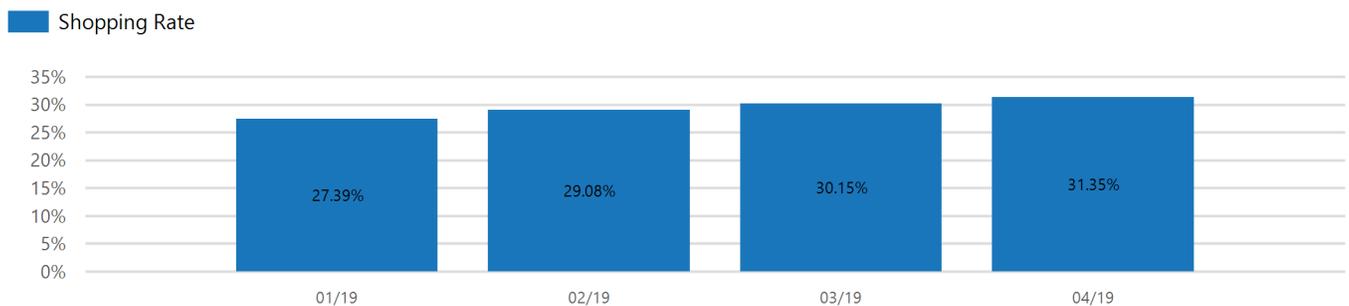


## Household Shopping (Jan 2019 - Apr 2019)

### Monthly Shopping



### Cumulative Shopping



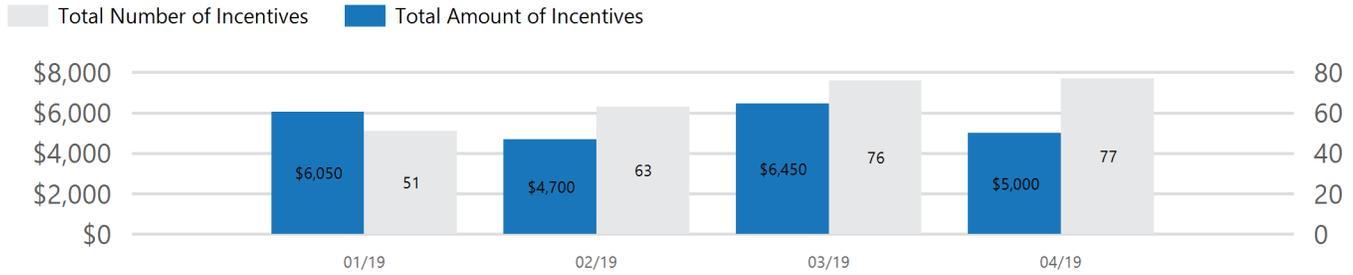


**Apr 2019**  
Report Date

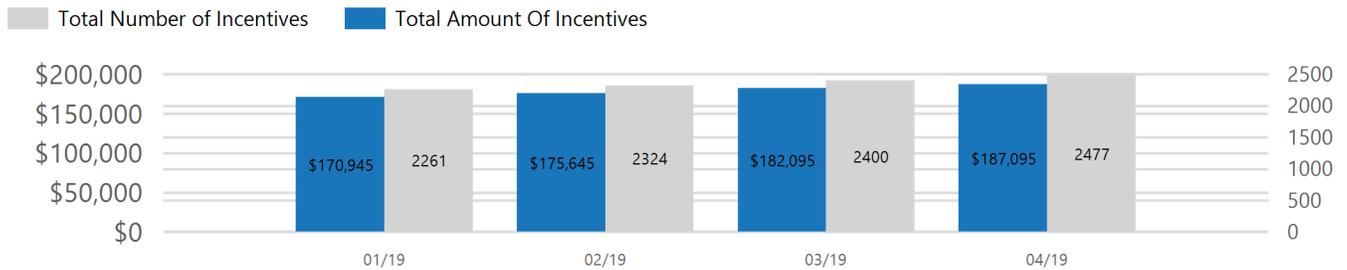
# PERFORMANCE REPORT

## Household Incentives (Jan 2019 - Apr 2019)

### Monthly Incentives

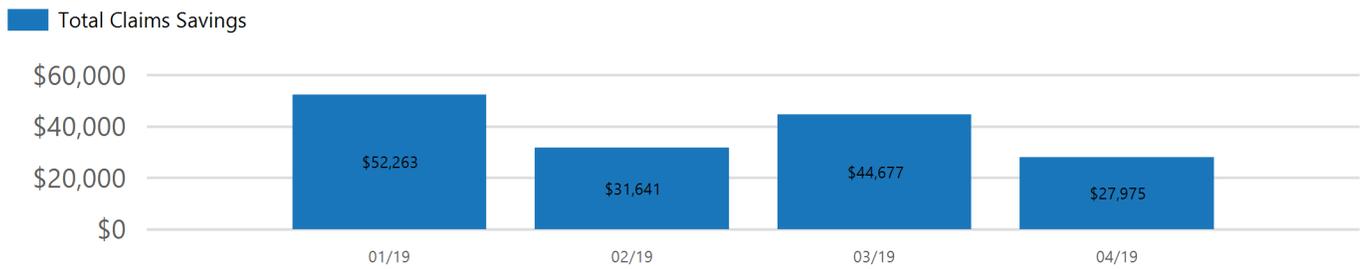


### Cumulative Incentives

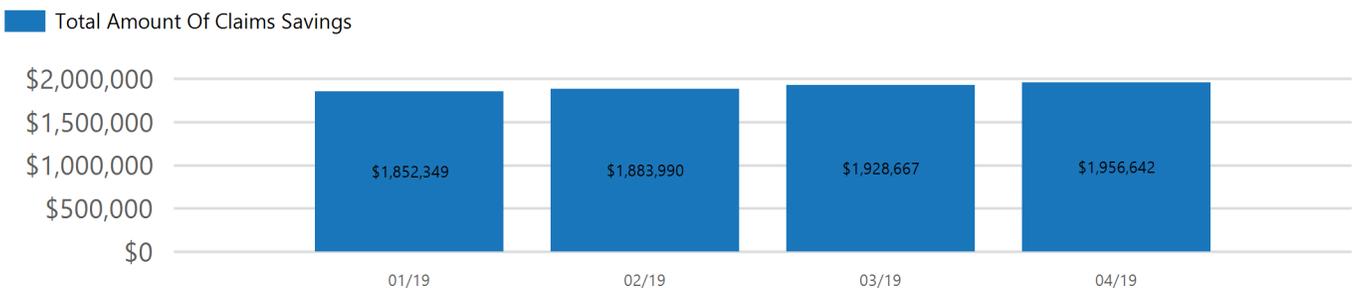


## Claims Savings (Jan 2019 - Apr 2019)

### Monthly Claims Savings



### Cumulative Claims Savings



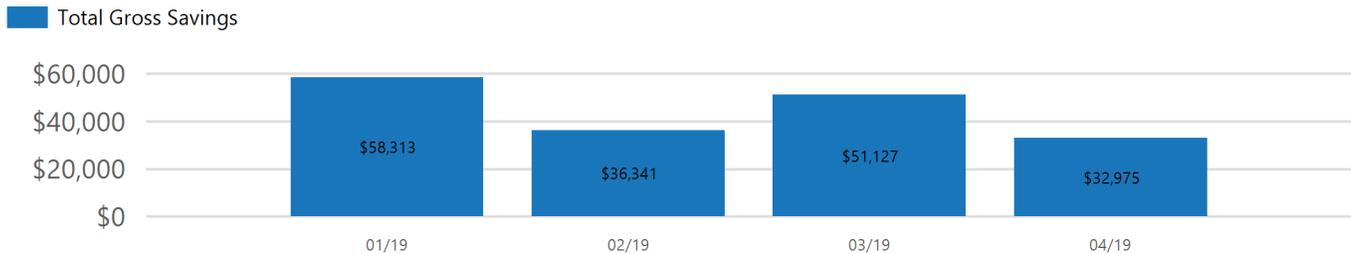


**Apr 2019**  
Report Date

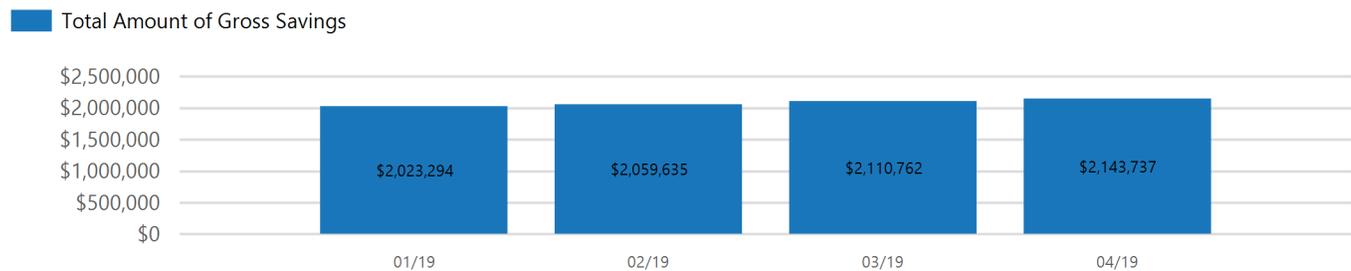
# PERFORMANCE REPORT

## Gross Savings (Jan 2019 - Apr 2019)

### Monthly Gross Savings

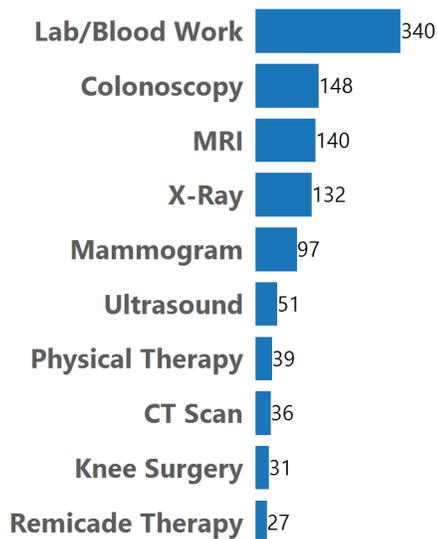


### Cumulative Gross Savings

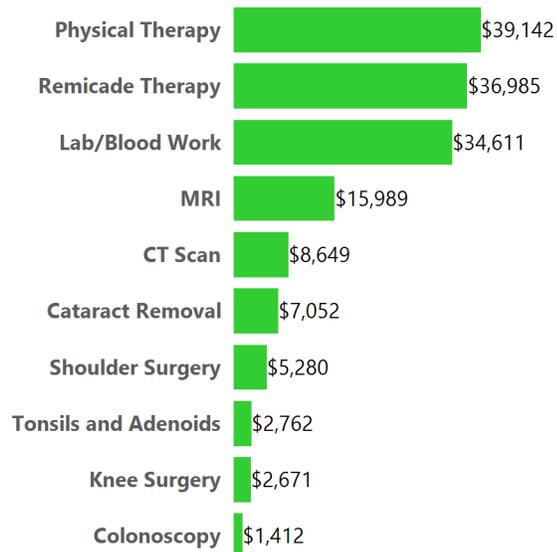


## Procedure Summary (Jan 2019 - Apr 2019)

### Total Shopping



### Total Savings





**Apr 2019**  
Report Date

## PERFORMANCE REPORT

### Cost-Effective Breakout By Procedure (Jan 2019 - Apr 2019)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid	Redirection Rate	Savings	Savings Per Case	BOB savings	Potential Savings
Back Surgery	1	8	0	0.00%	\$0	\$0	\$7,768	\$7,768
Bariatric Surgery	0	3	0	0.00%	\$0	\$0	\$5,487	\$0
Bone and Joint Imaging	1	6	0	0.00%	\$0	\$0	\$308	\$308
Bone Density	12	22	3	25.00%	\$487	\$162	\$61	\$549
Breast Biopsy	3	3	0	0.00%	\$0	\$0	\$1,831	\$5,494
Breast Lumpectomy	1	0	0	0.00%	\$0	\$0	\$3,670	\$3,670
Bronchoscopy	1	1	0	0.00%	\$0	\$0	(\$206)	(\$206)
Bunionectomy	0	1	0	0.00%	\$0	\$0	\$0	\$0
Carpal Tunnel	0	2	1	0.00%	(\$150)	(\$150)	\$1,419	(\$1,419)
Cataract Removal	10	8	4	40.00%	\$7,052	\$1,763	\$773	\$4,638
Colonoscopy	16	148	11	68.75%	\$1,412	\$128	\$744	\$3,718
CT Scan	109	36	8	7.34%	\$8,649	\$1,081	\$583	\$58,894
Ear Tubes	2	0	0	0.00%	\$0	\$0	\$333	\$665
Gall Bladder Surgery	3	1	0	0.00%	\$0	\$0	\$2,038	\$6,113
Hammertoe Correction	1	1	0	0.00%	\$0	\$0	(\$150)	(\$150)
Hernia Repair	5	25	0	0.00%	\$0	\$0	\$2,162	\$10,811
Hip Replacement	2	4	0	0.00%	\$0	\$0	(\$187)	(\$374)
Hysterectomy	0	1	0	0.00%	\$0	\$0	\$1,678	\$0
Hysteroscopy	3	0	0	0.00%	\$0	\$0	\$877	\$2,631
Knee Replacement	2	13	0	0.00%	\$0	\$0	\$4,159	\$8,318
Knee Surgery	1	31	1	100.00%	\$2,671	\$2,671	\$1,491	\$0
Lab/Blood Work	1,117	340	143	12.80%	\$34,611	\$242	\$217	\$211,464
Lithotripsy - Kidney Stones	2	1	0	0.00%	\$0	\$0	\$3,754	\$7,508
Mammogram	11	97	21	190.91%	\$501	\$24	\$129	(\$1,288)
MRI	76	140	28	36.84%	\$15,989	\$571	\$531	\$25,508
PET Scan	1	0	0	0.00%	\$0	\$0	\$1,848	\$1,848
Physical Therapy	133	39	22	16.54%	\$39,142	\$1,779	\$1,713	\$190,139
Remicade Therapy	18	27	10	55.56%	\$36,985	\$3,699	\$5,109	\$40,875
Shoulder Surgery	5	3	2	40.00%	\$5,280	\$2,640	\$4,758	\$14,274
Sinus Surgery	6	1	0	0.00%	\$0	\$0	\$3,268	\$19,607
Spinal Fusion	0	1	0	0.00%	\$0	\$0	\$0	\$0
Tonsils and Adenoids	5	1	1	20.00%	\$2,762	\$2,762	\$1,853	\$7,413

Apr 2019  
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## PERFORMANCE REPORT

## Cost-Effective Breakout By Procedure (Jan 2019 - Apr 2019)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid	Redirection Rate	Savings	Savings Per Case	BOB savings	Potential Savings
Tubal Ligation	2	0	0	0.00%	\$0	\$0	\$3,425	\$6,850
Ultrasound	78	51	5	6.41%	\$647	\$129	\$171	\$12,504
Upper GI	8	21	1	12.50%	\$0	\$0	\$789	\$5,524
Urethra and Bladder Scope	9	2	0	0.00%	\$0	\$0	\$8,464	\$76,176
X-Ray	251	132	6	2.39%	\$519	\$86	\$69	\$16,865
<b>Total</b>	<b>1,895</b>	<b>1,170</b>	<b>267</b>		<b>\$156,556</b>			<b>\$746,693</b>

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Average Savings Per Shop Activity	Total Claim Savings Amount / Total activated active households that shopped
Book of Business Average Savings per Case	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Gross Savings	Sum Of Incentive Amounts and Claim Savings
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Incurred Claims	Total Count of claims
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings per Case)
Savings Per Case	Claim Savings/Incentives Paid
Shop Activity by Activated Households	How much shop activity for activated households
Shop Conversion Rate	Total activated active households receiving an incentive / Total activated active households that shopped
Shopping Activity	Total Count of Phone enquiries and Web Searches by households
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households
Success Rate	Incentives Paid/Incurred Claims

**Feb 2019**  
Report Date

**PERFORMANCE REPORT**

**EXECUTIVE SUMMARY**

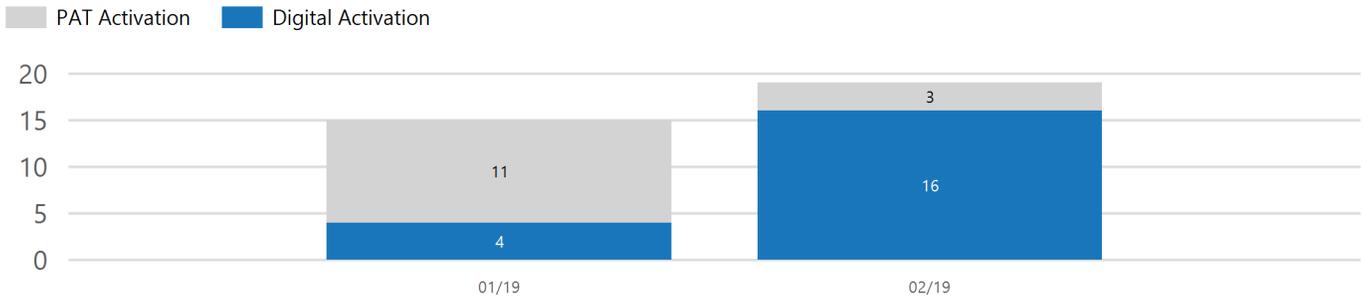
 <p><b>Eligible Population</b></p>	<p><b>2,900</b> Active Members</p> <p><b>1,186</b> Active Households</p>					
 <p><b>Activation</b> (Program to Date)</p> <p><b>113.00%</b> Performance Rate</p>	 <p><b>Shopping</b> (Program to Date)</p> <p><b>86.07%</b> Activated Shopping Rate</p>	 <p><b>Incentives Paid</b> (Program to Date)</p> <p><b>85.55%</b> Shop Conversion Rate</p>				
<p><b>402</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>33.90%</b> Activation Rate</p>	<p><b>346</b> Activated Households that shopped</p> <p><b>3,589</b> Shop Activity by Activated Households</p> <p><b>\$5,445.06</b> Average Savings per Shop Activity</p> <p><b>29.17%</b> Shopping Rate</p> <div data-bbox="805 1199 1146 1476" style="border: 2px solid purple; padding: 5px;"> <p><b>Shopping By Gender</b></p> <table border="0"> <tr> <td>Men</td> <td>Women</td> </tr> <tr> <td><b>49%</b></td> <td><b>51%</b></td> </tr> </table> </div>		Men	Women	<b>49%</b>	<b>51%</b>
Men	Women					
<b>49%</b>	<b>51%</b>					
 <p><b>Claims Savings</b> (Program to Date)</p>	<p><b>\$2,059,635</b> Total Gross Savings</p> <p><b>\$1,883,990</b> Total Claims Savings</p> <p><b>7,490</b> Total Shoppable Claims</p>					
<p><b>Monthly Performance</b></p>	<p><b>\$36,341</b> Total Gross Savings</p> <p><b>\$4,700</b> \$ Incentives Paid</p> <p><b>\$31,641</b> Total Claims Savings</p> <p><b>63</b> # Incentives Paid</p>					

**Feb 2019**  
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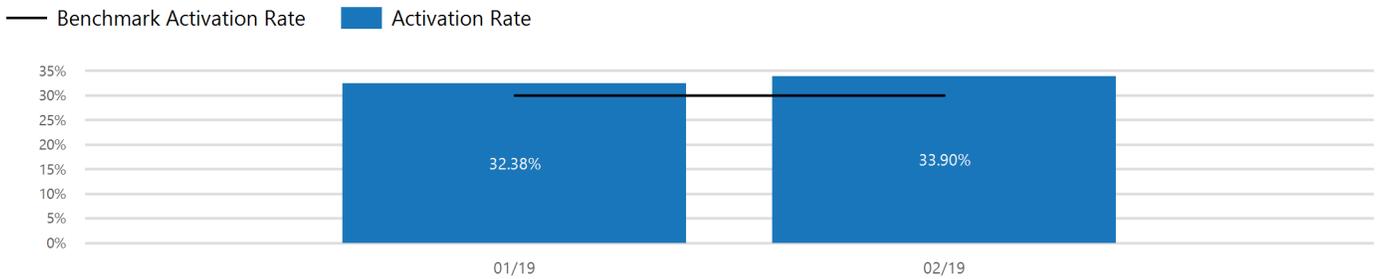
# PERFORMANCE REPORT

## Household Activations (Jan 2019 - Feb 2019)

### Monthly Activations

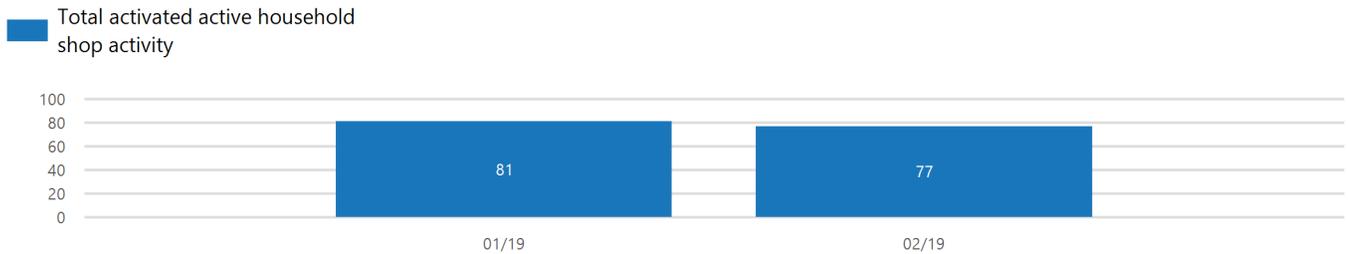


### Cumulative Activations

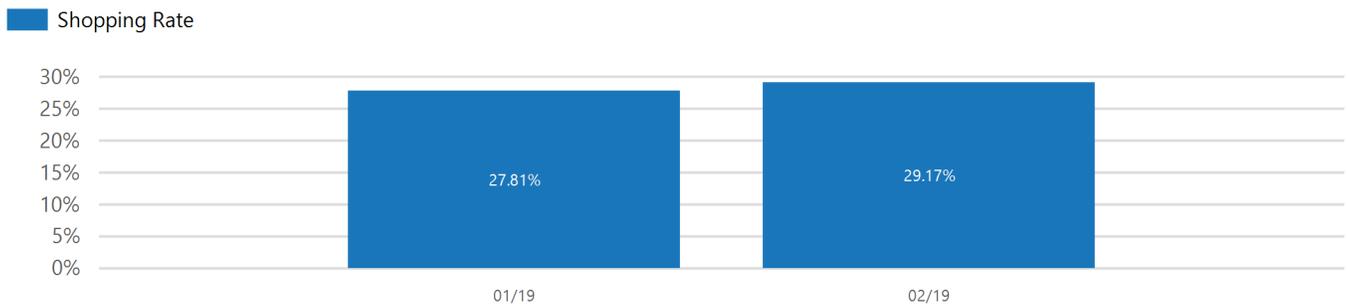


## Household Shopping (Jan 2019 - Feb 2019)

### Monthly Shopping



### Cumulative Shopping



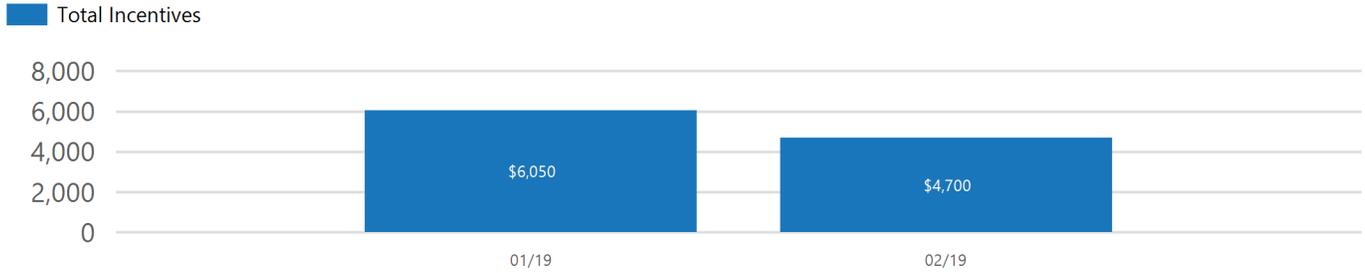


**Feb 2019**  
Report Date

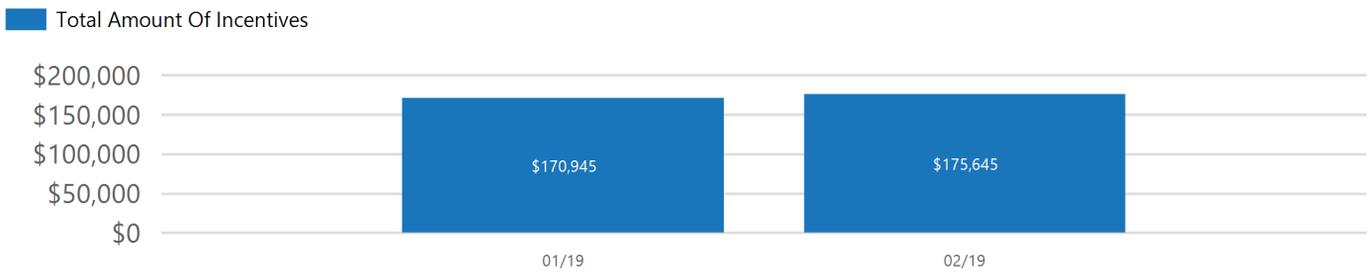
# PERFORMANCE REPORT

## Household Incentives (Jan 2019 - Feb 2019)

### Monthly Incentives

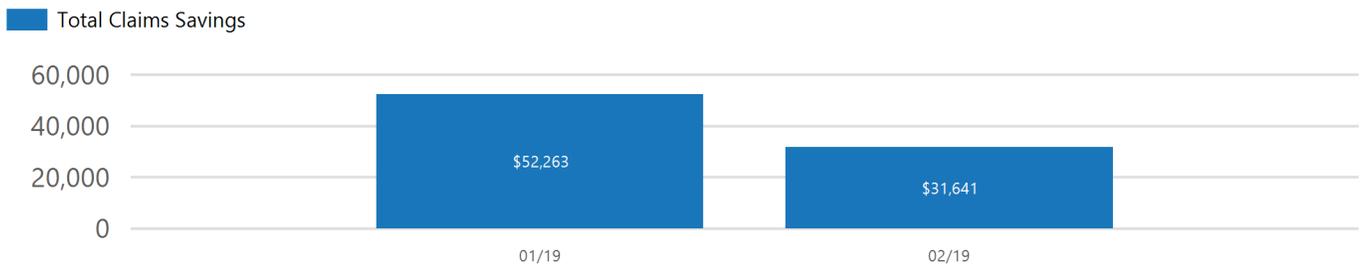


### Cumulative Incentives

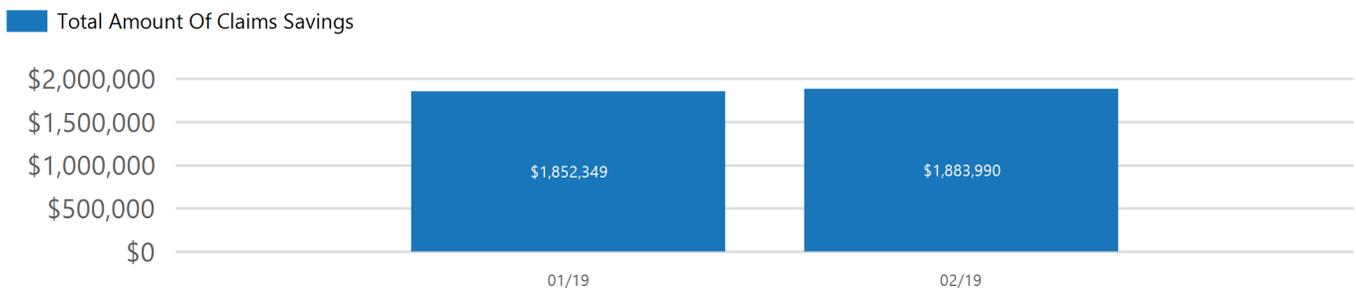


## Claims Savings (Jan 2019 - Feb 2019)

### Monthly Claims Savings



### Cumulative Claims Savings



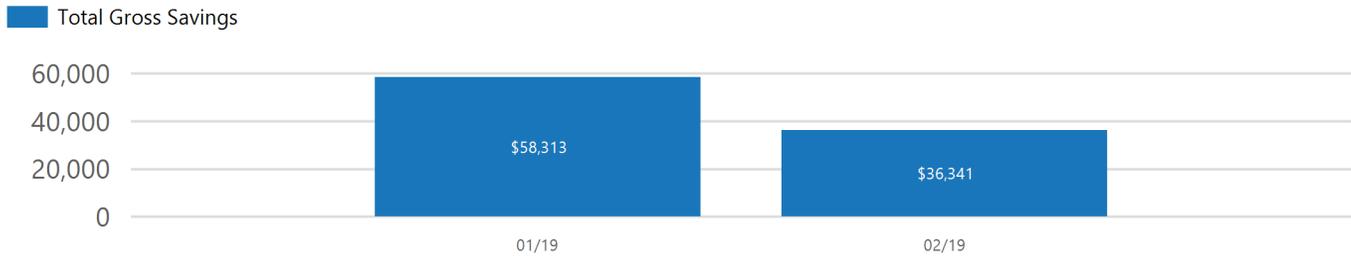
## Gross Savings (Jan 2019 - Feb 2019)



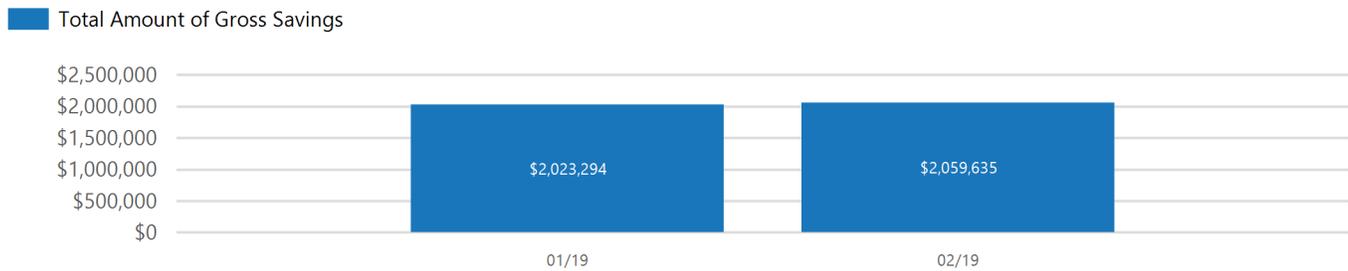
**Feb 2019**  
Report Date

# PERFORMANCE REPORT

## Monthly Gross Savings

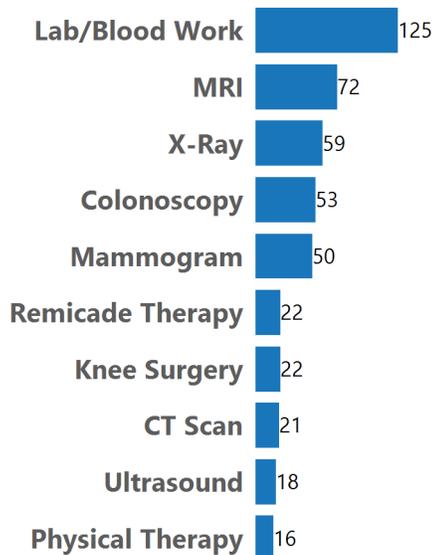


## Cumulative Gross Savings

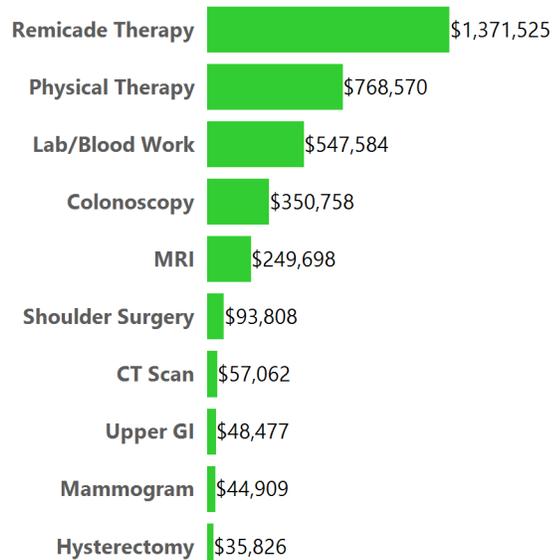


## Procedure Summary (Jan 2019 - Feb 2019)

### Total Shopping



### Total Savings





**Feb 2019**  
Report Date

## PERFORMANCE REPORT

### Total Incentives By Procedure (Jan 2019 - Feb 2019)

Procedure Name	Total Incentives Amount	Total Incentives
Cataract Removal	\$300	2
Colonoscopy	\$1,500	6
CT Scan	\$300	2
Lab/Blood Work	\$1,500	60
Mammogram	\$500	10
MRI	\$1,200	8
Physical Therapy	\$1,350	9
Remicade Therapy	\$3,500	7
Shoulder Surgery	\$150	2
Tonsils and Adenoids	\$150	1
Ultrasound	\$25	1
Upper GI	\$150	1
X-Ray	\$125	5
	<b>\$10,750</b>	<b>114</b>

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Shop Activity by Activated Households	How much shop activity for activated households
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households



**Mar 2019**  
Report Date

**PERFORMANCE REPORT**

**EXECUTIVE SUMMARY**

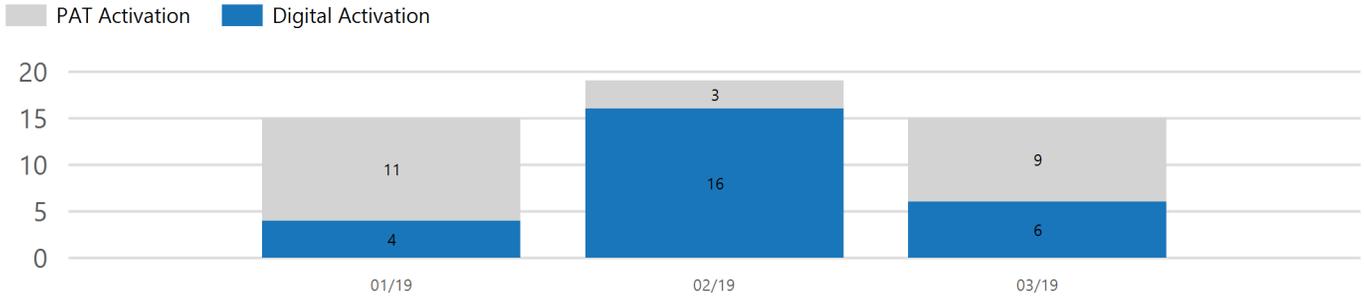
 <b>Eligible Population</b>	<p><b>2,913</b> Active Members</p> <p><b>1,194</b> Active Households</p>						
 <b>Activation</b> (Program to Date)  <b>116.40%</b> Performance Rate	 <b>Shopping</b> (Program to Date)  <b>86.33%</b> Activated Shopping Rate	 <b>Incentives Paid</b> (Program to Date)  <b>83.33%</b> Shop Conversion Rate					
<p><b>417</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>34.92%</b> Activation Rate</p>	<p><b>360</b> Activated Households that shopped</p> <p><b>3,899</b> Shop Activity by Activated Households</p> <p><b>\$5,357.41</b> Average Savings per Shop Activity</p> <p><b>30.15%</b> Shopping Rate</p> <div style="border: 2px solid purple; padding: 5px; display: inline-block;"> <p><b>Shopping By Gender</b></p> <table style="width: 100%; text-align: center;"> <tr> <td>Men</td> <td>Women</td> </tr> <tr> <td><b>37%</b></td> <td><b>37%</b></td> </tr> </table> </div>		Men	Women	<b>37%</b>	<b>37%</b>	<p><b>2,400</b> # Incentives Paid</p> <p><b>\$182,095</b> \$ Incentives Paid</p> <p><b>\$804</b> Average Savings Per Incentive</p>
Men	Women						
<b>37%</b>	<b>37%</b>						
 <b>Claims Savings</b> (Program to Date)	<p><b>\$2,110,762</b> Total Gross Savings</p>	<p><b>\$1,928,667</b> Total Claims Savings</p>	<p><b>7,961</b> Total Shoppable Claims</p>				
<b>Monthly Performance</b>	<p><b>\$51,127</b> Total Gross Savings</p> <p><b>\$44,677</b> Total Claims Savings</p>	<p><b>\$6,450</b> \$ Incentives Paid</p> <p><b>76</b> # Incentives Paid</p>					

**Mar 2019**  
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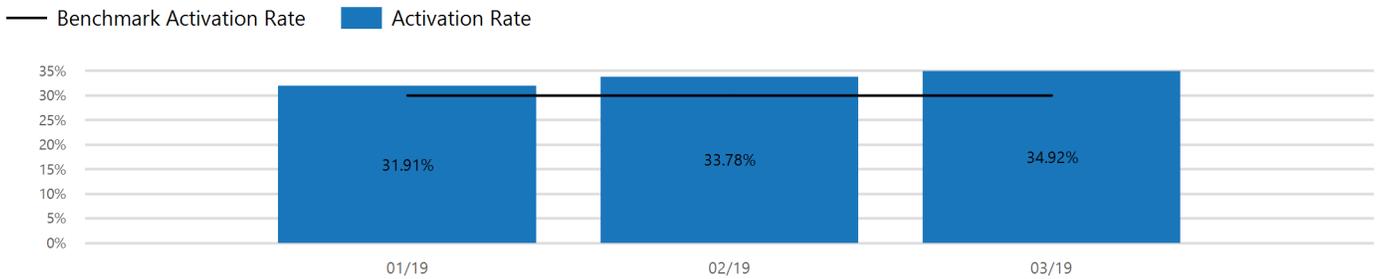
# PERFORMANCE REPORT

## Household Activations (Jan 2019 - Mar 2019)

### Monthly Activations

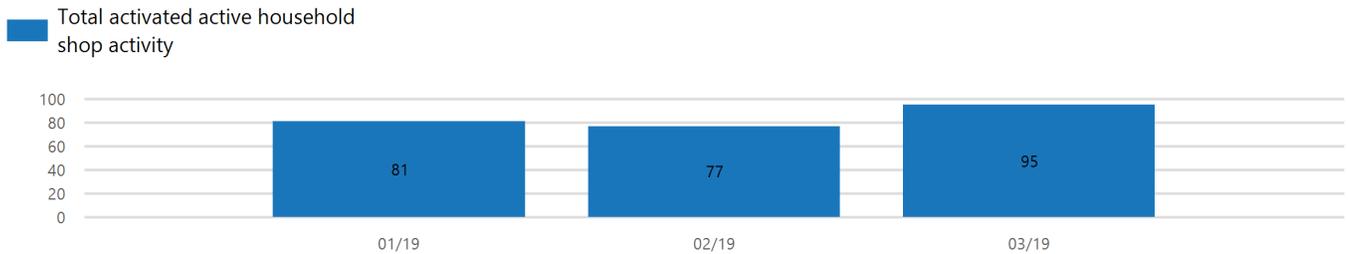


### Cumulative Activations

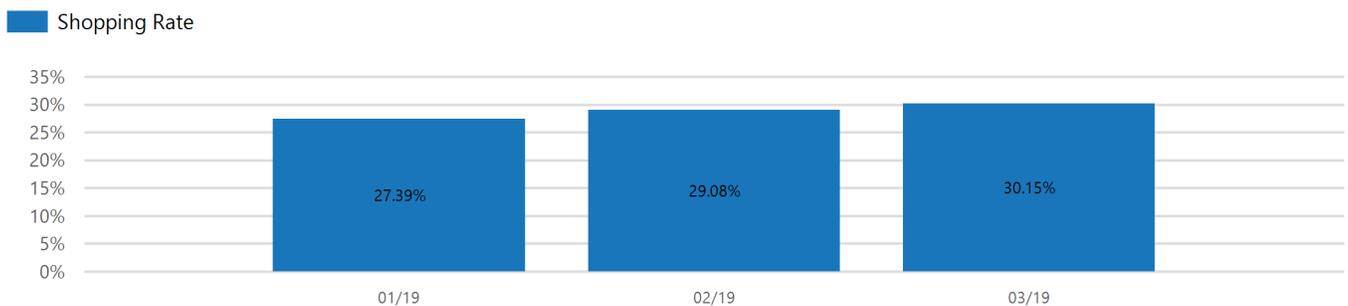


## Household Shopping (Jan 2019 - Mar 2019)

### Monthly Shopping



### Cumulative Shopping



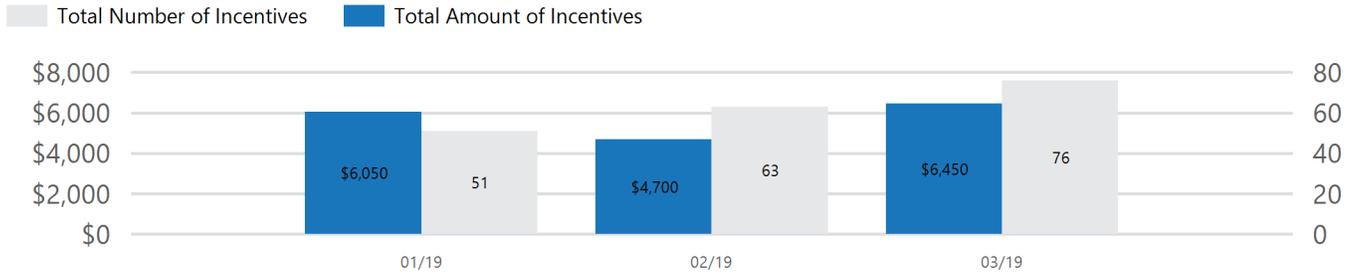


**Mar 2019**  
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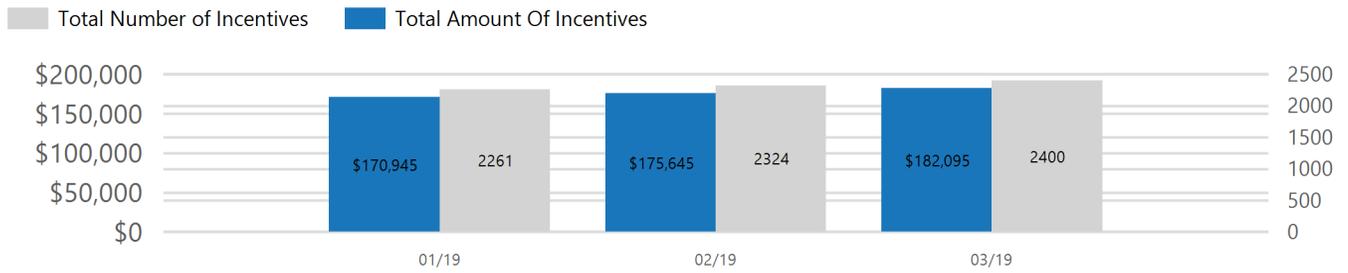
# PERFORMANCE REPORT

## Household Incentives (Jan 2019 - Mar 2019)

### Monthly Incentives

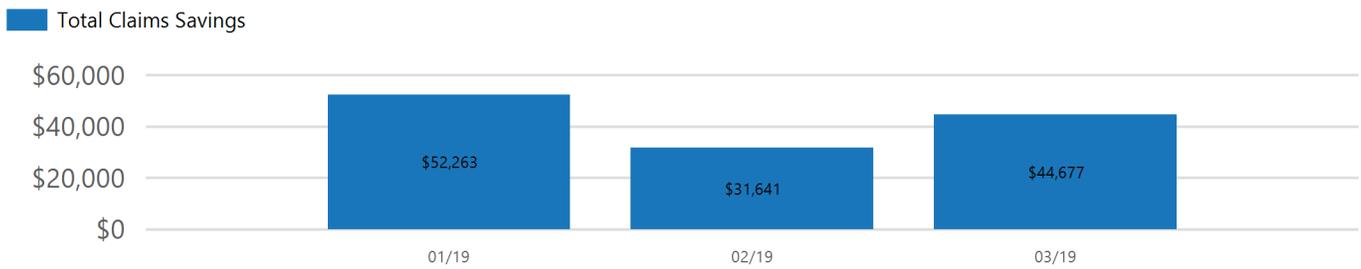


### Cumulative Incentives

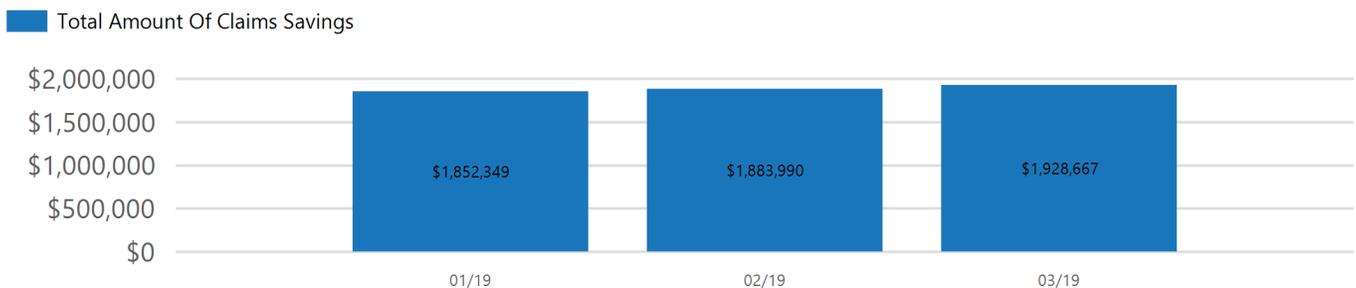


## Claims Savings (Jan 2019 - Mar 2019)

### Monthly Claims Savings



### Cumulative Claims Savings



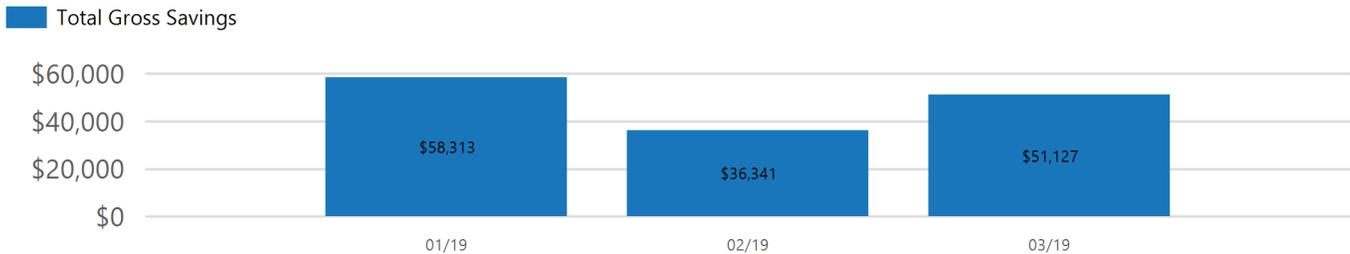


**Mar 2019**  
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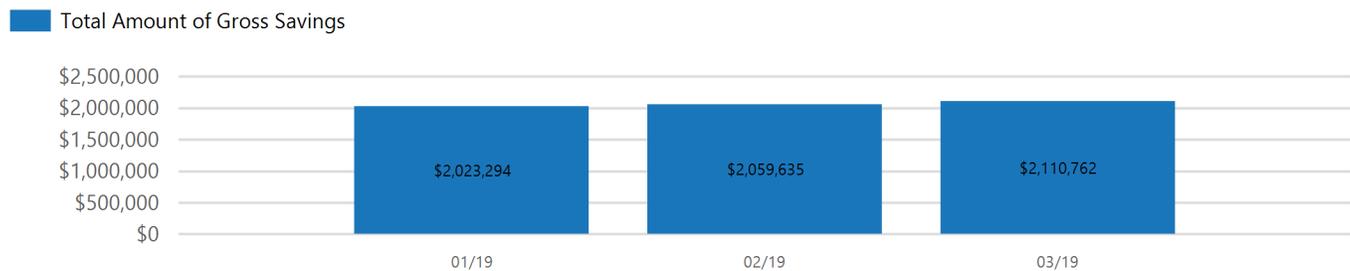
# PERFORMANCE REPORT

## Gross Savings (Jan 2019 - Mar 2019)

### Monthly Gross Savings

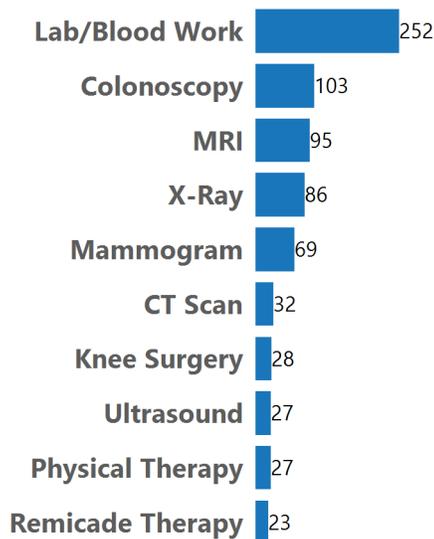


### Cumulative Gross Savings

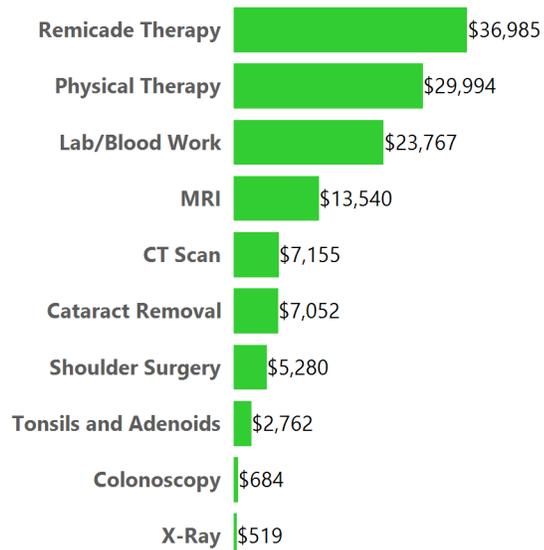


## Procedure Summary (Jan 2019 - Mar 2019)

### Total Shopping



### Total Savings



Mar 2019  
Report Date

## PERFORMANCE REPORT

## Cost-Effective Breakout By Procedure (Jan 2019 - Mar 2019)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Savings	Savings Per Case	BOB savings	Potential Savings
Back Surgery	0	6	0	0.00%	\$0	\$0	\$7,768	\$0
Bariatric Surgery	1	2	0	0.00%	\$0	\$0	\$5,487	\$5,487
Bladder Repair (Sling)	0	1	0	0.00%	\$0	\$0	\$1,320	\$0
Bone and Joint Imaging	5	4	0	0.00%	\$0	\$0	\$308	\$1,541
Bone Density	8	15	1	12.50%	\$159	\$159	\$61	\$427
Breast Biopsy	1	3	0	0.00%	\$0	\$0	\$1,831	\$1,831
Bronchoscopy	0	1	0	0.00%	\$0	\$0	(\$206)	\$0
Bunionectomy	0	1	0	0.00%	\$0	\$0	\$0	\$0
Carpal Tunnel	8	2	0	0.00%	\$0	\$0	\$1,419	\$11,350
Cataract Removal	10	8	4	40.00%	\$7,052	\$1,763	\$773	\$4,638
Colonoscopy	39	103	7	17.95%	\$684	\$98	\$744	\$23,794
CT Scan	96	32	6	6.25%	\$7,155	\$1,193	\$583	\$52,480
Hammertoe Correction	0	1	0	0.00%	\$0	\$0	(\$150)	\$0
Hernia Repair	6	20	0	0.00%	\$0	\$0	\$2,162	\$12,974
Hip Replacement	1	4	0	0.00%	\$0	\$0	(\$187)	(\$187)
Hysterectomy	0	1	0	0.00%	\$0	\$0	\$1,678	\$0
Knee Replacement	1	11	0	0.00%	\$0	\$0	\$4,159	\$4,159
Knee Surgery	5	28	0	0.00%	\$0	\$0	\$1,491	\$7,456
Lab/Blood Work	821	252	101	12.30%	\$23,767	\$235	\$217	\$156,318
Lithotripsy - Kidney Stones	1	1	0	0.00%	\$0	\$0	\$3,754	\$3,754
Mammogram	103	69	13	12.62%	\$439	\$34	\$129	\$11,591
MRI	97	95	19	19.59%	\$13,540	\$713	\$531	\$41,451
Physical Therapy	102	27	16	15.69%	\$29,994	\$1,875	\$1,713	\$147,315
Remicade Therapy	16	23	10	62.50%	\$36,985	\$3,699	\$5,109	\$30,656
Shoulder Surgery	2	1	0	0.00%	\$0	\$0	\$4,758	\$9,516
Sinus Surgery	1	1	0	0.00%	\$0	\$0	\$3,268	\$3,268
Spinal Fusion	0	1	0	0.00%	\$0	\$0	\$0	\$0
Ultrasound	138	27	3	2.17%	\$246	\$82	\$171	\$23,125
Upper GI	21	17	1	4.76%	\$0	\$0	\$789	\$15,782
X-Ray	336	86	6	1.79%	\$519	\$86	\$69	\$22,716
<b>Total</b>	<b>1,819</b>	<b>843</b>	<b>187</b>		<b>\$120,540</b>			<b>\$591,440</b>



**Mar 2019**  
Report Date

## PERFORMANCE REPORT

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Average Savings Per Shop Activity	Total Claim Savings Amount / Total activated active households that shopped
Book of Business Average Savings per Case	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Gross Savings	Sum Of Incentive Amounts and Claim Savings
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Incurred Claims	Total Count of claims
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings per Case)
Savings Per Case	Claim Savings/Incentives Paid
Shop Activity by Activated Households	How much shop activity for activated households
Shop Conversion Rate	Total activated active households receiving an incentive / Total activated active households that shopped
Shopping Activity	Total Count of Phone enquiries and Web Searches by households
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households
Success Rate	Incentives Paid/Incurred Claims

**Jan 2019**  
Report Date

**SMARTSHOPPER PERFORMANCE REPORT**

**EXECUTIVE SUMMARY**

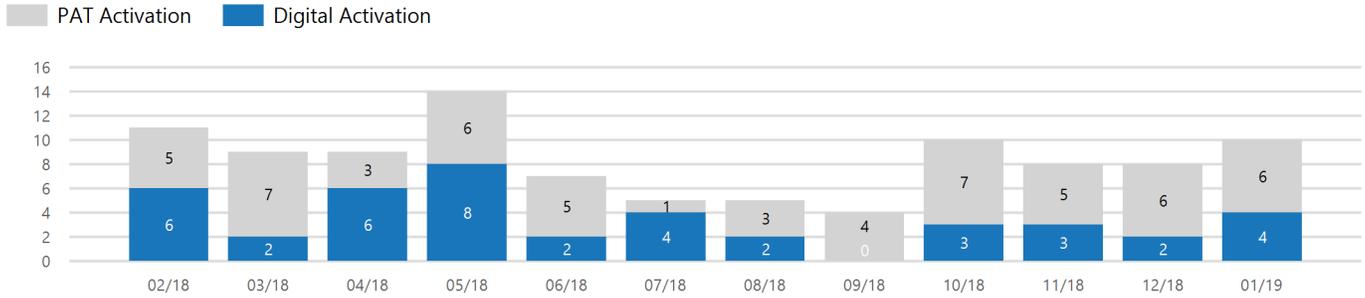
 <b>Eligible Population</b>	<p><b>2,916</b> Active Members</p>	<p><b>1,193</b> Active Households</p>
 <b>Activation</b> (Program to Date)  <p><b>129.63%</b> Performance Rate</p>	 <b>Shopping</b> (Program to Date)  <p><b>96.77%</b> Activated Shopping Rate</p>	 <b>Incentives Paid</b> (Program to Date)  <p><b>70.16%</b> Shop Conversion Rate</p>
<p><b>464</b> Households Activated</p> <p><b>30.0%</b> Target Benchmark</p> <p><b>38.89%</b> Activation Rate</p>	<p><b>449</b> Activated Households that shopped</p> <p><b>\$4,125.50</b> Average Savings per Shop Activity</p> <p><b>37.64%</b> Shopping Rate</p>	<p><b>6,150</b> Shop Activity by Activated Households</p> <div data-bbox="813 1194 1162 1472" style="border: 2px solid purple; padding: 5px;"> <p><b>Shopping By Gender</b></p> <p>Men <b>51%</b>      Women <b>49%</b></p> </div> <p><b>2,261</b> # Incentives Paid</p> <p><b>\$170,945</b> \$ Incentives Paid</p> <p><b>\$819</b> Average Savings Per Incentive</p>
 <b>Claims Savings</b> (Program to Date)	<p><b>\$2,019,494</b> Total Gross Savings</p>	<p><b>\$1,852,349</b> Total Claims Savings</p>
<p><b>Monthly Performance</b></p>	<p><b>\$57,663</b> Total Gross Savings</p> <p><b>\$52,263</b> Total Claims Savings</p>	<p><b>\$6,050</b> \$ Incentives Paid</p> <p><b>51</b> # Incentives Paid</p>

Jan 2019  
Report Date

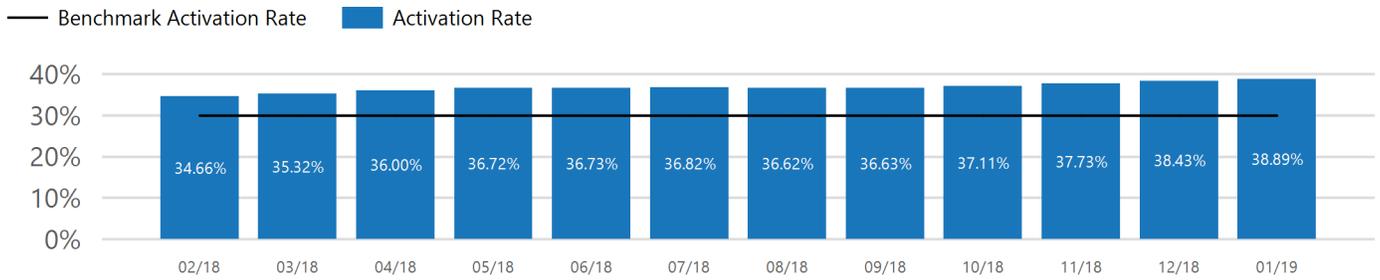
# SMARTSHOPPER PERFORMANCE REPORT

## Household Activations (Feb 2018 - Jan 2019)

### Monthly Activations

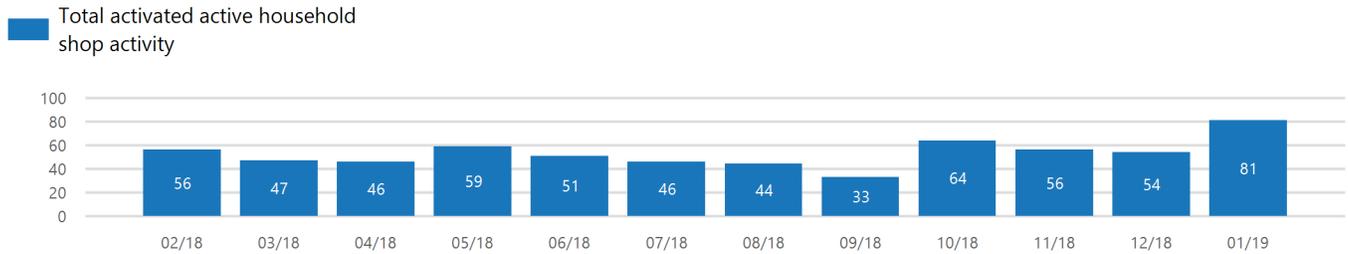


### Cumulative Activations

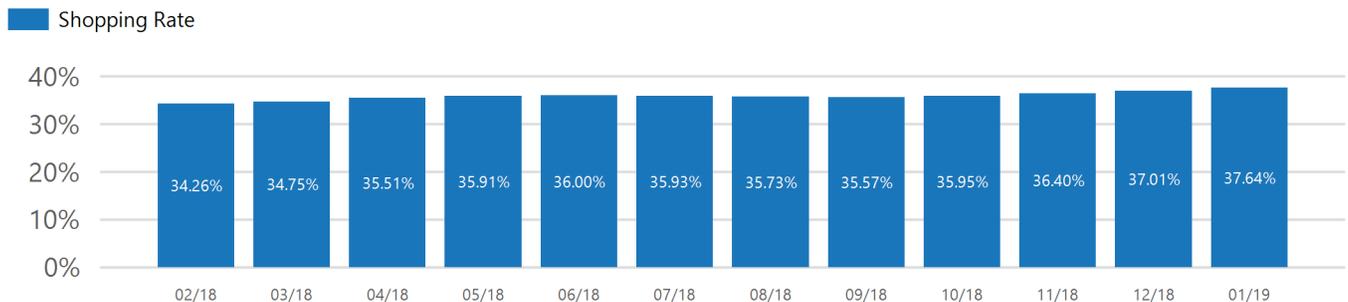


## Household Shopping (Feb 2018 - Jan 2019)

### Monthly Shopping



### Cumulative Shopping



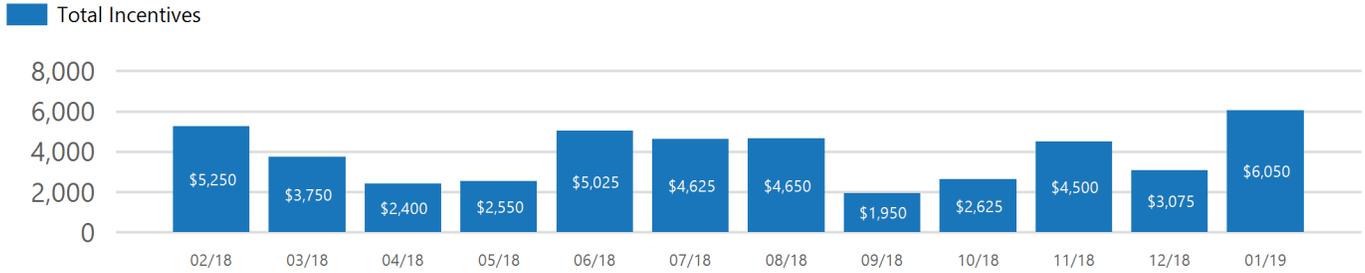


**Jan 2019**  
Report Date

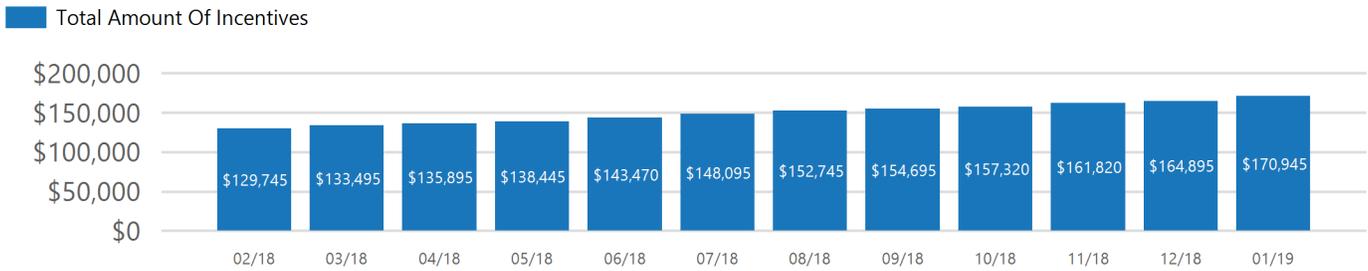
# SMARTSHOPPER PERFORMANCE REPORT

## Household Incentives (Feb 2018 - Jan 2019)

### Monthly Incentives

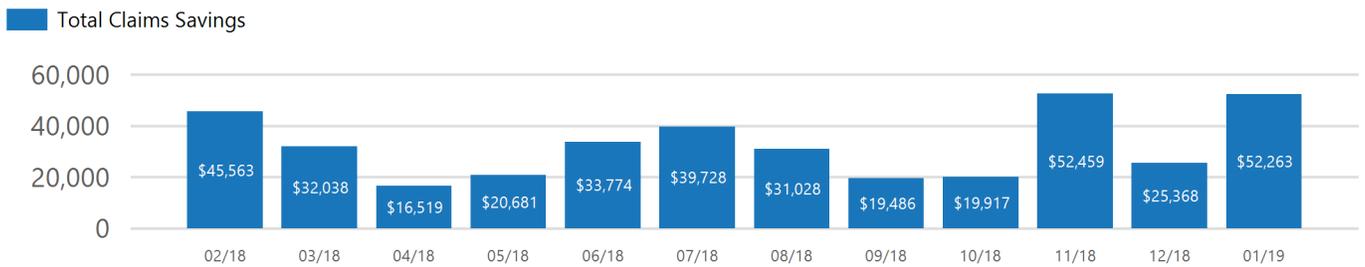


### Cumulative Incentives

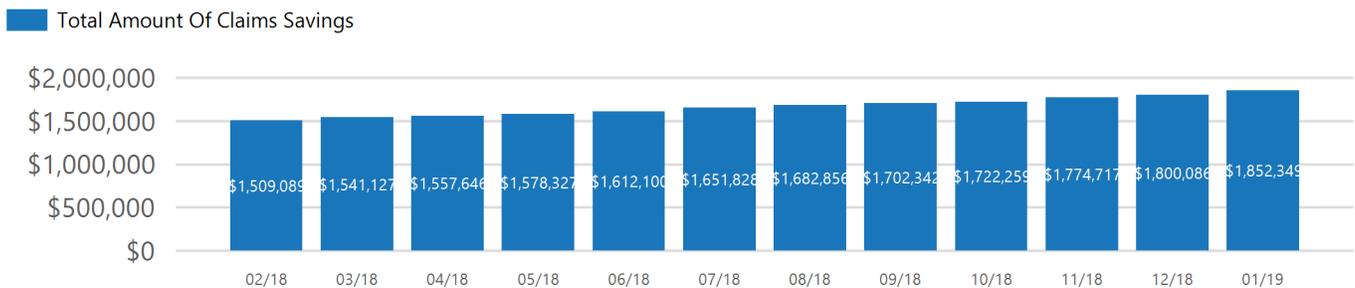


## Claims Savings (Feb 2018 - Jan 2019)

### Monthly Claims Savings



### Cumulative Claims Savings

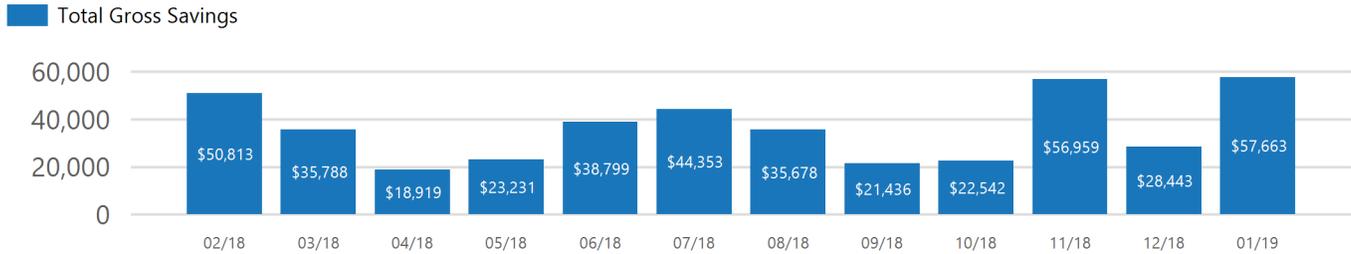


**Jan 2019**  
Report Date

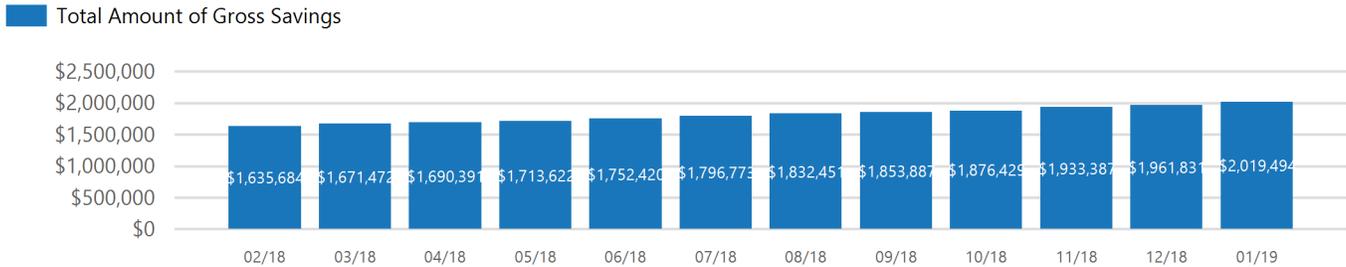
# SMARTSHOPPER PERFORMANCE REPORT

## Gross Savings (Feb 2018 - Jan 2019)

### Monthly Gross Savings

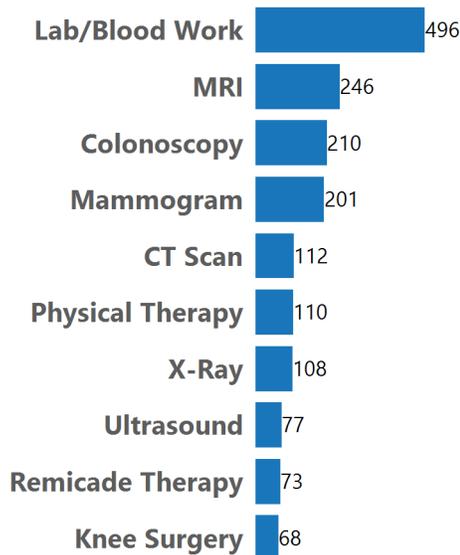


### Cumulative Gross Savings

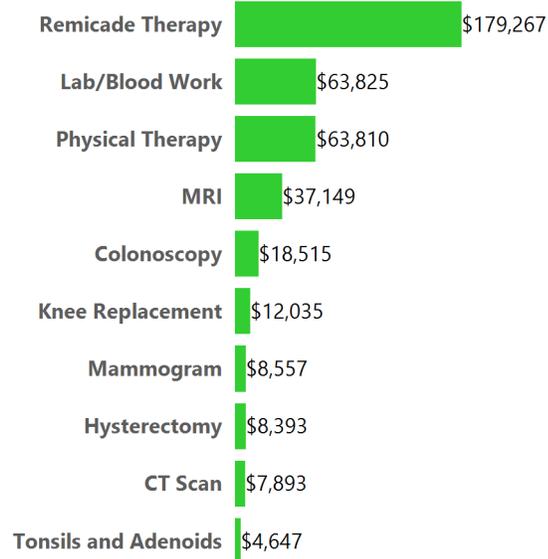


## Procedure Summary (Feb 2018 - Jan 2019)

### Total Shopping



### Total Savings





**Jan 2019**  
Report Date

**SMARTSHOPPER PERFORMANCE REPORT**

**Total Incentives By Procedure (Feb 2018 - Jan 2019)**

Procedure Name	Total Incentives Amount	Total Incentives
Bone and Joint Imaging	\$150	1
Bone Density	\$350	8
Cataract Removal	\$150	1
Colonoscopy	\$5,675	25
CT Scan	\$1,625	12
Ear Tubes	\$150	1
Hip Replacement	\$500	1
Hysterectomy	\$1,000	2
Knee Replacement	\$750	2
Knee Surgery	\$50	1
Lab/Blood Work	\$6,100	244
Mammogram	\$2,950	61
MRI	\$6,675	50
Physical Therapy	\$5,400	36
Remicade Therapy	\$14,000	28
Tonsils and Adenoids	\$300	2
Ultrasound	\$250	8
Upper GI	\$300	2
X-Ray	\$75	3

Metric Name	Definition
Activated Households that Shopped	How many activated households had shop activity
Activated Performance rate	Household Activation rate/[benchmark]
Activated Shopping Rate	Total activated household shop activity/Total activated households
Activation Rate	Total activated households/Total households
Active Households	Total count of households that are currently enrolled in the plan and eligible for SmartShopper
Active Members	Total count of members that are currently enrolled in the plan and eligible for SmartShopper
Average Savings per Shop	Total activated household claim savings amount/Total activated household shop activity
Claims	Number of claims possessed by Sapphire-Digital for Incentives
Claims Savings	Sum of the savings for each incentive paid (calculated as destination cost-actual cost-incentive paid)
Households Activated	How many households are activated
Households Registered	How many households are registered
\$ Incentives Paid	How much had the client/account received from incentive payments
# Incentives Paid	How many incentives had the client/account received
Incentives Paid	Number of incentives paid due to usage of a suggested cost effective provider
Shop Activity by Activated Households	How much shop activity for activated households



**Jan 2019**  
Report Date

## SMARTSHOPPER PERFORMANCE REPORT

Metric Name	Definition
Shopping Activity	Total count of phone inquiries and web searches by members and agents
Shopping Rate	Total activated household shop activity/Total households

Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$28,443	\$3,075	\$25,368	\$5,074	\$20,295	500 %	349 %	28
QTD	\$107,944	\$10,200	\$97,744	\$19,549	\$78,195	500 %	363 %	112
YTD	\$403,954	\$43,100	\$360,854	\$72,171	\$288,683	500 %	350 %	473

\* Net Savings = Gross Savings - Incentives Paid - Program Fees

\*\* Program ROI = Claims Savings / Program Fees

\*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,923	
Distinct Households*	1,196	
Distinct Household with Registered Member	377	
Distinct Households with Shoppable Claim	316	1,020
Distinct Households with Shopping Activity	52	243
Distinct Households with an Incentive Paid	27	182

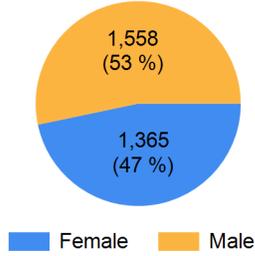
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	32%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	64%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	75%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$253.31	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$743.23	Claim Savings / Number of Incentives Paid

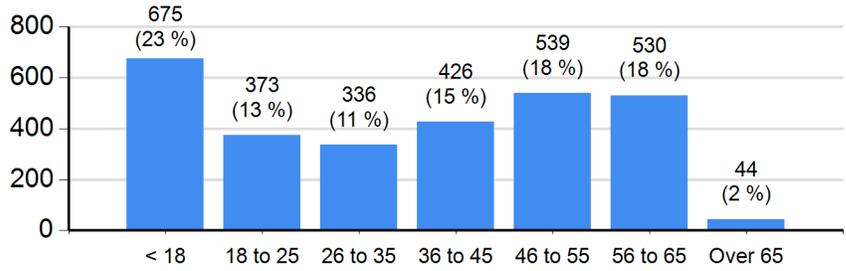
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

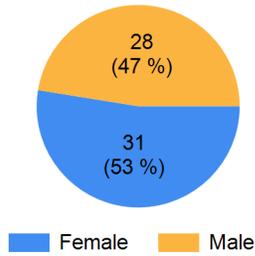
**Distinct Members by Gender**



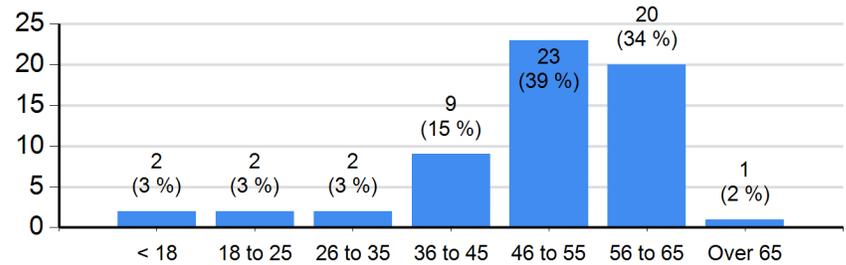
**Distinct Members by Age**



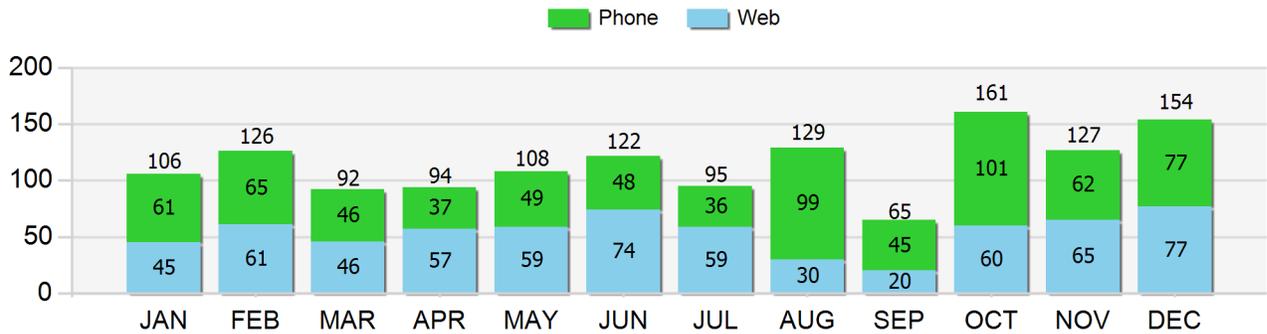
**Distinct Shoppers by Gender**



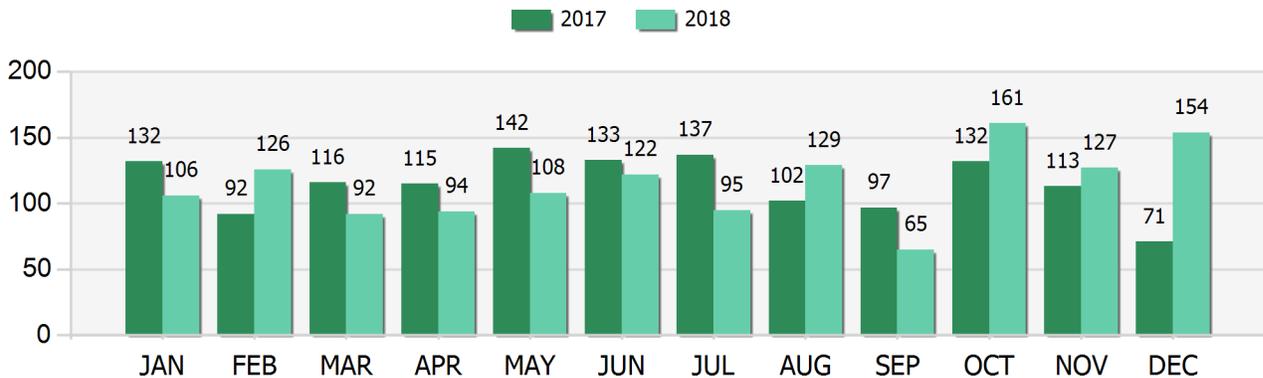
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for December 2018

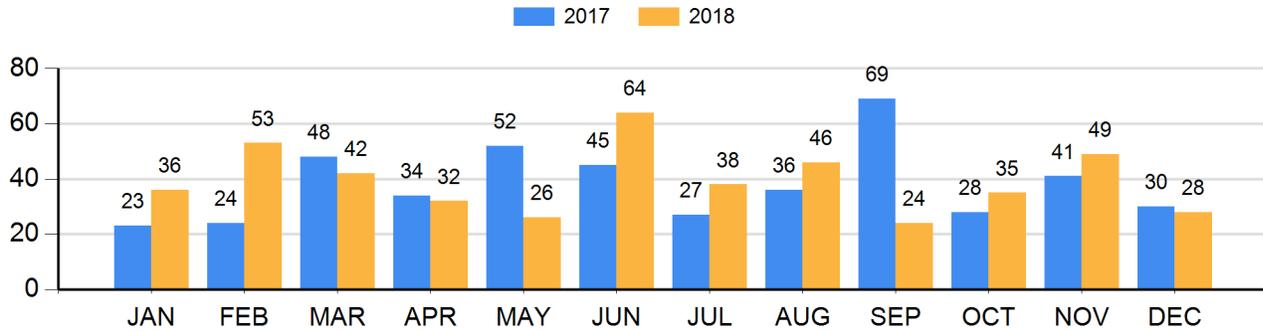
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	8	2	0	\$0	\$0	\$3,778	\$30,224
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	7	2	0	\$0	\$0	\$220	\$1,537
Bone Density	56	24	9	\$700	\$78	\$132	\$6,214
Breast Biopsy	15	2	0	\$0	\$0	\$838	\$12,568
Breast Lumpectomy	5	1	0	\$0	\$0	\$6,029	\$30,143
Bronchoscopy	1	0	0	\$0	\$0	(\$150)	(\$150)
Bunionectomy	2	12	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	9	0	0	\$0	\$0	\$1,847	\$16,624
Cataract Removal	24	8	0	\$0	\$0	\$1,939	\$46,535
Colonoscopy	158	150	25	\$18,515	\$741	\$972	\$129,292
CT Scan	348	95	11	\$7,266	\$661	\$681	\$229,381
Dilation & Curettage - D&C	2	2	0	\$0	\$0	\$0	\$0
Ear Tubes	11	1	1	(\$150)	(\$150)	\$745	\$7,449
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	13	3	0	\$0	\$0	\$2,434	\$31,639
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	11	9	0	\$0	\$0	\$1,626	\$17,883
Hysterectomy	9	8	2	\$8,393	\$4,196	(\$250)	(\$1,750)
Hysteroscopy	9	0	0	\$0	\$0	\$1,774	\$15,967
Knee Surgery	16	8	1	(\$50)	(\$50)	\$3,254	\$48,812
Lab/Blood Work	3,384	406	240	\$57,852	\$241	\$226	\$710,893
Lithotripsy - Kidney Stones	2	0	0	\$0	\$0	\$3,050	\$6,100
Mammogram	499	150	60	\$8,120	\$135	\$95	\$41,586
MRI	336	168	47	\$33,665	\$716	\$731	\$211,141
PET Scan	7	4	0	\$0	\$0	\$1,341	\$9,390
Physical Therapy	451	98	34	\$52,374	\$1,540	\$1,814	\$756,547
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	36	41	24	\$153,777	\$6,407	\$5,148	\$61,780
Shoulder Surgery	12	27	0	\$0	\$0	\$4,128	\$49,537
Sinus Surgery	26	6	0	\$0	\$0	\$4,439	\$115,418
Spinal Fusion	9	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	2	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	10	3	1	\$1,886	\$1,886	\$2,461	\$22,148
Tubal Ligation	7	1	0	\$0	\$0	\$0	\$0
Ultrasound	371	62	10	\$2,089	\$209	\$197	\$70,955
Upper GI	75	27	3	\$4,590	\$1,530	\$898	\$64,680
Urethra and Bladder Scope	32	1	0	\$0	\$0	\$4,863	\$155,616
Uterine Tissue Biopsy	20	0	0	\$0	\$0	\$0	\$0
X-Ray	1,232	54	2	\$292	\$146	\$61	\$75,554
<b>Totals</b>	<b>7,217</b>	<b>1,379</b>	<b>470</b>	<b>\$349,319</b>			<b>\$2,984,088</b>

Monthly Summary for December 2018

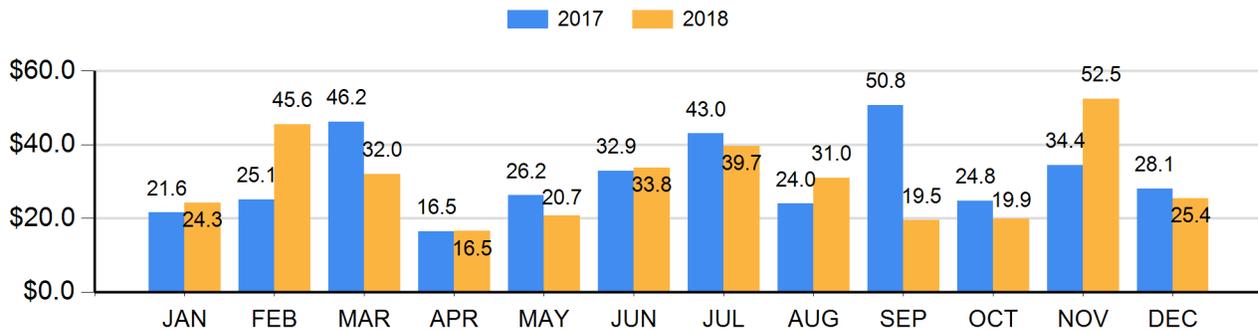
**Claims Activity By Service Measure Definitions**

**Claims:** Number of claims processed by Vitals for Incentives.  
**Shopping Activity:** Total count of phone inquiries and web searches by members and agents  
**Incentives Paid:** Number of incentives paid due to usage of a suggested cost effective provider  
**Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)  
**Average Savings per Case (Actual):** Claims Savings/Incentive Paid  
**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$56,959	\$4,500	\$52,459	\$10,492	\$41,967	500 %	380 %	49
QTD	\$79,500	\$7,125	\$72,375	\$14,475	\$57,900	500 %	368 %	84
YTD	\$375,510	\$40,025	\$335,485	\$67,097	\$268,388	500 %	351 %	445

\* Net Savings = Gross Savings - Incentives Paid - Program Fees

\*\* Program ROI = Claims Savings / Program Fees

\*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,938	
Distinct Households*	1,206	
Distinct Household with Registered Member	372	
Distinct Households with Shoppable Claim	385	1,032
Distinct Households with Shopping Activity	54	237
Distinct Households with an Incentive Paid	39	177

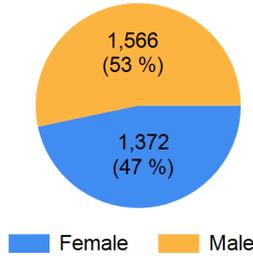
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	31%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	64%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	75%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$264.45	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$732.92	Claim Savings / Number of Incentives Paid

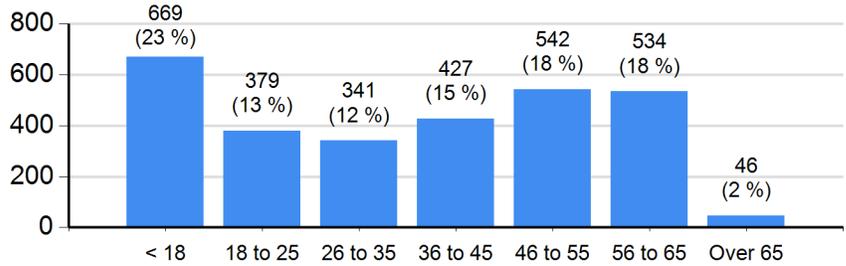
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

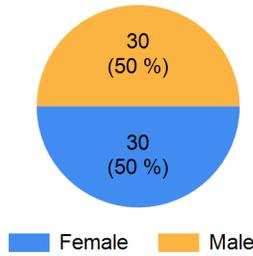
**Distinct Members by Gender**



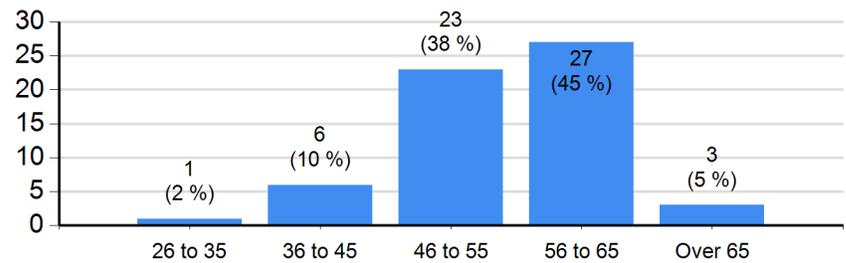
**Distinct Members by Age**



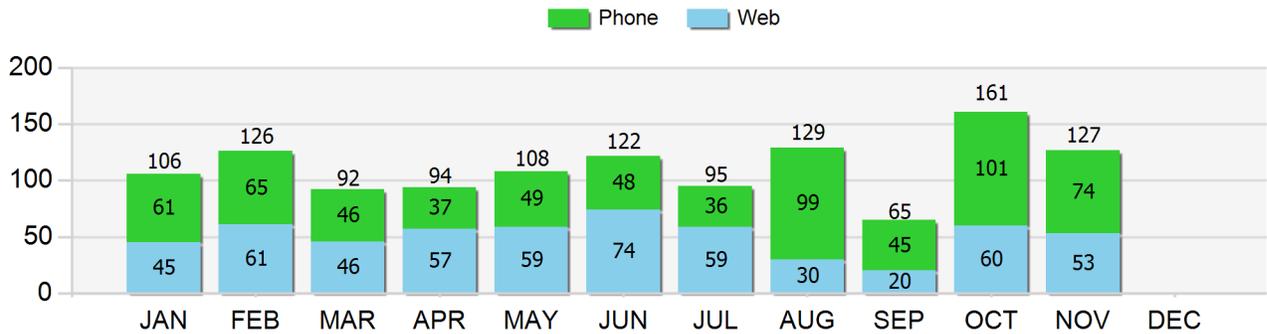
**Distinct Shoppers by Gender**



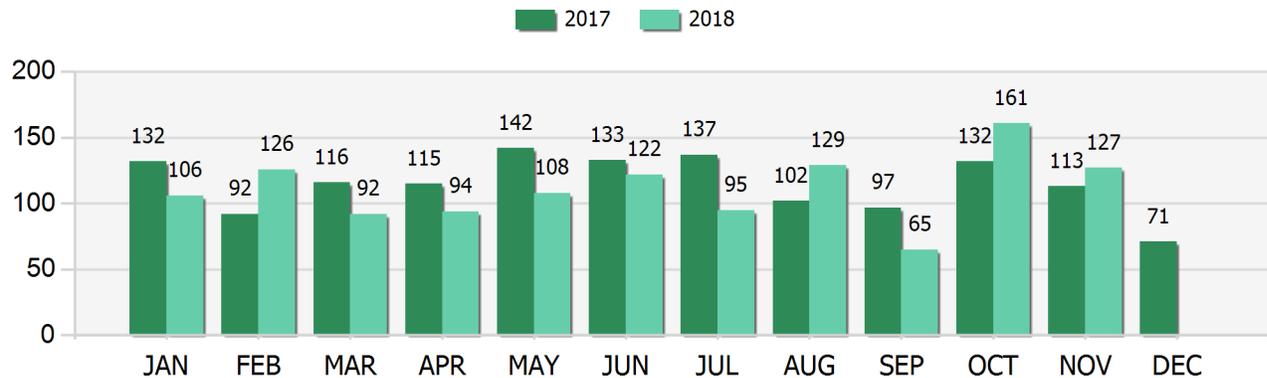
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for November 2018

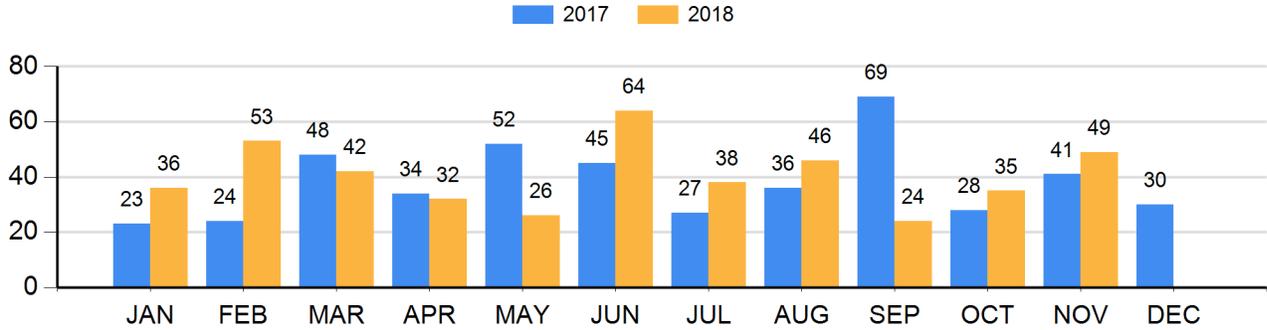
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	7	1	0	\$0	\$0	\$3,778	\$26,446
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	5	2	0	\$0	\$0	\$220	\$1,098
Bone Density	53	22	8	\$540	\$68	\$132	\$5,950
Breast Biopsy	15	2	0	\$0	\$0	\$838	\$12,568
Breast Lumpectomy	3	1	0	\$0	\$0	\$6,029	\$18,086
Bronchoscopy	1	0	0	\$0	\$0	(\$150)	(\$150)
Bunionectomy	2	9	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	6	0	0	\$0	\$0	\$1,847	\$11,083
Cataract Removal	21	6	0	\$0	\$0	\$1,939	\$40,718
Colonoscopy	144	138	22	\$18,390	\$836	\$972	\$118,599
CT Scan	323	67	9	\$6,140	\$682	\$681	\$213,726
Dilation & Curettage - D&C	2	2	0	\$0	\$0	\$0	\$0
Ear Tubes	10	1	1	(\$150)	(\$150)	\$745	\$6,704
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	13	3	0	\$0	\$0	\$2,434	\$31,639
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	9	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	8	8	2	\$8,393	\$4,196	(\$250)	(\$1,500)
Hysteroscopy	8	0	0	\$0	\$0	\$1,774	\$14,192
Knee Surgery	15	8	1	(\$50)	(\$50)	\$3,254	\$45,558
Lab/Blood Work	3,147	366	227	\$54,421	\$240	\$226	\$660,244
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	470	146	58	\$7,842	\$135	\$95	\$39,028
MRI	320	149	46	\$32,626	\$709	\$731	\$200,182
PET Scan	6	4	0	\$0	\$0	\$1,341	\$8,048
Physical Therapy	419	84	31	\$48,045	\$1,550	\$1,814	\$703,934
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	32	35	22	\$140,782	\$6,399	\$5,148	\$51,483
Shoulder Surgery	11	23	0	\$0	\$0	\$4,128	\$45,409
Sinus Surgery	25	6	0	\$0	\$0	\$4,439	\$110,979
Spinal Fusion	7	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	2	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	9	3	0	\$0	\$0	\$2,461	\$22,148
Tubal Ligation	7	1	0	\$0	\$0	\$0	\$0
Ultrasound	342	57	10	\$2,089	\$209	\$197	\$65,255
Upper GI	73	23	3	\$4,590	\$1,530	\$898	\$62,883
Urethra and Bladder Scope	28	1	0	\$0	\$0	\$4,863	\$136,164
Uterine Tissue Biopsy	19	0	0	\$0	\$0	\$0	\$0
X-Ray	1,130	44	2	\$292	\$146	\$61	\$69,288
<b>Totals</b>	<b>6,696</b>	<b>1,225</b>	<b>442</b>	<b>\$323,950</b>			<b>\$2,749,446</b>

Monthly Summary for November 2018

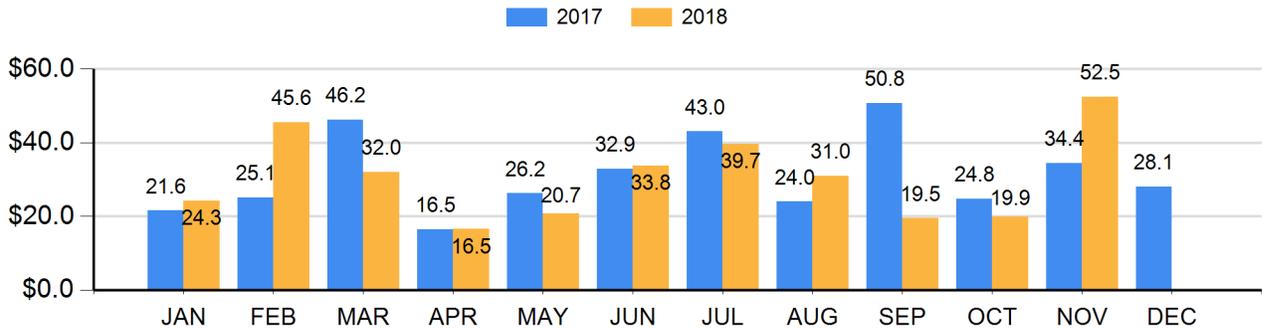
**Claims Activity By Service Measure Definitions**

**Claims:** Number of claims processed by Vitals for Incentives.  
**Shopping Activity:** Total count of phone inquiries and web searches by members and agents  
**Incentives Paid:** Number of incentives paid due to usage of a suggested cost effective provider  
**Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)  
**Average Savings per Case (Actual):** Claims Savings/Incentive Paid  
**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$22,542	\$2,625	\$19,917	\$3,983	\$15,933	500 %	341 %	35
QTD	\$22,542	\$2,625	\$19,917	\$3,983	\$15,933	500 %	341 %	35
YTD	\$318,552	\$35,525	\$283,027	\$56,605	\$226,422	500 %	346 %	396

\* Net Savings = Gross Savings - Incentives Paid - Program Fees

\*\* Program ROI = Claims Savings / Program Fees

\*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,943	
Distinct Households*	1,209	
Distinct Household with Registered Member	367	
Distinct Households with Shoppable Claim	317	1,025
Distinct Households with Shopping Activity	62	234
Distinct Households with an Incentive Paid	31	172

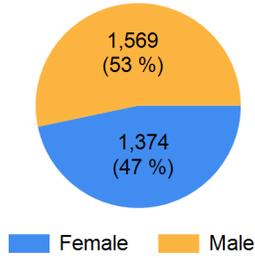
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	64%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	74%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$258.68	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$720.88	Claim Savings / Number of Incentives Paid

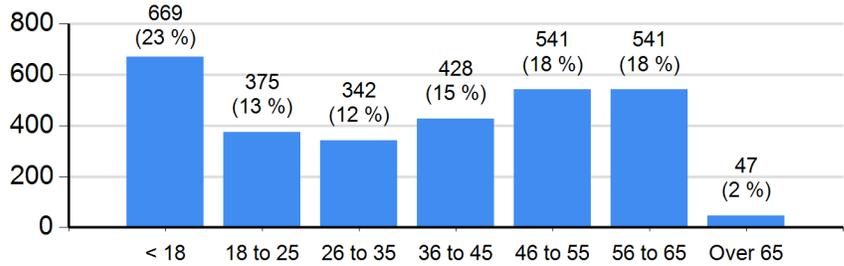
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

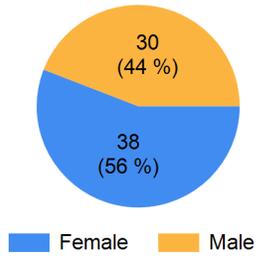
**Distinct Members by Gender**



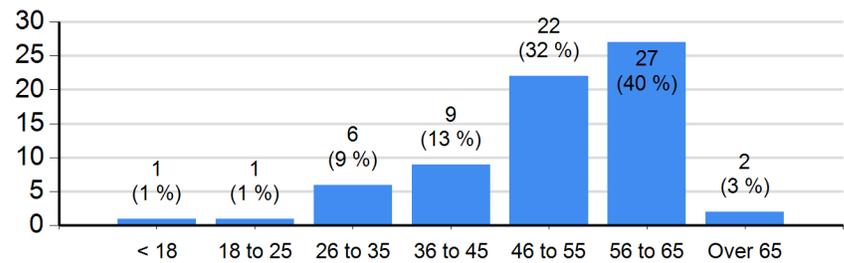
**Distinct Members by Age**



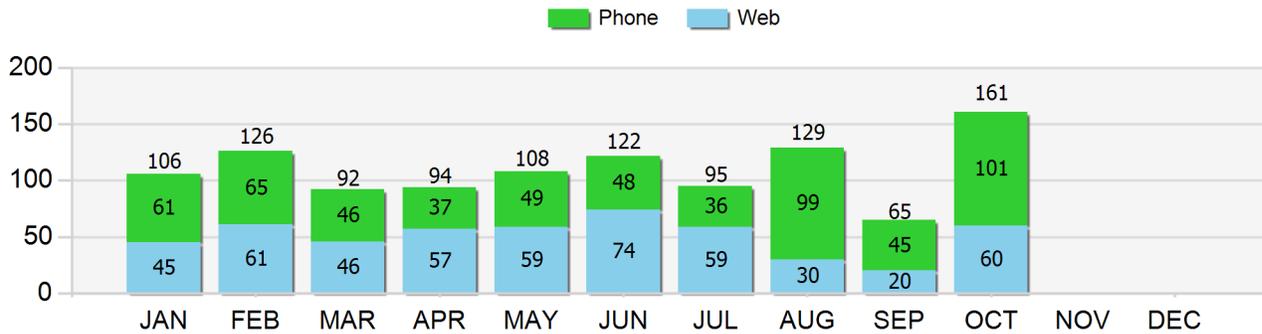
**Distinct Shoppers by Gender**



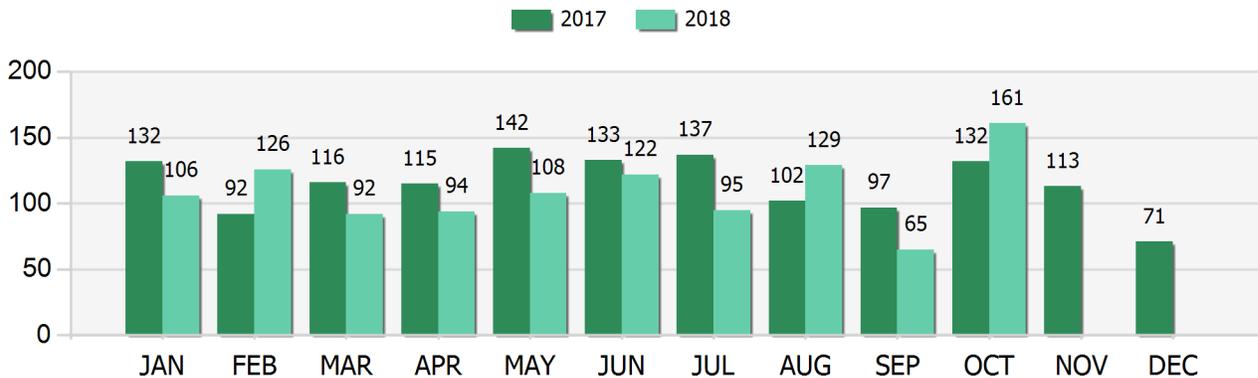
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for October 2018

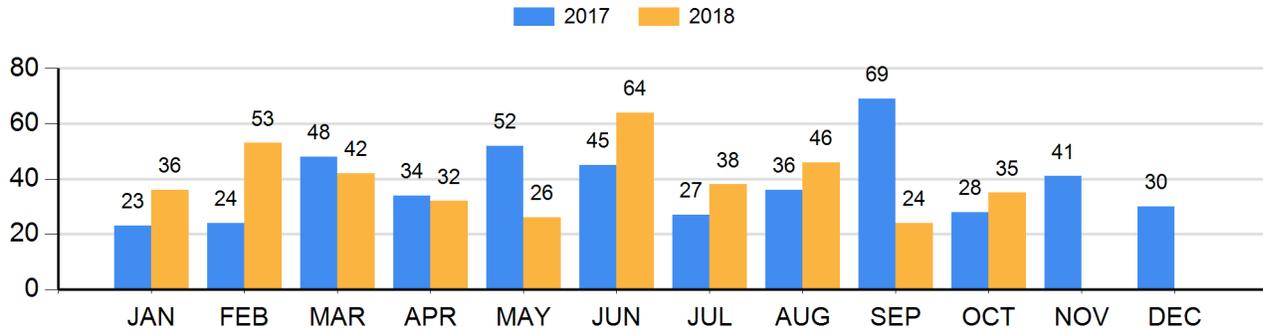
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	6	1	0	\$0	\$0	\$3,778	\$22,668
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	5	2	0	\$0	\$0	\$220	\$1,098
Bone Density	48	20	7	\$380	\$54	\$132	\$5,421
Breast Biopsy	12	2	0	\$0	\$0	\$838	\$10,054
Breast Lumpectomy	3	1	0	\$0	\$0	\$6,029	\$18,086
Bronchoscopy	1	0	0	\$0	\$0	(\$150)	(\$150)
Bunionectomy	2	9	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	6	0	0	\$0	\$0	\$1,847	\$11,083
Cataract Removal	18	1	0	\$0	\$0	\$1,939	\$34,901
Colonoscopy	128	114	20	\$17,705	\$885	\$972	\$104,989
CT Scan	293	61	7	\$4,885	\$698	\$681	\$194,668
Dilation & Curettage - D&C	2	2	0	\$0	\$0	\$0	\$0
Ear Tubes	7	1	1	(\$150)	(\$150)	\$745	\$4,469
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	13	3	0	\$0	\$0	\$2,434	\$31,639
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	8	8	2	\$8,393	\$4,196	(\$250)	(\$1,500)
Hysteroscopy	8	0	0	\$0	\$0	\$1,774	\$14,192
Knee Surgery	14	8	1	(\$50)	(\$50)	\$3,254	\$42,304
Lab/Blood Work	2,839	323	202	\$49,099	\$243	\$226	\$596,254
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	415	140	51	\$6,824	\$134	\$95	\$34,481
MRI	295	143	43	\$29,900	\$695	\$731	\$184,109
PET Scan	6	4	0	\$0	\$0	\$1,341	\$8,048
Physical Therapy	378	76	27	\$38,508	\$1,426	\$1,814	\$636,806
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	30	31	19	\$121,753	\$6,408	\$5,148	\$56,631
Shoulder Surgery	10	20	0	\$0	\$0	\$4,128	\$41,281
Sinus Surgery	23	6	0	\$0	\$0	\$4,439	\$102,101
Spinal Fusion	7	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	2	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	3	0	\$0	\$0	\$2,461	\$17,226
Tubal Ligation	7	1	0	\$0	\$0	\$0	\$0
Ultrasound	312	52	10	\$2,089	\$209	\$197	\$59,359
Upper GI	68	19	3	\$4,590	\$1,530	\$898	\$58,391
Urethra and Bladder Scope	28	1	0	\$0	\$0	\$4,863	\$136,164
Uterine Tissue Biopsy	17	0	0	\$0	\$0	\$0	\$0
X-Ray	1,040	34	1	\$100	\$100	\$61	\$63,821
<b>Totals</b>	<b>6,071</b>	<b>1,098</b>	<b>394</b>	<b>\$284,027</b>			<b>\$2,518,280</b>

Monthly Summary for October 2018

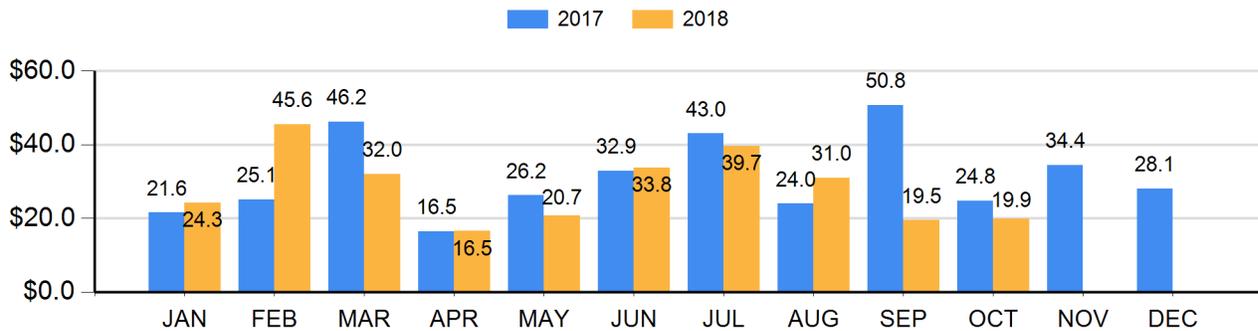
**Claims Activity By Service Measure Definitions**

**Claims:** Number of claims processed by Vitals for Incentives.  
**Shopping Activity:** Total count of phone inquiries and web searches by members and agents  
**Incentives Paid:** Number of incentives paid due to usage of a suggested cost effective provider  
**Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)  
**Average Savings per Case (Actual):** Claims Savings/Incentive Paid  
**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$21,436	\$1,950	\$19,486	\$3,897	\$15,589	500 %	367 %	24
QTD	\$101,467	\$11,225	\$90,242	\$18,048	\$72,193	500 %	347 %	108
YTD	\$296,010	\$32,900	\$263,110	\$52,622	\$210,488	500 %	346 %	361

\* Net Savings = Gross Savings - Incentives Paid - Program Fees

\*\* Program ROI = Claims Savings / Program Fees

\*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,962	
Distinct Households*	1,222	
Distinct Household with Registered Member	362	
Distinct Households with Shoppable Claim	316	1,037
Distinct Households with Shopping Activity	31	229
Distinct Households with an Incentive Paid	23	168

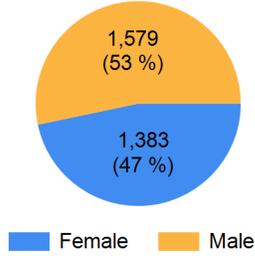
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	63%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	73%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$281.87	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$735.68	Claim Savings / Number of Incentives Paid

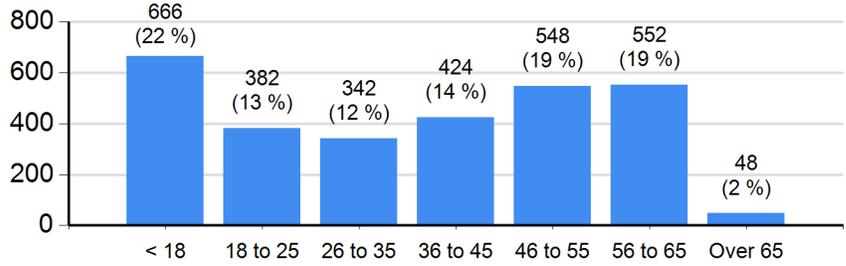
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

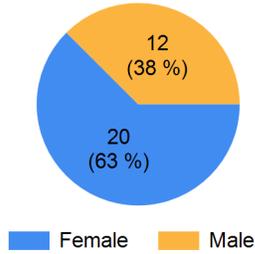
**Distinct Members by Gender**



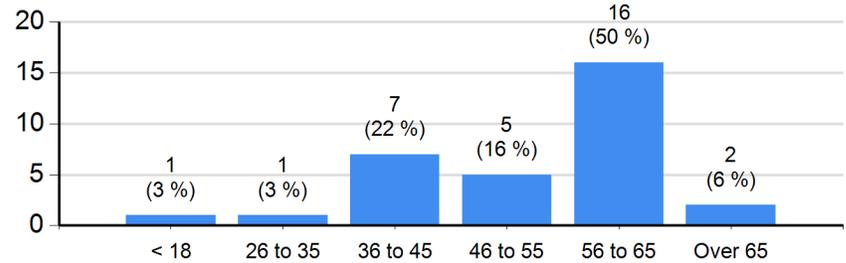
**Distinct Members by Age**



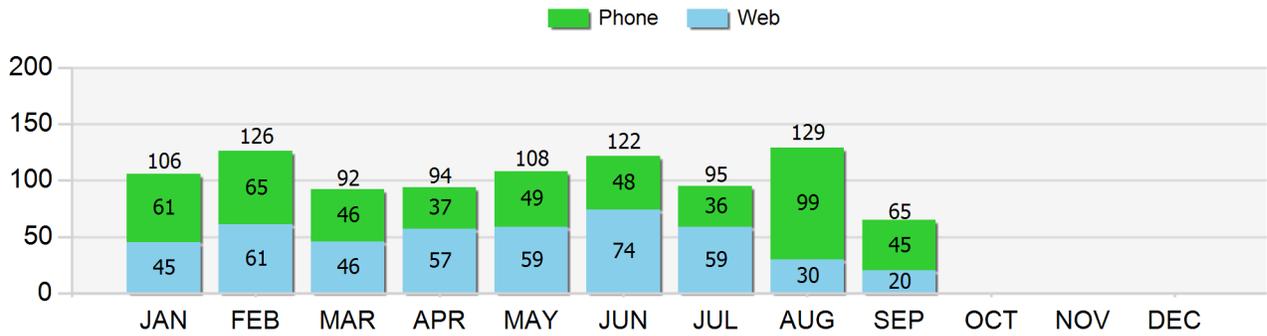
**Distinct Shoppers by Gender**



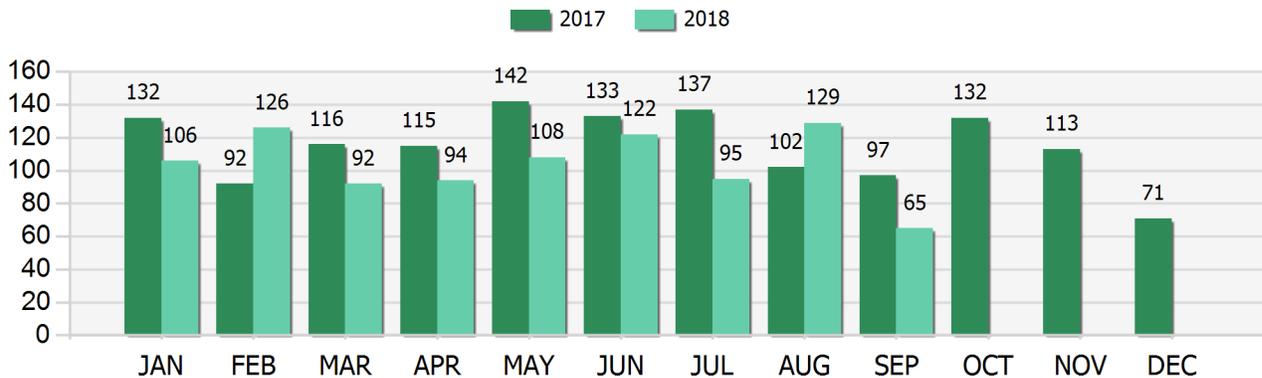
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for September 2018

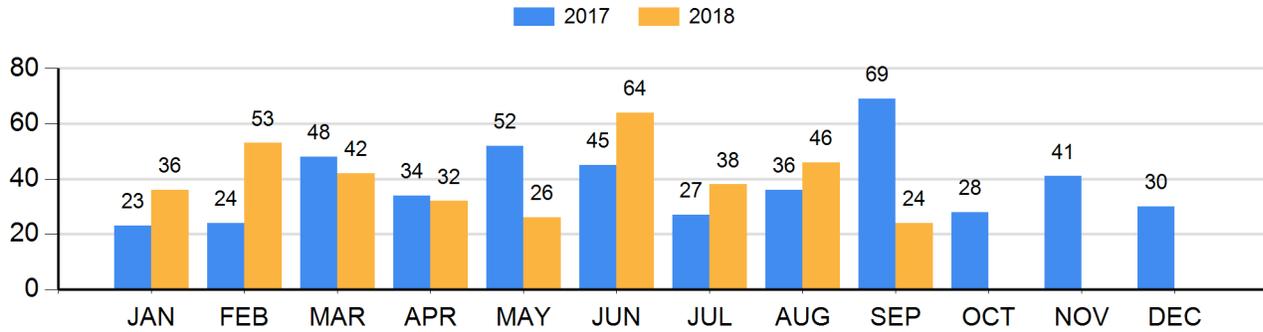
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	6	1	0	\$0	\$0	\$3,778	\$22,668
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	5	1	0	\$0	\$0	\$220	\$1,098
Bone Density	44	16	7	\$380	\$54	\$132	\$4,892
Breast Biopsy	10	1	0	\$0	\$0	\$838	\$8,379
Breast Lumpectomy	3	0	0	\$0	\$0	\$6,029	\$18,086
Bronchoscopy	1	0	0	\$0	\$0	(\$150)	(\$150)
Bunionectomy	2	6	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	6	0	0	\$0	\$0	\$1,847	\$11,083
Cataract Removal	17	1	0	\$0	\$0	\$1,939	\$32,962
Colonoscopy	117	101	19	\$16,664	\$877	\$972	\$95,268
CT Scan	273	54	6	\$3,228	\$538	\$681	\$181,735
Dilation & Curettage - D&C	2	0	0	\$0	\$0	\$0	\$0
Ear Tubes	7	1	1	(\$150)	(\$150)	\$745	\$4,469
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	12	3	0	\$0	\$0	\$2,434	\$29,205
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	8	6	2	\$8,393	\$4,196	(\$250)	(\$1,500)
Hysteroscopy	8	0	0	\$0	\$0	\$1,774	\$14,192
Knee Surgery	14	6	1	(\$50)	(\$50)	\$3,254	\$42,304
Lab/Blood Work	2,603	275	179	\$42,475	\$237	\$226	\$548,093
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	383	121	51	\$6,824	\$134	\$95	\$31,450
MRI	273	119	38	\$25,608	\$674	\$731	\$171,689
PET Scan	4	3	0	\$0	\$0	\$1,341	\$5,365
Physical Therapy	343	70	24	\$38,993	\$1,625	\$1,814	\$578,750
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	27	30	18	\$115,410	\$6,412	\$5,148	\$46,335
Shoulder Surgery	9	19	0	\$0	\$0	\$4,128	\$37,153
Sinus Surgery	20	3	0	\$0	\$0	\$4,439	\$88,783
Spinal Fusion	6	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	2	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	0	0	\$0	\$0	\$2,461	\$17,226
Tubal Ligation	7	1	0	\$0	\$0	\$0	\$0
Ultrasound	294	44	9	\$1,644	\$183	\$197	\$56,017
Upper GI	61	19	3	\$4,590	\$1,530	\$898	\$52,103
Urethra and Bladder Scope	27	1	0	\$0	\$0	\$4,863	\$131,301
Uterine Tissue Biopsy	17	0	0	\$0	\$0	\$0	\$0
X-Ray	972	23	1	\$100	\$100	\$61	\$59,644
<b>Totals</b>	<b>5,603</b>	<b>937</b>	<b>359</b>	<b>\$264,110</b>			<b>\$2,318,285</b>

Monthly Summary for September 2018

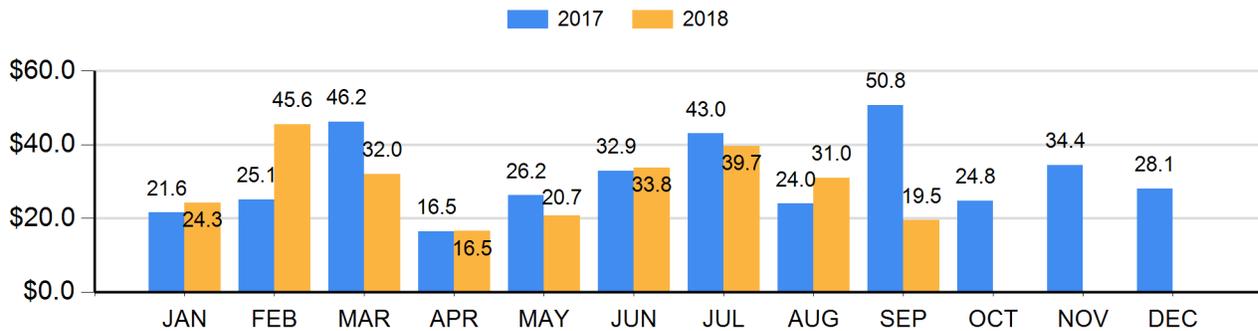
**Claims Activity By Service Measure Definitions**

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**Shopping Activity:** Total count of phone inquiries and web searches by members and agents  
**Incentives Paid:** Number of incentives paid due to usage of a suggested cost effective provider  
**Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)  
**Average Savings per Case (Actual):** Claims Savings/Incentive Paid  
**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$35,678	\$4,650	\$31,028	\$6,206	\$24,822	500 %	329 %	46
QTD	\$80,030	\$9,275	\$70,755	\$14,151	\$56,604	500 %	342 %	84
YTD	\$274,574	\$30,950	\$243,624	\$48,725	\$194,899	500 %	345 %	337

\* Net Savings = Gross Savings - Incentives Paid - Program Fees

\*\* Program ROI = Claims Savings / Program Fees

\*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,998	
Distinct Households*	1,236	
Distinct Household with Registered Member	365	
Distinct Households with Shoppable Claim	682	1,039
Distinct Households with Shopping Activity	42	236
Distinct Households with an Incentive Paid	38	172

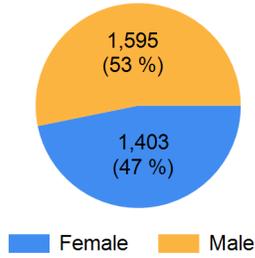
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	65%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	73%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$280.53	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$730.22	Claim Savings / Number of Incentives Paid

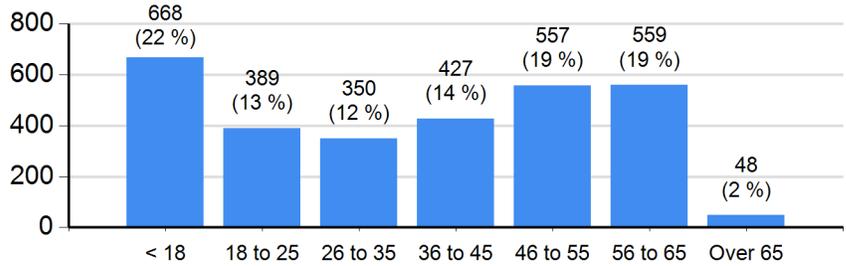
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

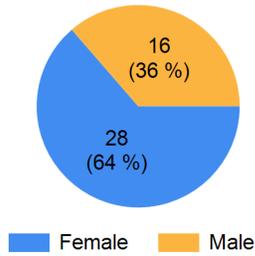
**Distinct Members by Gender**



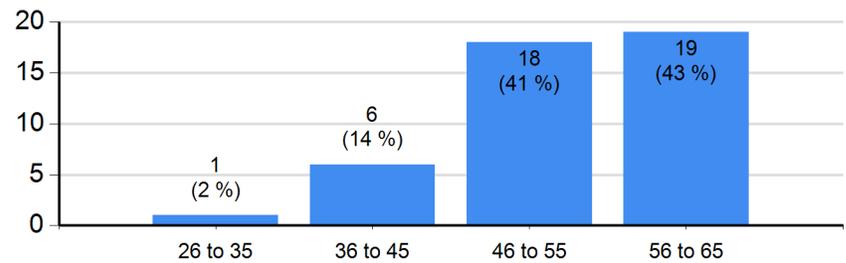
**Distinct Members by Age**



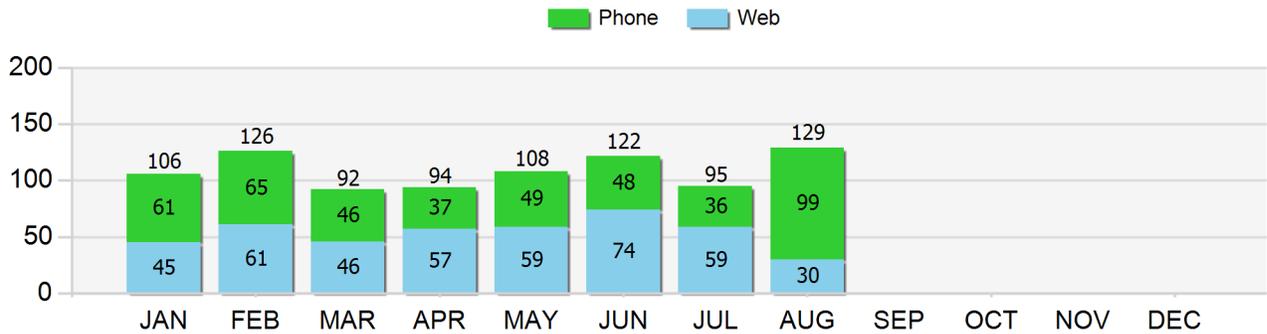
**Distinct Shoppers by Gender**



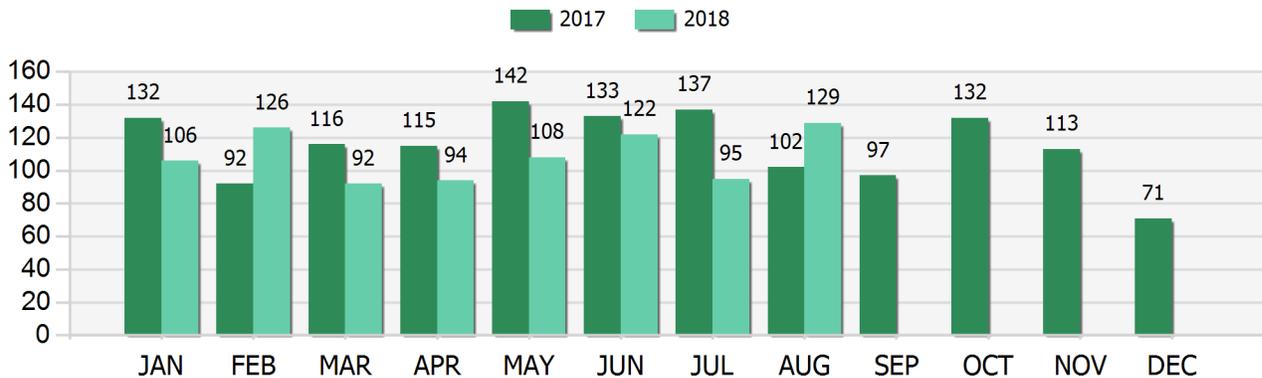
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for August 2018

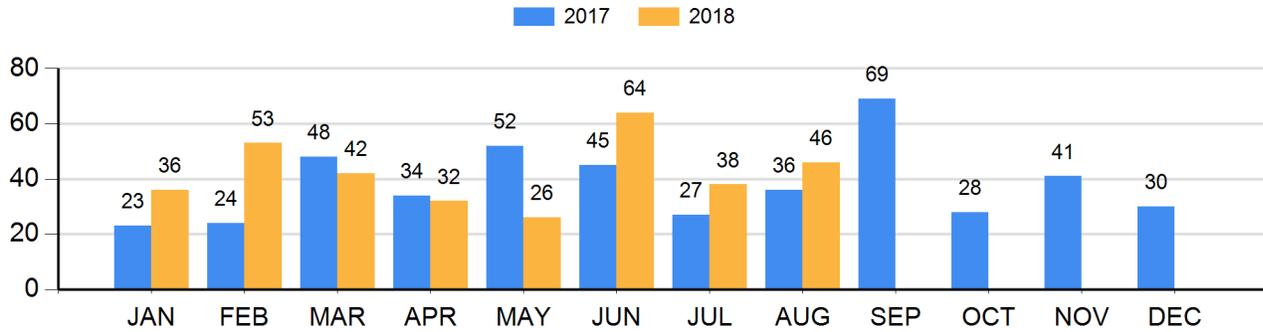
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	6	0	0	\$0	\$0	\$3,778	\$22,668
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	5	1	0	\$0	\$0	\$220	\$1,098
Bone Density	39	16	7	\$380	\$54	\$132	\$4,231
Breast Biopsy	10	1	0	\$0	\$0	\$838	\$8,379
Breast Lumpectomy	3	0	0	\$0	\$0	\$6,029	\$18,086
Bronchoscopy	1	0	0	\$0	\$0	(\$150)	(\$150)
Bunionectomy	2	5	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	6	0	0	\$0	\$0	\$1,847	\$11,083
Cataract Removal	15	1	0	\$0	\$0	\$1,939	\$29,084
Colonoscopy	103	96	18	\$15,931	\$885	\$972	\$82,630
CT Scan	251	41	6	\$3,228	\$538	\$681	\$166,761
Dilation & Curettage - D&C	2	0	0	\$0	\$0	\$0	\$0
Ear Tubes	7	1	1	(\$150)	(\$150)	\$745	\$4,469
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	11	3	0	\$0	\$0	\$2,434	\$26,771
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	7	6	2	\$8,393	\$4,196	(\$250)	(\$1,250)
Hysteroscopy	8	0	0	\$0	\$0	\$1,774	\$14,192
Knee Surgery	13	6	1	(\$50)	(\$50)	\$3,254	\$39,050
Lab/Blood Work	2,377	258	168	\$39,620	\$236	\$226	\$499,479
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	356	120	47	\$6,437	\$137	\$95	\$29,271
MRI	251	106	36	\$23,648	\$657	\$731	\$157,077
PET Scan	4	3	0	\$0	\$0	\$1,341	\$5,365
Physical Therapy	305	63	20	\$32,040	\$1,602	\$1,814	\$517,065
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	25	30	17	\$109,067	\$6,416	\$5,148	\$41,187
Shoulder Surgery	7	19	0	\$0	\$0	\$4,128	\$28,897
Sinus Surgery	18	0	0	\$0	\$0	\$4,439	\$79,905
Spinal Fusion	6	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	2	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	0	0	\$0	\$0	\$2,461	\$17,226
Tubal Ligation	5	1	0	\$0	\$0	\$0	\$0
Ultrasound	270	44	8	\$1,390	\$174	\$197	\$51,496
Upper GI	59	19	3	\$4,590	\$1,530	\$898	\$50,306
Urethra and Bladder Scope	23	0	0	\$0	\$0	\$4,863	\$111,849
Uterine Tissue Biopsy	17	0	0	\$0	\$0	\$0	\$0
X-Ray	912	20	1	\$100	\$100	\$61	\$55,959
<b>Totals</b>	<b>5,146</b>	<b>872</b>	<b>335</b>	<b>\$244,624</b>			<b>\$2,101,869</b>

Monthly Summary for August 2018

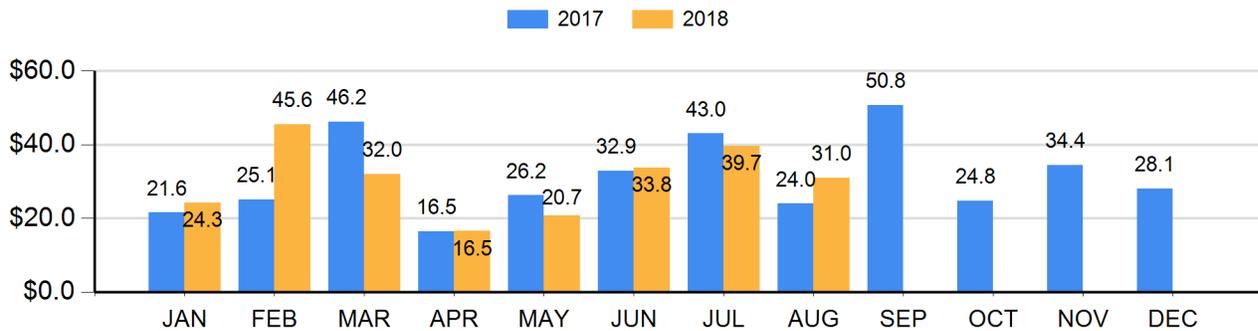
**Claims Activity By Service Measure Definitions**

**Claims:** Number of claims processed by Vitals for Incentives.  
**Shopping Activity:** Total count of phone inquiries and web searches by members and agents  
**Incentives Paid:** Number of incentives paid due to usage of a suggested cost effective provider  
**Claims Savings:** Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)  
**Average Savings per Case (Actual):** Claims Savings/Incentive Paid  
**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$44,353	\$4,625	\$39,728	\$7,946	\$31,782	500 %	353 %	38
QTD	\$44,353	\$4,625	\$39,728	\$7,946	\$31,782	500 %	353 %	38
YTD	\$238,896	\$26,300	\$212,596	\$42,519	\$170,077	500 %	347 %	291

\* Net Savings = Gross Savings - Incentives Paid - Program Fees  
 \*\* Program ROI = Claims Savings / Program Fees  
 \*\*\* Financial ROI = Gross Savings / (Incentives Paid + Program Fees)

Population Summary		
Description	Month	Last 12 Months
Distinct Members	2,997	
Distinct Households*	1,232	
Distinct Household with Registered Member	365	
Distinct Households with Shoppable Claim	337	1,017
Distinct Households with Shopping Activity	44	239
Distinct Households with an Incentive Paid	32	174

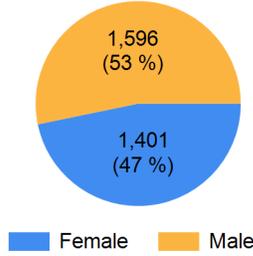
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	65%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	73%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$286.80	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$734.81	Claim Savings / Number of Incentives Paid

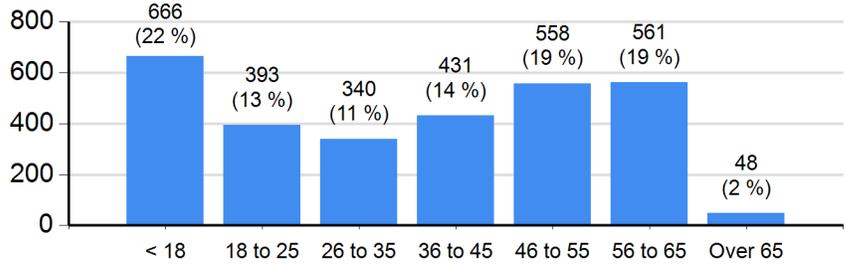
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

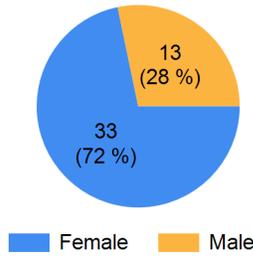
**Distinct Members by Gender**



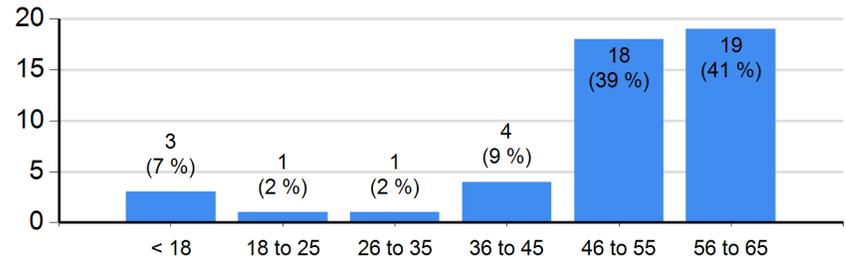
**Distinct Members by Age**



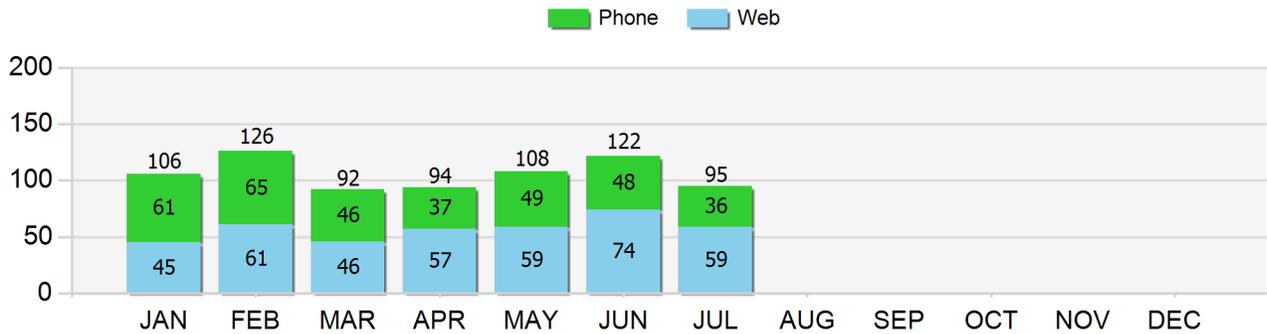
**Distinct Shoppers by Gender**



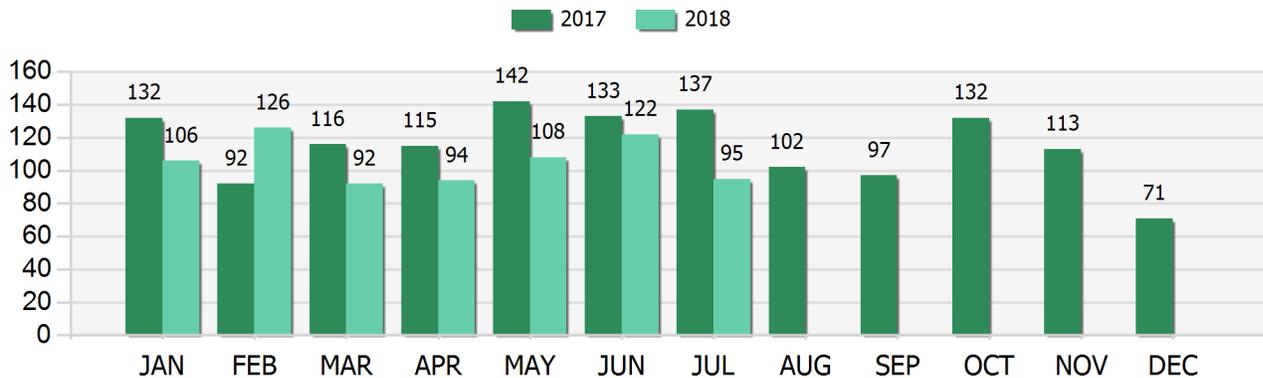
**Distinct Shoppers by Age**



**Number of Shopping Activities By Month This Year**



**Number of Shopping Activities By Month Year Over Year**



**Claims Activity By Service (All Numbers are Total Year-to-Date)**

Monthly Summary for July 2018

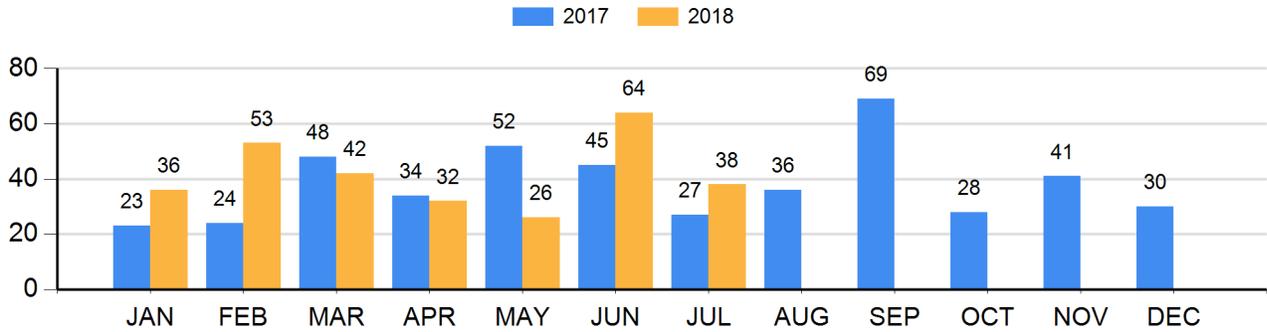
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	4	0	0	\$0	\$0	\$3,778	\$15,112
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	5	1	0	\$0	\$0	\$220	\$1,098
Bone Density	34	13	7	\$380	\$54	\$132	\$3,570
Breast Biopsy	6	1	0	\$0	\$0	\$838	\$5,027
Breast Lumpectomy	2	0	0	\$0	\$0	\$6,029	\$12,057
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	2	5	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	5	0	0	\$0	\$0	\$1,847	\$9,236
Cataract Removal	9	1	0	\$0	\$0	\$1,939	\$17,450
Colonoscopy	93	84	16	\$13,608	\$851	\$972	\$74,854
CT Scan	154	39	5	\$3,378	\$676	\$681	\$101,418
Dilation & Curettage - D&C	1	0	0	\$0	\$0	\$0	\$0
Ear Tubes	1	1	1	(\$150)	(\$150)	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	10	3	0	\$0	\$0	\$2,434	\$24,337
Hammertoe Correction	1	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	5	6	2	\$8,393	\$4,196	(\$250)	(\$750)
Hysteroscopy	7	0	0	\$0	\$0	\$1,774	\$12,418
Knee Surgery	13	6	1	(\$50)	(\$50)	\$3,254	\$39,050
Lab/Blood Work	1,831	230	146	\$34,849	\$239	\$226	\$380,997
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	305	81	43	\$6,271	\$146	\$95	\$24,819
MRI	201	96	31	\$20,996	\$677	\$731	\$124,201
PET Scan	4	2	0	\$0	\$0	\$1,341	\$5,365
Physical Therapy	225	62	16	\$30,068	\$1,879	\$1,814	\$379,181
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	20	26	14	\$89,729	\$6,409	\$5,148	\$30,890
Shoulder Surgery	6	18	0	\$0	\$0	\$4,128	\$24,769
Sinus Surgery	12	0	0	\$0	\$0	\$4,439	\$53,270
Spinal Fusion	2	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	4	0	0	\$0	\$0	\$2,461	\$9,844
Tubal Ligation	1	1	0	\$0	\$0	\$0	\$0
Ultrasound	126	21	5	\$1,033	\$207	\$197	\$23,783
Upper GI	53	14	3	\$4,590	\$1,530	\$898	\$44,916
Urethra and Bladder Scope	22	0	0	\$0	\$0	\$4,863	\$106,986
Uterine Tissue Biopsy	3	0	0	\$0	\$0	\$0	\$0
X-Ray	212	20	0	\$0	\$0	\$61	\$13,022
<b>Totals</b>	<b>3,391</b>	<b>743</b>	<b>290</b>	<b>\$213,096</b>			<b>\$1,566,603</b>

Monthly Summary for July 2018

**Claims Activity By Service Measure Definitions**

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**Number of Monthly Incentives Paid Year Over Year**



**Monthly Claims Savings Year Over Year (\$000s)**

