

Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$38,799	\$5,025	\$33,774	\$6,755	\$27,019	500 %	329 %	64
QTD	\$80,949	\$9,975	\$70,974	\$14,195	\$56,779	500 %	335 %	122
YTD	\$194,543	\$21,675	\$172,868	\$34,574	\$138,295	500 %	346 %	253

\* 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	3,003	
Distinct Households*	1,233	
Distinct Household with Registered Member	366	
Distinct Households with Shoppable Claim	358	1,015
Distinct Households with Shopping Activity	49	240
Distinct Households with an Incentive Paid	50	169

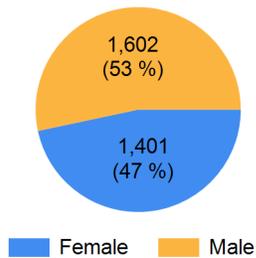
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	66%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	70%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$267.54	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$687.97	Claim Savings / Number of Incentives Paid

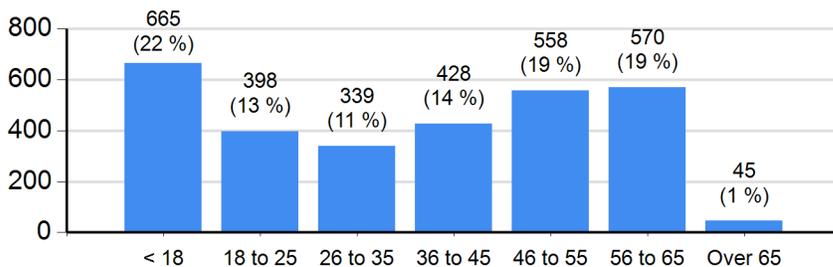
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

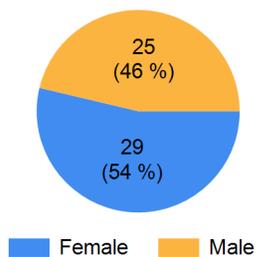
**Distinct Members by Gender**



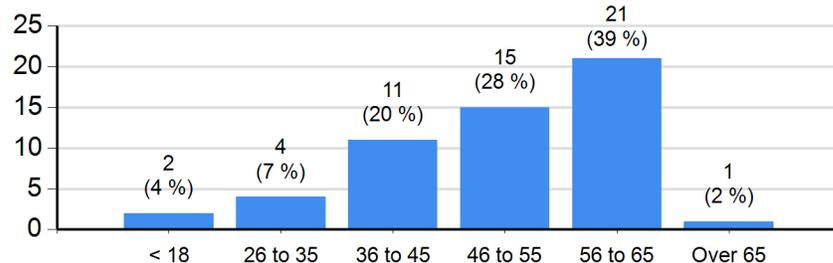
**Distinct Members by Age**



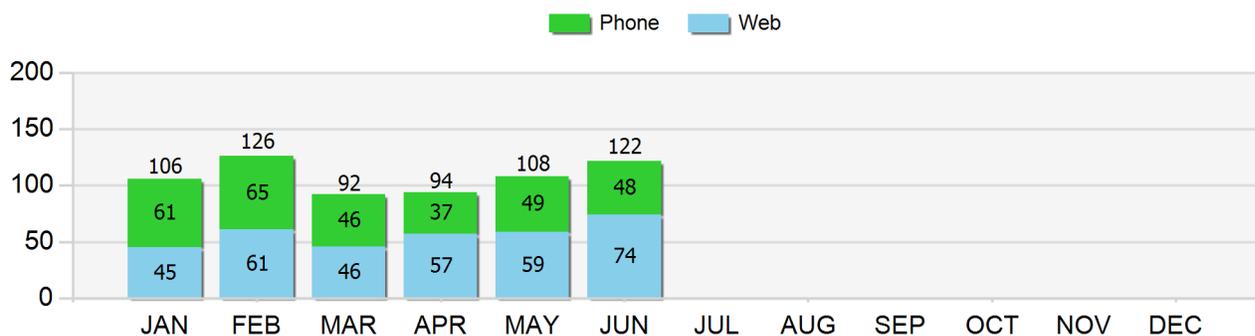
**Distinct Shoppers by Gender**



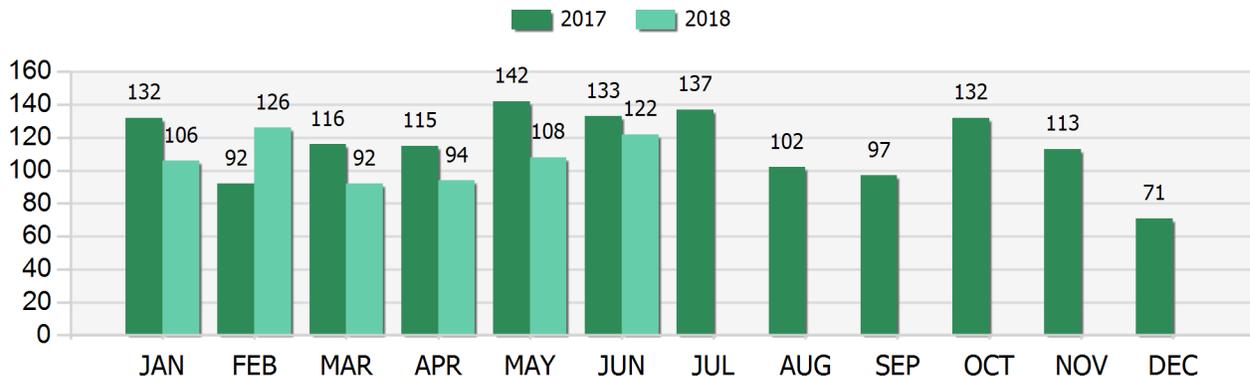
**Distinct Shoppers by Age**



**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 June 2018

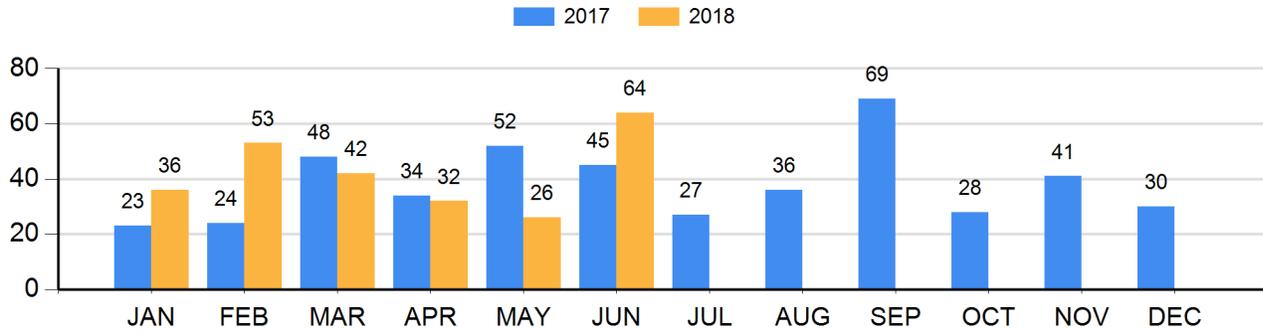
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	3	0	0	\$0	\$0	\$3,778	\$11,334
Bariatric Surgery	1	2	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	4	1	0	\$0	\$0	\$220	\$878
Bone Density	31	10	7	\$380	\$54	\$132	\$3,173
Breast Biopsy	5	0	0	\$0	\$0	\$838	\$4,189
Breast Lumpectomy	2	0	0	\$0	\$0	\$6,029	\$12,057
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	2	4	0	\$0	\$0	\$2,011	\$4,021
Carpal Tunnel	5	0	0	\$0	\$0	\$1,847	\$9,236
Cataract Removal	6	1	0	\$0	\$0	\$1,939	\$11,634
Colonoscopy	82	70	13	\$10,927	\$841	\$972	\$67,077
CT Scan	137	27	4	\$2,733	\$683	\$681	\$90,527
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	0	2	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	4	6	1	\$4,210	\$4,210	(\$250)	(\$750)
Hysteroscopy	7	0	0	\$0	\$0	\$1,774	\$12,418
Knee Surgery	10	6	1	(\$50)	(\$50)	\$3,254	\$29,287
Lab/Blood Work	1,579	202	128	\$30,917	\$242	\$226	\$328,087
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	268	71	40	\$5,617	\$140	\$95	\$21,598
MRI	173	88	27	\$18,793	\$696	\$731	\$106,666
PET Scan	2	2	0	\$0	\$0	\$1,341	\$2,683
Physical Therapy	186	56	13	\$25,374	\$1,952	\$1,814	\$313,867
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	18	25	11	\$70,700	\$6,427	\$5,148	\$36,038
Shoulder Surgery	6	18	0	\$0	\$0	\$4,128	\$24,769
Sinus Surgery	10	0	0	\$0	\$0	\$4,439	\$44,392
Spinal Fusion	2	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	3	0	0	\$0	\$0	\$2,461	\$7,383
Tubal Ligation	0	1	0	\$0	\$0	\$0	\$0
Ultrasound	108	17	4	\$834	\$208	\$197	\$20,441
Upper GI	47	11	2	\$3,085	\$1,542	\$898	\$40,425
Urethra and Bladder Scope	20	0	0	\$0	\$0	\$4,863	\$97,260
Uterine Tissue Biopsy	3	0	0	\$0	\$0	\$0	\$0
X-Ray	143	16	0	\$0	\$0	\$61	\$8,784
<b>Totals</b>	<b>2,890</b>	<b>648</b>	<b>252</b>	<b>\$173,368</b>			<b>\$1,357,475</b>

Monthly Summary for June 2018

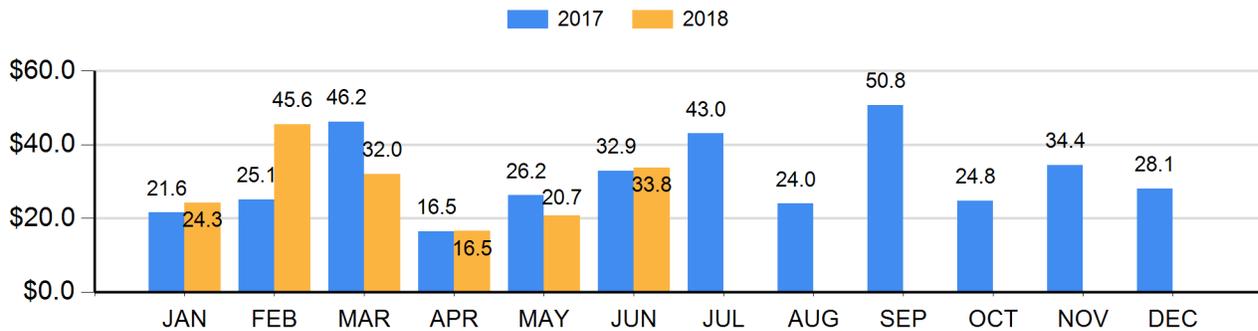
**Claims Activity By Service Measure Definitions**

**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	\$23,231	\$2,550	\$20,681	\$4,136	\$16,544	500 %	347 %	26
QTD	\$42,150	\$4,950	\$37,200	\$7,440	\$29,760	500 %	340 %	58
YTD	\$155,745	\$16,650	\$139,095	\$27,819	\$111,276	500 %	350 %	189

\* 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	3,015	
Distinct Households*	1,236	
Distinct Household with Registered Member	367	
Distinct Households with Shoppable Claim	380	1,026
Distinct Households with Shopping Activity	58	248
Distinct Households with an Incentive Paid	23	166

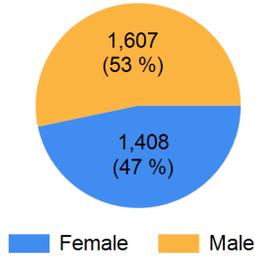
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	30%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	68%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	67%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$264.44	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$735.95	Claim Savings / Number of Incentives Paid

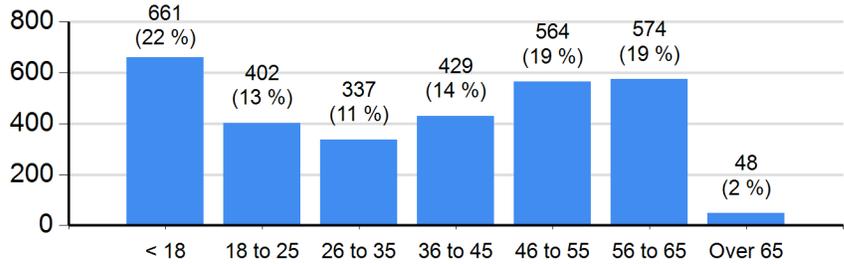
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

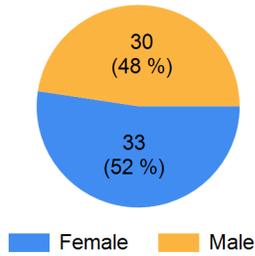
**Distinct Members by Gender**



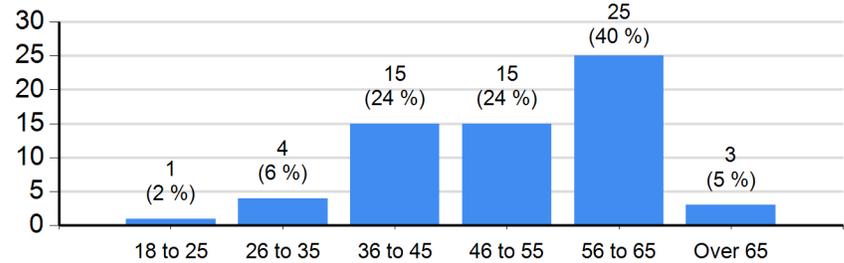
**Distinct Members by Age**



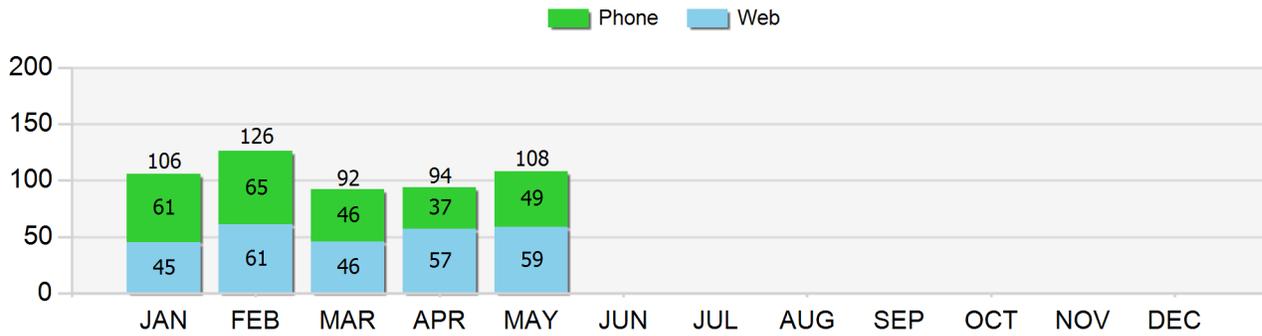
**Distinct Shoppers by Gender**



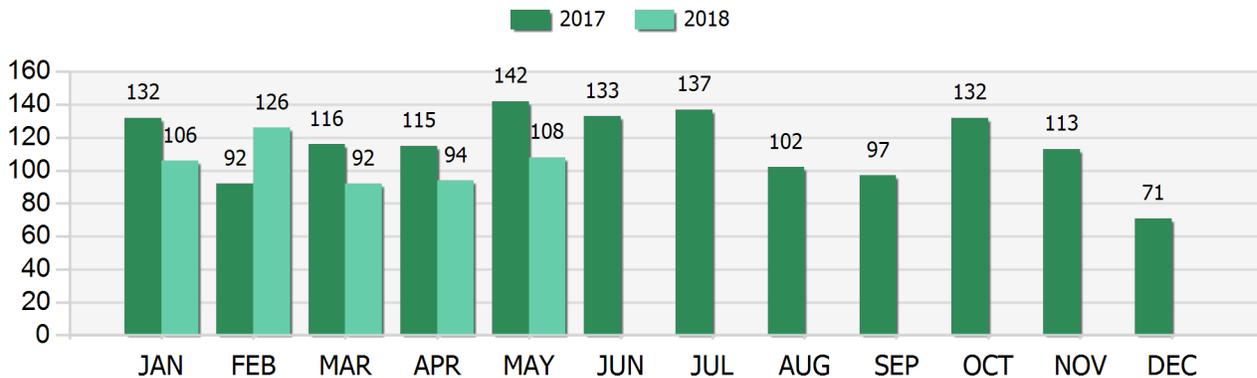
**Distinct Shoppers by Age**



**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 May 2018

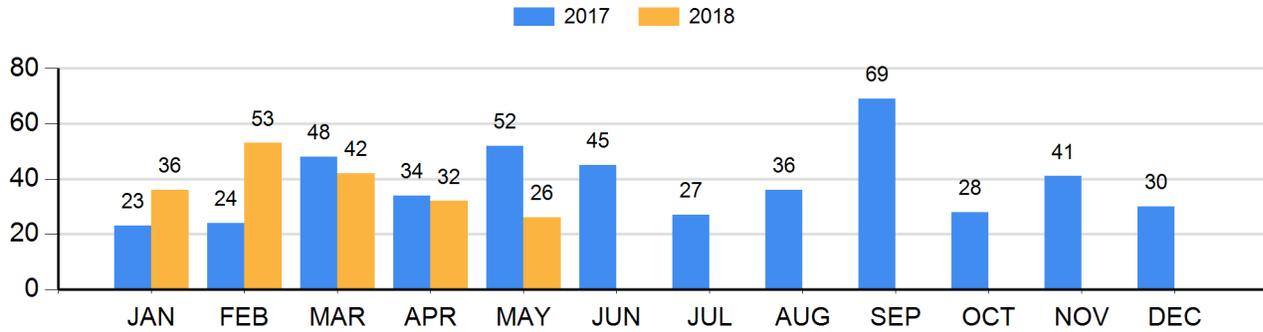
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	1	0	0	\$0	\$0	\$3,778	\$3,778
Bariatric Surgery	1	1	0	\$0	\$0	\$6,357	\$6,357
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	4	1	0	\$0	\$0	\$220	\$878
Bone Density	27	9	6	\$278	\$46	\$132	\$2,776
Breast Biopsy	4	0	0	\$0	\$0	\$838	\$3,351
Breast Lumpectomy	2	0	0	\$0	\$0	\$6,029	\$12,057
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	1	3	0	\$0	\$0	\$2,011	\$2,011
Carpal Tunnel	5	0	0	\$0	\$0	\$1,847	\$9,236
Cataract Removal	5	1	0	\$0	\$0	\$1,939	\$9,695
Colonoscopy	70	59	10	\$8,230	\$823	\$972	\$58,327
CT Scan	112	26	2	\$1,574	\$787	\$681	\$74,872
Dilation & Curettage - D&C	1	0	0	\$0	\$0	\$0	\$0
Ear Tubes	0	0	0	\$0	\$0	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	8	2	0	\$0	\$0	\$2,434	\$19,470
Hammertoe Correction	0	0	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	4	5	1	\$4,210	\$4,210	(\$250)	(\$750)
Hysteroscopy	5	0	0	\$0	\$0	\$1,774	\$8,870
Knee Surgery	8	5	1	(\$50)	(\$50)	\$3,254	\$22,779
Lab/Blood Work	1,302	152	88	\$21,901	\$249	\$226	\$274,499
Lithotripsy - Kidney Stones	1	0	0	\$0	\$0	\$3,050	\$3,050
Mammogram	236	61	33	\$4,369	\$132	\$95	\$19,230
MRI	140	78	22	\$15,872	\$721	\$731	\$86,210
PET Scan	2	0	0	\$0	\$0	\$1,341	\$2,683
Physical Therapy	151	50	11	\$21,088	\$1,917	\$1,814	\$253,997
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	15	14	9	\$57,705	\$6,412	\$5,148	\$30,890
Shoulder Surgery	6	18	0	\$0	\$0	\$4,128	\$24,769
Sinus Surgery	7	0	0	\$0	\$0	\$4,439	\$31,074
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	3	0	0	\$0	\$0	\$2,461	\$7,383
Tubal Ligation	0	1	0	\$0	\$0	\$0	\$0
Ultrasound	81	9	4	\$834	\$208	\$197	\$15,134
Upper GI	44	9	2	\$3,085	\$1,542	\$898	\$37,730
Urethra and Bladder Scope	16	0	0	\$0	\$0	\$4,863	\$77,808
Uterine Tissue Biopsy	3	0	0	\$0	\$0	\$0	\$0
X-Ray	69	14	0	\$0	\$0	\$61	\$4,238
<b>Totals</b>	<b>2,344</b>	<b>526</b>	<b>189</b>	<b>\$139,095</b>			<b>\$1,118,658</b>

Monthly Summary for May 2018

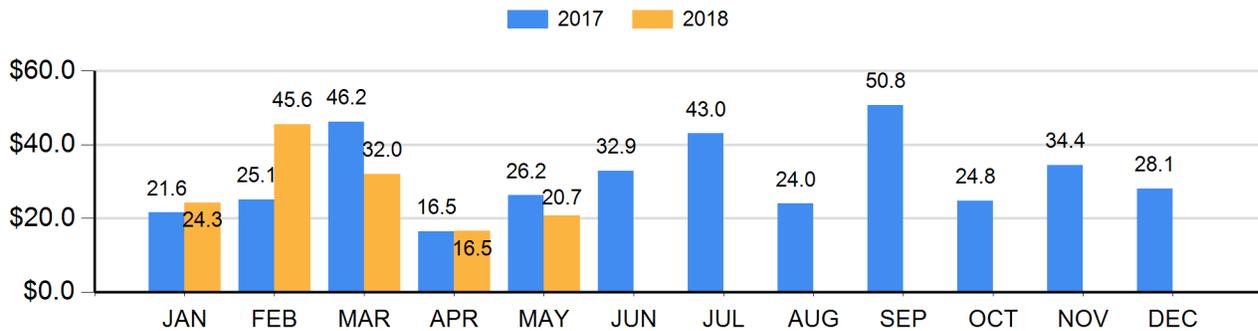
**Claims Activity By Service Measure Definitions**

**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	\$18,919	\$2,400	\$16,519	\$3,304	\$13,216	500 %	332 %	32
QTD	\$18,919	\$2,400	\$16,519	\$3,304	\$13,216	500 %	332 %	32
YTD	\$132,514	\$14,100	\$118,414	\$23,683	\$94,731	500 %	351 %	163

\* 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	3,009	
Distinct Households*	1,228	
Distinct Household with Registered Member	358	
Distinct Households with Shoppable Claim	291	1,017
Distinct Households with Shopping Activity	45	234
Distinct Households with an Incentive Paid	31	167

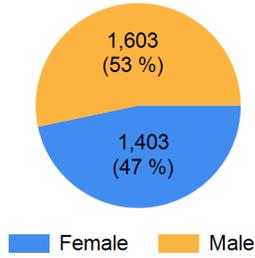
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	29%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	65%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	71%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$283.29	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$726.47	Claim Savings / Number of Incentives Paid

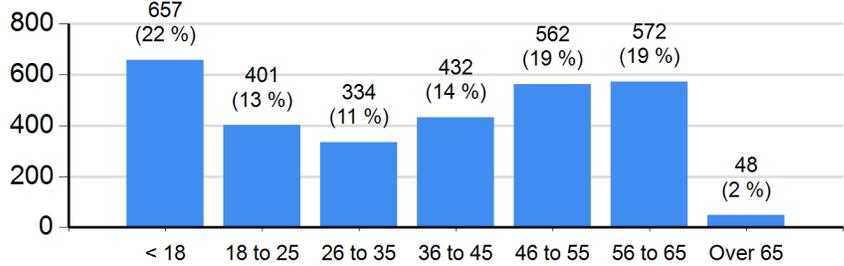
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

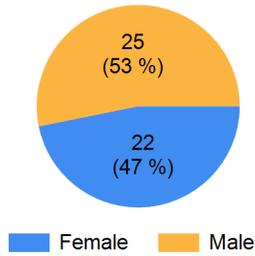
**Distinct Members by Gender**



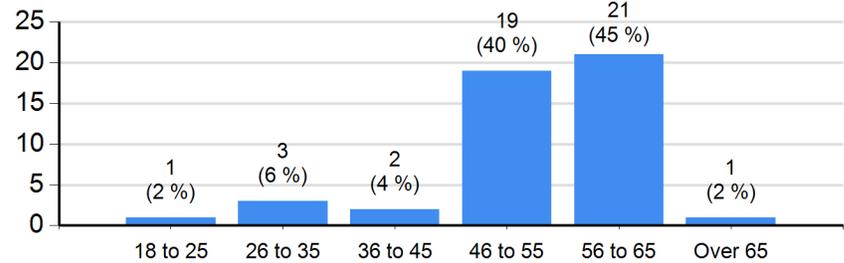
**Distinct Members by Age**



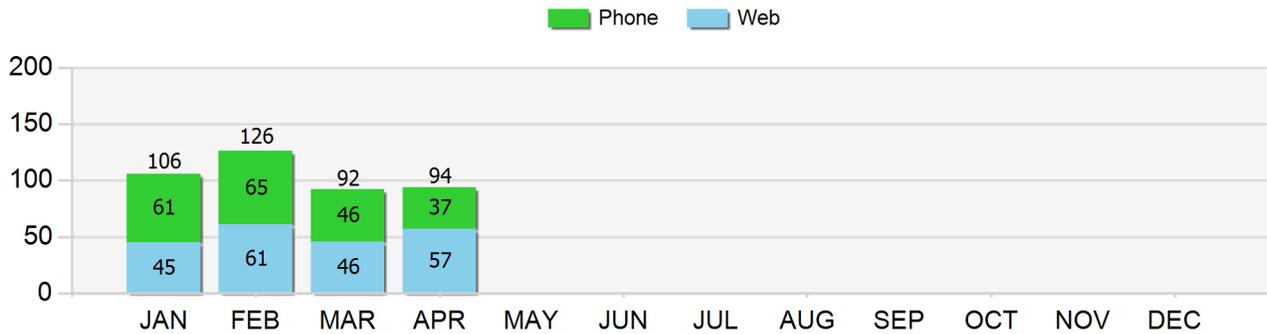
**Distinct Shoppers by Gender**



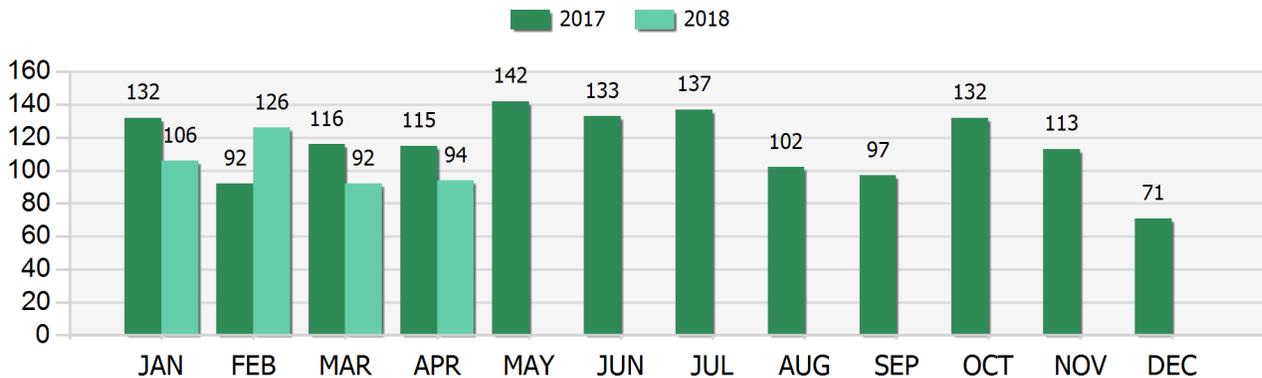
**Distinct Shoppers by Age**



**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 April 2018

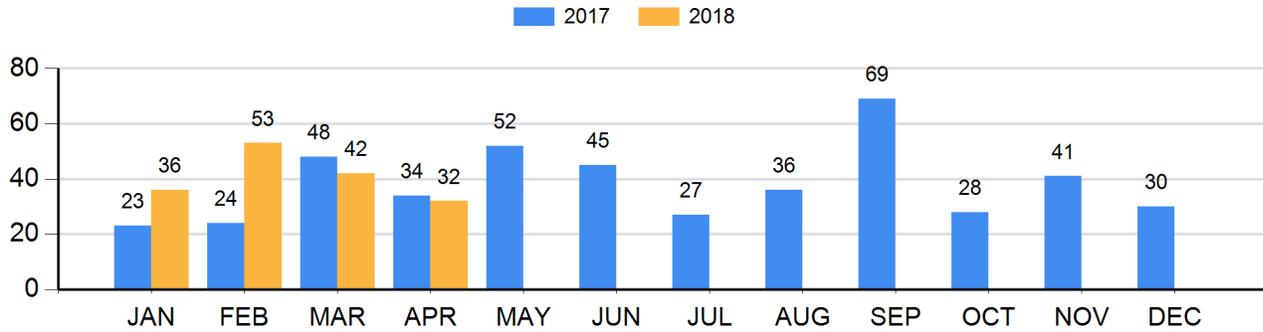
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	1	0	0	\$0	\$0	\$3,778	\$3,778
Bariatric Surgery	0	1	0	\$0	\$0	\$6,357	\$0
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	4	1	0	\$0	\$0	\$220	\$878
Bone Density	21	7	5	\$303	\$61	\$132	\$2,115
Breast Biopsy	2	0	0	\$0	\$0	\$838	\$1,676
Breast Lumpectomy	1	0	0	\$0	\$0	\$6,029	\$6,029
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	0	2	0	\$0	\$0	\$2,011	\$0
Carpal Tunnel	5	0	0	\$0	\$0	\$1,847	\$9,236
Cataract Removal	5	1	0	\$0	\$0	\$1,939	\$9,695
Colonoscopy	53	51	8	\$7,029	\$879	\$972	\$43,746
CT Scan	88	23	2	\$1,574	\$787	\$681	\$58,537
Dilation & Curettage - D&C	1	0	0	\$0	\$0	\$0	\$0
Ear Tubes	0	0	0	\$0	\$0	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	6	2	0	\$0	\$0	\$2,434	\$14,602
Hammertoe Correction	0	0	0	\$0	\$0	\$0	\$0
Hernia Repair	10	8	0	\$0	\$0	\$1,626	\$16,257
Hysterectomy	4	3	1	\$4,210	\$4,210	(\$250)	(\$750)
Hysteroscopy	5	0	0	\$0	\$0	\$1,774	\$8,870
Knee Surgery	7	4	1	(\$50)	(\$50)	\$3,254	\$19,525
Lab/Blood Work	986	113	77	\$18,733	\$243	\$226	\$205,535
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$3,050	\$0
Mammogram	185	49	30	\$4,146	\$138	\$95	\$14,683
MRI	113	63	17	\$13,453	\$791	\$731	\$70,137
PET Scan	2	0	0	\$0	\$0	\$1,341	\$2,683
Physical Therapy	118	36	8	\$13,736	\$1,717	\$1,814	\$199,569
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	12	12	8	\$51,362	\$6,420	\$5,148	\$20,593
Shoulder Surgery	4	18	0	\$0	\$0	\$4,128	\$16,512
Sinus Surgery	4	0	0	\$0	\$0	\$4,439	\$17,757
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	2	0	0	\$0	\$0	\$2,461	\$4,922
Tubal Ligation	0	1	0	\$0	\$0	\$0	\$0
Ultrasound	53	0	4	\$834	\$208	\$197	\$9,631
Upper GI	33	9	2	\$3,085	\$1,542	\$898	\$27,848
Urethra and Bladder Scope	13	0	0	\$0	\$0	\$4,863	\$63,219
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$0	\$0
X-Ray	20	14	0	\$0	\$0	\$61	\$1,229
<b>Totals</b>	<b>1,758</b>	<b>418</b>	<b>163</b>	<b>\$118,414</b>			<b>\$848,509</b>

Monthly Summary for April 2018

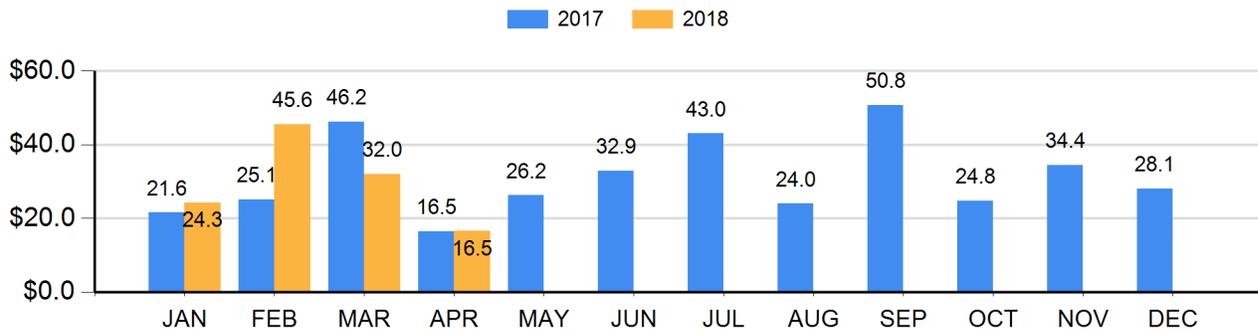
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**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**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	\$35,788	\$3,750	\$32,038	\$6,408	\$25,630	500 %	352 %	42
QTD	\$113,595	\$11,700	\$101,895	\$20,379	\$81,516	500 %	354 %	131
YTD	\$113,595	\$11,700	\$101,895	\$20,379	\$81,516	500 %	354 %	131

\* 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	3,020	
Distinct Households*	1,229	
Distinct Household with Registered Member	348	
Distinct Households with Shoppable Claim	336	1,026
Distinct Households with Shopping Activity	45	233
Distinct Households with an Incentive Paid	34	167

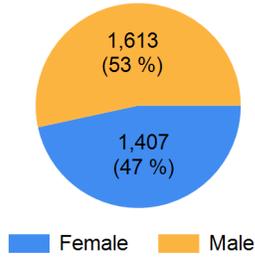
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	28%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	67%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	72%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$314.49	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$777.82	Claim Savings / Number of Incentives Paid

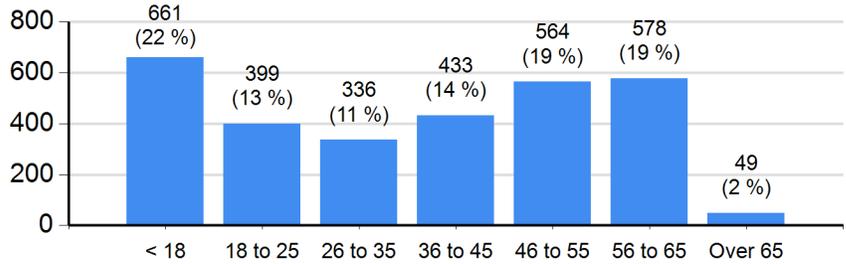
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

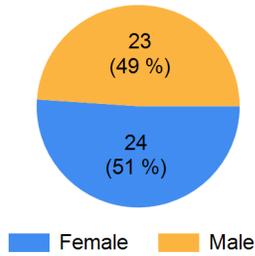
**Distinct Members by Gender**



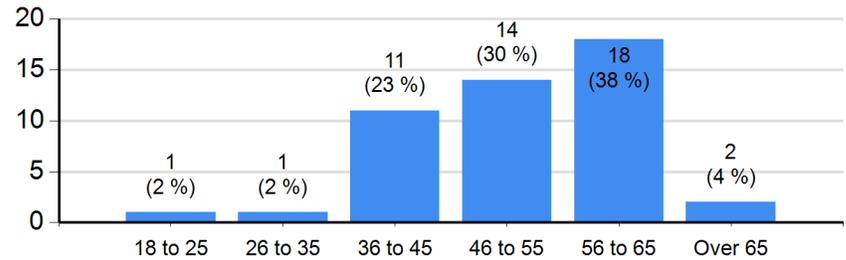
**Distinct Members by Age**



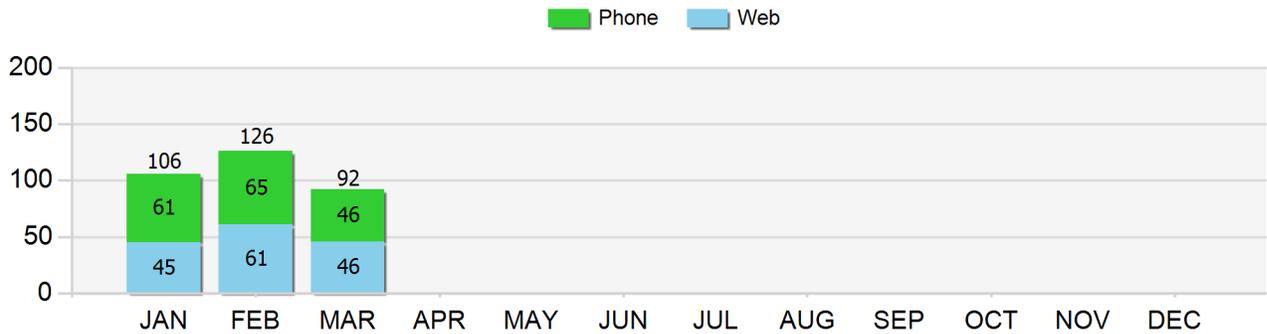
**Distinct Shoppers by Gender**



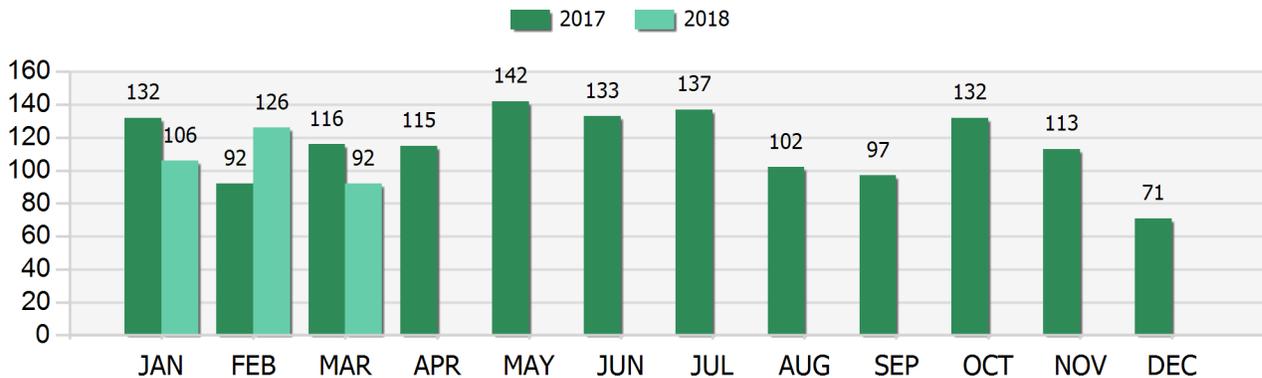
**Distinct Shoppers by Age**



**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 March 2018

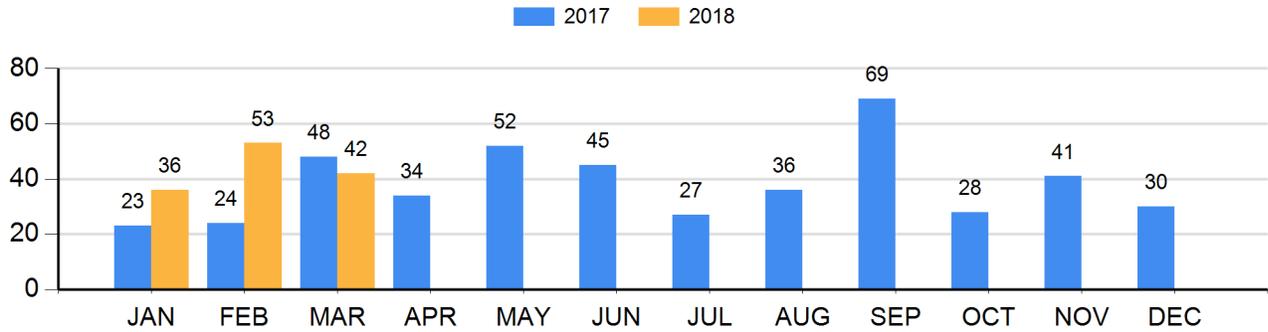
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	1	0	0	\$0	\$0	\$3,778	\$3,778
Bariatric Surgery	0	1	0	\$0	\$0	\$6,357	\$0
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	4	1	0	\$0	\$0	\$220	\$878
Bone Density	13	5	4	\$217	\$54	\$132	\$1,190
Breast Biopsy	2	0	0	\$0	\$0	\$838	\$1,676
Breast Lumpectomy	1	0	0	\$0	\$0	\$6,029	\$6,029
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	0	2	0	\$0	\$0	\$2,011	\$0
Carpal Tunnel	5	0	0	\$0	\$0	\$1,847	\$9,236
Cataract Removal	5	0	0	\$0	\$0	\$1,939	\$9,695
Colonoscopy	42	38	7	\$5,856	\$837	\$972	\$34,024
CT Scan	65	13	1	\$879	\$879	\$681	\$43,562
Dilation & Curettage - D&C	1	0	0	\$0	\$0	\$0	\$0
Ear Tubes	0	0	0	\$0	\$0	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	4	0	0	\$0	\$0	\$2,434	\$9,735
Hammertoe Correction	0	0	0	\$0	\$0	\$0	\$0
Hernia Repair	8	8	0	\$0	\$0	\$1,626	\$13,006
Hysterectomy	3	1	1	\$4,210	\$4,210	(\$250)	(\$500)
Hysteroscopy	4	0	0	\$0	\$0	\$1,774	\$7,096
Knee Surgery	6	4	0	\$0	\$0	\$3,254	\$19,525
Lab/Blood Work	747	84	63	\$15,640	\$248	\$226	\$154,660
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$3,050	\$0
Mammogram	156	37	23	\$3,105	\$135	\$95	\$12,599
MRI	87	54	11	\$9,623	\$875	\$731	\$55,525
PET Scan	2	0	0	\$0	\$0	\$1,341	\$2,683
Physical Therapy	89	28	8	\$13,736	\$1,717	\$1,814	\$146,955
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	10	10	7	\$44,710	\$6,387	\$5,148	\$15,445
Shoulder Surgery	3	17	0	\$0	\$0	\$4,128	\$12,384
Sinus Surgery	4	0	0	\$0	\$0	\$4,439	\$17,757
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	2	0	0	\$0	\$0	\$2,461	\$4,922
Tubal Ligation	0	0	0	\$0	\$0	\$0	\$0
Ultrasound	42	0	4	\$834	\$208	\$197	\$7,469
Upper GI	19	9	2	\$3,085	\$1,542	\$898	\$15,272
Urethra and Bladder Scope	9	0	0	\$0	\$0	\$4,863	\$43,767
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$0	\$0
X-Ray	14	12	0	\$0	\$0	\$61	\$860
<b>Totals</b>	<b>1,348</b>	<b>324</b>	<b>131</b>	<b>\$101,895</b>			<b>\$649,225</b>

Monthly Summary for March 2018

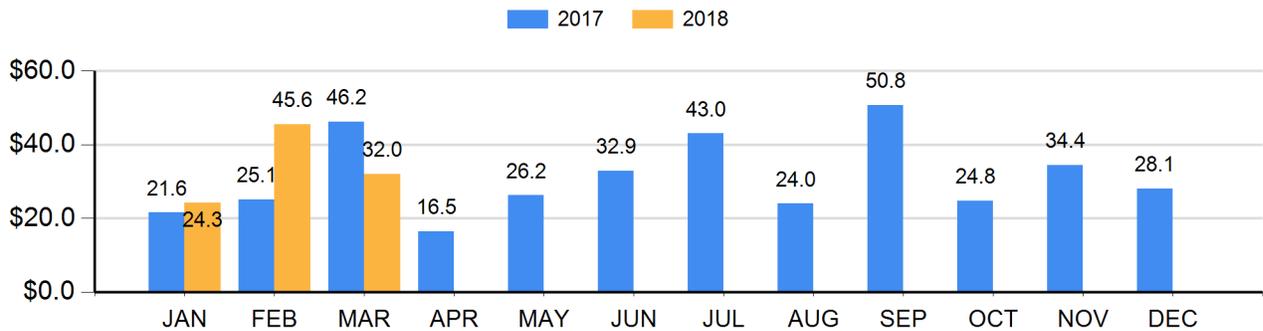
**Claims Activity By Service Measure Definitions**

**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	\$50,813	\$5,250	\$45,563	\$9,113	\$36,451	500 %	354 %	53
QTD	\$77,807	\$7,950	\$69,857	\$13,971	\$55,886	500 %	355 %	89
YTD	\$77,807	\$7,950	\$69,857	\$13,971	\$55,886	500 %	355 %	89

\* 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	3,034	
Distinct Households*	1,236	
Distinct Household with Registered Member	342	
Distinct Households with Shoppable Claim	326	1,021
Distinct Households with Shopping Activity	56	235
Distinct Households with an Incentive Paid	39	162

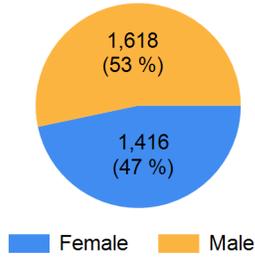
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	28%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	69%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	69%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$301.11	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$784.91	Claim Savings / Number of Incentives Paid

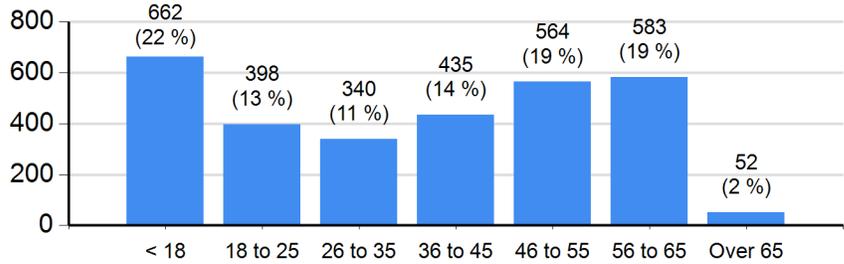
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

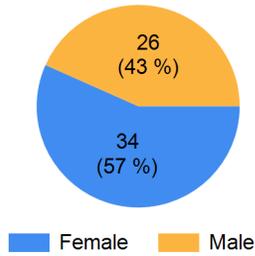
**Distinct Members by Gender**



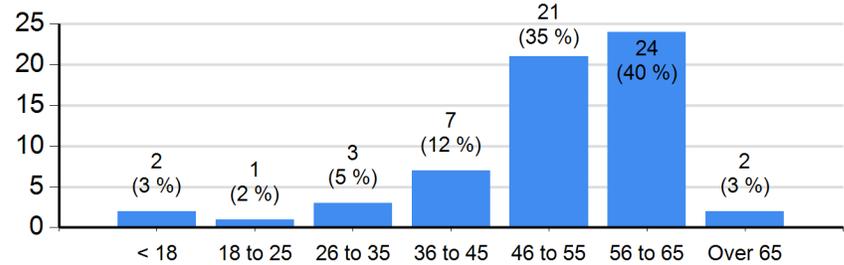
**Distinct Members by Age**



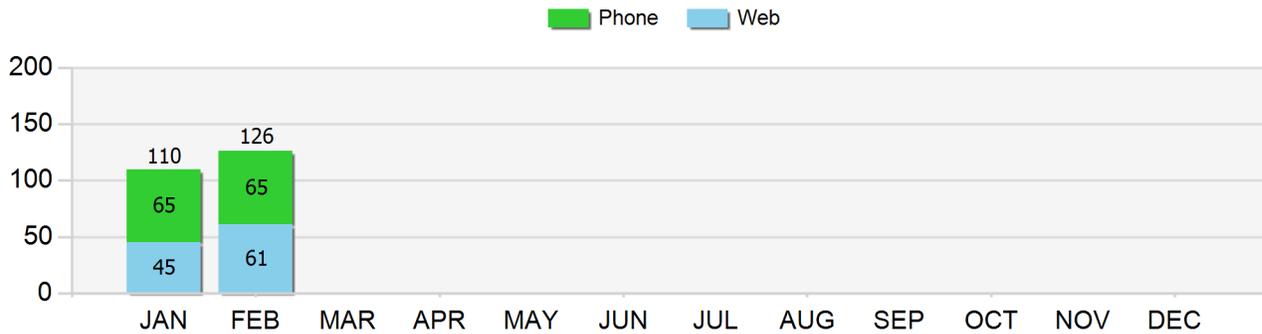
**Distinct Shoppers by Gender**



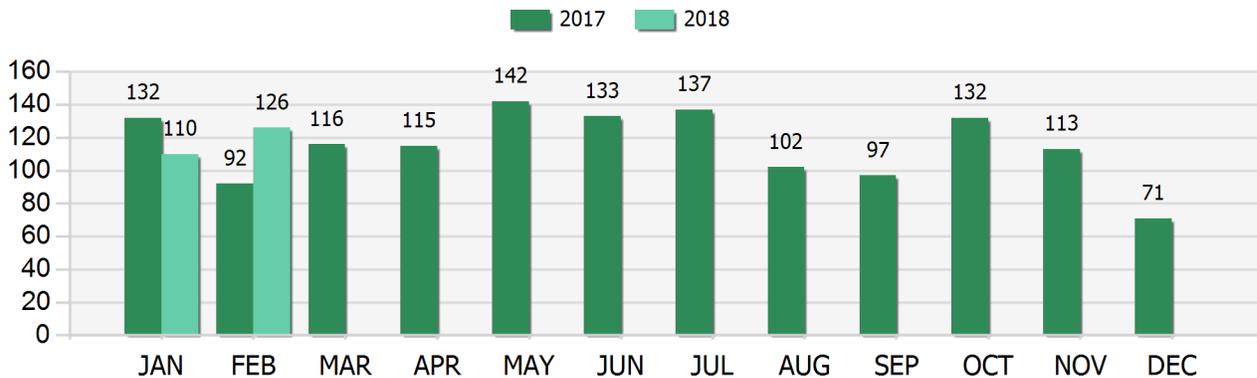
**Distinct Shoppers by Age**



**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 February 2018

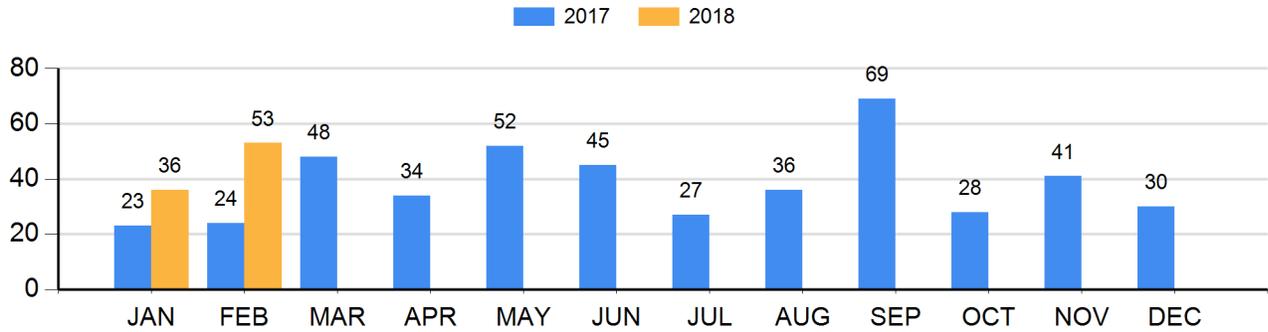
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	0	0	0	\$0	\$0	\$3,778	\$0
Bariatric Surgery	0	0	0	\$0	\$0	\$6,357	\$0
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	3	1	0	\$0	\$0	\$220	\$659
Bone Density	9	4	1	\$131	\$131	\$132	\$1,058
Breast Biopsy	2	0	0	\$0	\$0	\$838	\$1,676
Breast Lumpectomy	1	0	0	\$0	\$0	\$6,029	\$6,029
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	0	1	0	\$0	\$0	\$2,011	\$0
Carpal Tunnel	1	0	0	\$0	\$0	\$1,847	\$1,847
Cataract Removal	2	0	0	\$0	\$0	\$1,939	\$3,878
Colonoscopy	25	26	7	\$5,856	\$837	\$972	\$17,498
CT Scan	40	9	0	\$0	\$0	\$681	\$27,226
Dilation & Curettage - D&C	1	0	0	\$0	\$0	\$0	\$0
Ear Tubes	0	0	0	\$0	\$0	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	1	0	0	\$0	\$0	\$2,434	\$2,434
Hammertoe Correction	0	0	0	\$0	\$0	\$0	\$0
Hernia Repair	7	2	0	\$0	\$0	\$1,626	\$11,380
Hysterectomy	0	1	0	\$0	\$0	(\$250)	\$0
Hysteroscopy	4	0	0	\$0	\$0	\$1,774	\$7,096
Knee Surgery	2	2	0	\$0	\$0	\$3,254	\$6,508
Lab/Blood Work	467	57	44	\$11,420	\$260	\$226	\$95,645
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$3,050	\$0
Mammogram	109	25	15	\$2,061	\$137	\$95	\$8,904
MRI	53	46	6	\$5,560	\$927	\$731	\$34,338
PET Scan	1	0	0	\$0	\$0	\$1,341	\$1,341
Physical Therapy	60	28	6	\$9,111	\$1,519	\$1,814	\$97,970
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	6	7	5	\$32,024	\$6,405	\$5,148	\$5,148
Shoulder Surgery	2	12	0	\$0	\$0	\$4,128	\$8,256
Sinus Surgery	2	0	0	\$0	\$0	\$4,439	\$8,878
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	1	0	0	\$0	\$0	\$2,461	\$2,461
Tubal Ligation	0	0	0	\$0	\$0	\$0	\$0
Ultrasound	24	0	3	\$609	\$203	\$197	\$4,128
Upper GI	15	8	2	\$3,085	\$1,542	\$898	\$11,678
Urethra and Bladder Scope	2	0	0	\$0	\$0	\$4,863	\$9,726
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$0	\$0
X-Ray	12	3	0	\$0	\$0	\$61	\$737
<b>Totals</b>	<b>852</b>	<b>232</b>	<b>89</b>	<b>\$69,857</b>			<b>\$376,499</b>

Monthly Summary for February 2018

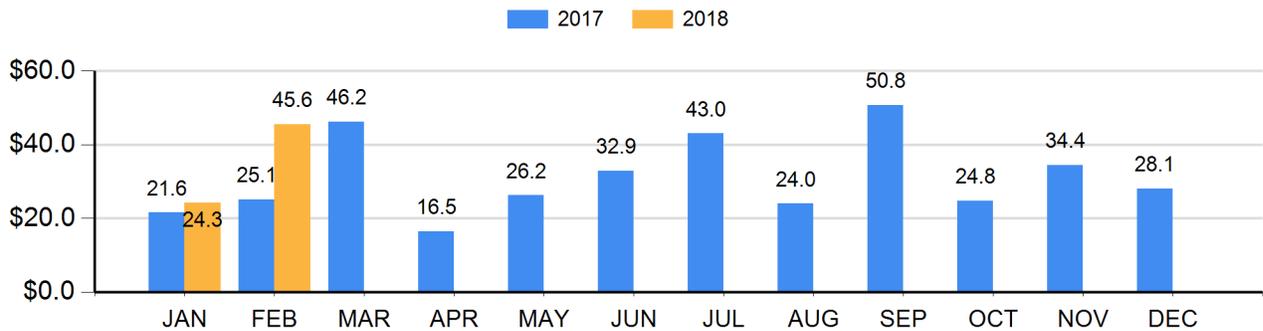
**Claims Activity By Service Measure Definitions**

**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	\$26,994	\$2,700	\$24,294	\$4,859	\$19,435	500 %	357 %	36
QTD	\$26,994	\$2,700	\$24,294	\$4,859	\$19,435	500 %	357 %	36
YTD	\$26,994	\$2,700	\$24,294	\$4,859	\$19,435	500 %	357 %	36

\* 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	3,057	
Distinct Households*	1,240	
Distinct Household with Registered Member	336	
Distinct Households with Shoppable Claim	260	1,029
Distinct Households with Shopping Activity	45	229
Distinct Households with an Incentive Paid	31	155

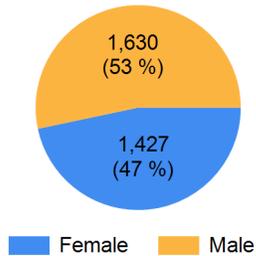
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	27%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	68%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	68%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$229.19	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$674.83	Claim Savings / Number of Incentives Paid

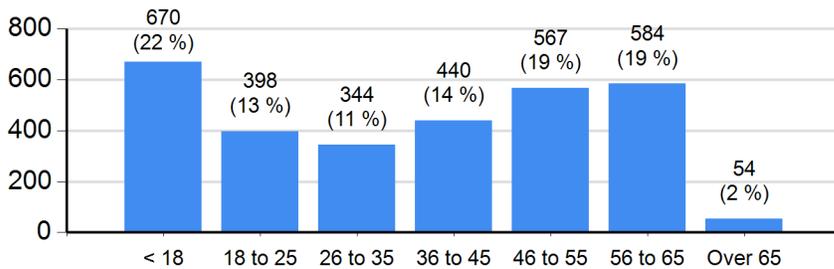
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

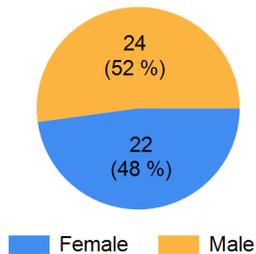
**Distinct Members by Gender**



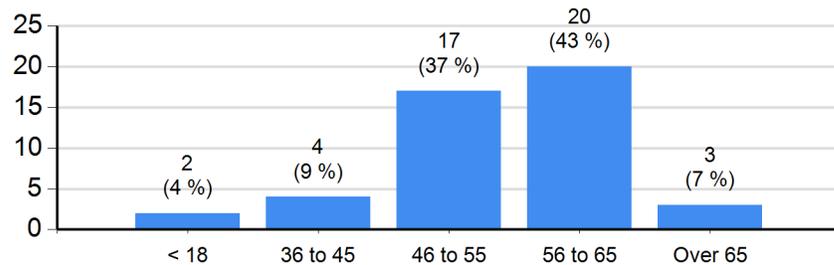
**Distinct Members by Age**



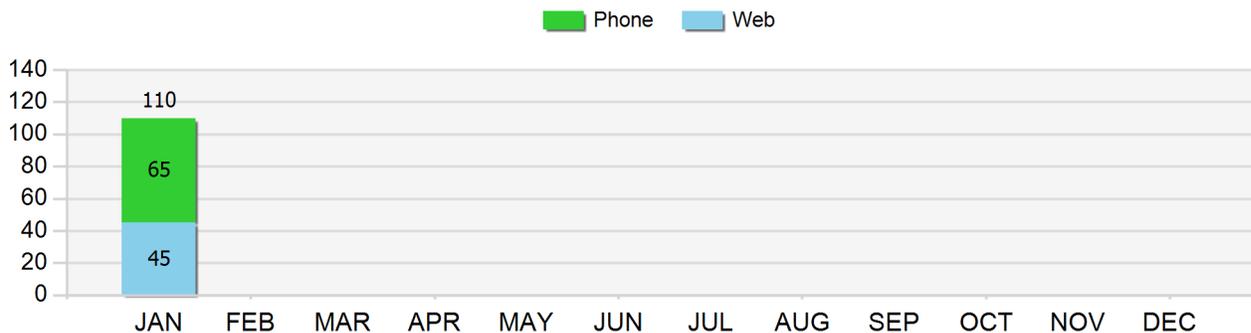
**Distinct Shoppers by Gender**



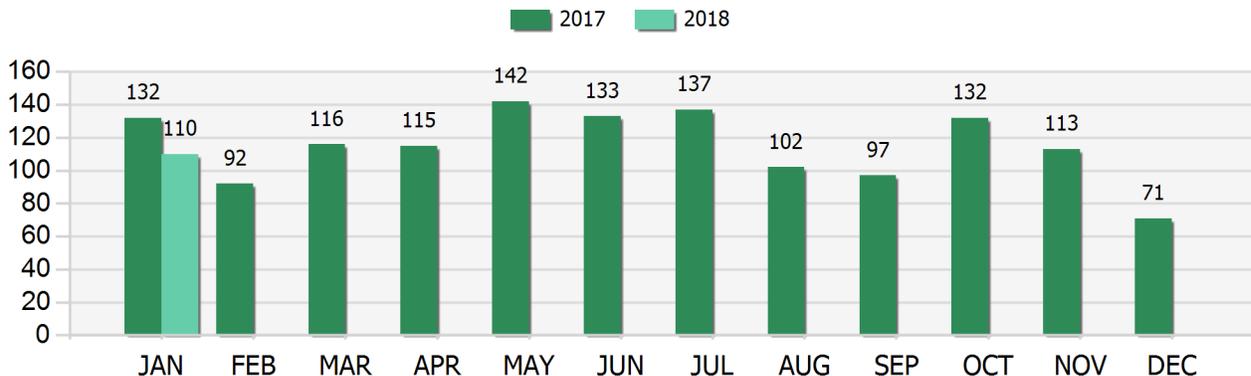
**Distinct Shoppers by Age**



**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 January 2018

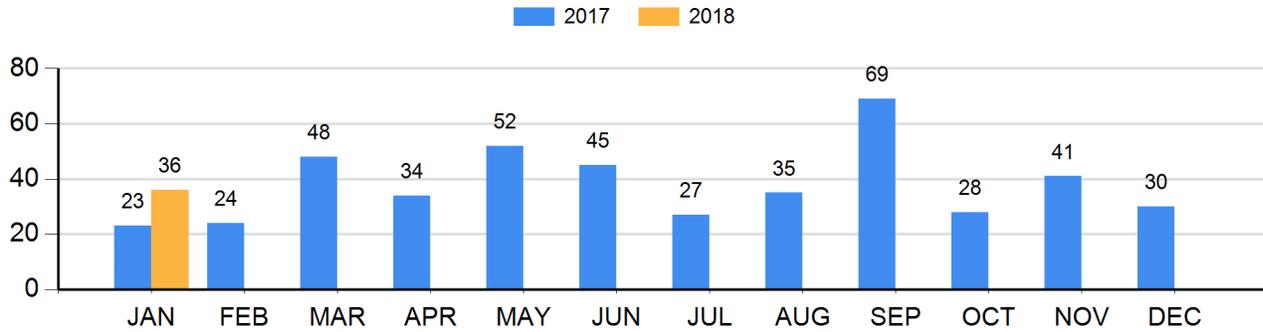
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	0	0	0	\$0	\$0	\$3,778	\$0
Bariatric Surgery	0	0	0	\$0	\$0	\$6,357	\$0
Bladder Repair (Sling)	0	0	0	\$0	\$0	(\$25)	\$0
Bone and Joint Imaging	3	1	0	\$0	\$0	\$220	\$659
Bone Density	5	1	0	\$0	\$0	\$132	\$661
Breast Biopsy	0	0	0	\$0	\$0	\$838	\$0
Breast Lumpectomy	0	0	0	\$0	\$0	\$6,029	\$0
Bronchoscopy	0	0	0	\$0	\$0	(\$150)	\$0
Bunionectomy	0	0	0	\$0	\$0	\$2,011	\$0
Carpal Tunnel	0	0	0	\$0	\$0	\$1,847	\$0
Cataract Removal	0	0	0	\$0	\$0	\$1,939	\$0
Colonoscopy	10	11	2	\$1,023	\$512	\$972	\$7,777
CT Scan	21	3	0	\$0	\$0	\$681	\$14,294
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	0	0	0	\$0	\$0	\$745	\$0
Education Call	0	0	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	0	0	0	\$0	\$0	\$2,434	\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0	\$0
Hernia Repair	3	0	0	\$0	\$0	\$1,626	\$4,877
Hysterectomy	0	1	0	\$0	\$0	(\$250)	\$0
Hysteroscopy	1	0	0	\$0	\$0	\$1,774	\$1,774
Knee Surgery	1	1	0	\$0	\$0	\$3,254	\$3,254
Lab/Blood Work	209	29	20	\$5,134	\$257	\$226	\$42,735
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$3,050	\$0
Mammogram	8	12	2	\$270	\$135	\$95	\$568
MRI	25	13	3	\$2,391	\$797	\$731	\$16,073
PET Scan	0	0	0	\$0	\$0	\$1,341	\$0
Physical Therapy	31	13	4	\$6,836	\$1,709	\$1,814	\$48,985
Prostate Surgery	0	0	0	\$0	\$0	\$11,413	\$0
Remicade Therapy	1	6	1	\$6,343	\$6,343	\$5,148	\$0
Shoulder Surgery	1	12	0	\$0	\$0	\$4,128	\$4,128
Sinus Surgery	2	0	0	\$0	\$0	\$4,439	\$8,878
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	0	0	0	\$0	\$0	\$2,461	\$0
Tubal Ligation	0	0	0	\$0	\$0	\$0	\$0
Ultrasound	14	0	3	\$609	\$203	\$197	\$2,162
Upper GI	10	1	1	\$1,688	\$1,688	\$898	\$8,085
Urethra and Bladder Scope	2	0	0	\$0	\$0	\$4,863	\$9,726
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$0	\$0
X-Ray	5	2	0	\$0	\$0	\$61	\$307
<b>Totals</b>	<b>352</b>	<b>106</b>	<b>36</b>	<b>\$24,294</b>			<b>\$174,944</b>

Monthly Summary for January 2018

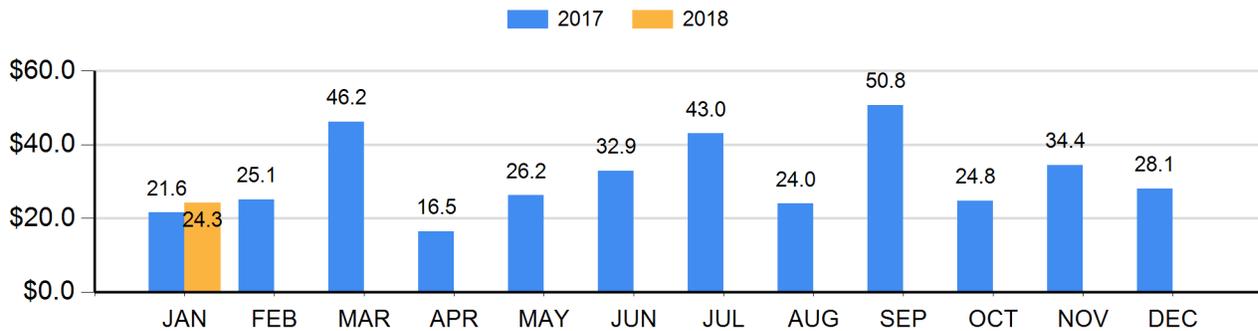
**Claims Activity By Service Measure Definitions**

**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	\$29,934	\$1,825	\$28,109	\$5,622	\$22,487	500 %	402 %	30
QTD	\$93,989	\$6,675	\$87,314	\$17,463	\$69,852	500 %	389 %	99
YTD	\$406,566	\$32,950	\$373,616	\$74,723	\$298,893	500 %	378 %	456

\* 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	3,044	
Distinct Households*	1,236	
Distinct Household with Registered Member	333	
Distinct Households with Shoppable Claim	327	1,009
Distinct Households with Shopping Activity	36	236
Distinct Households with an Incentive Paid	22	157

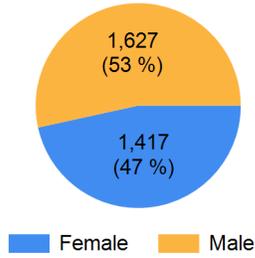
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	27%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	71%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	67%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$266.95	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$807.88	Claim Savings / Number of Incentives Paid

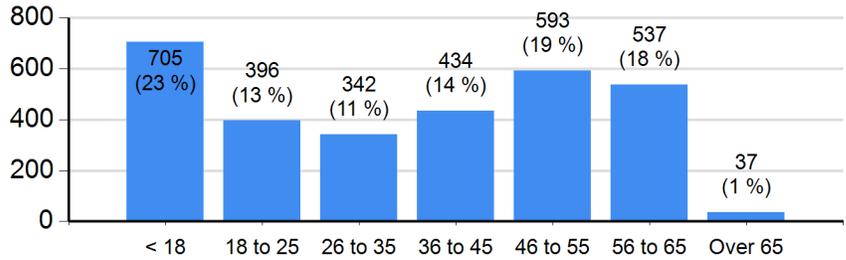
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

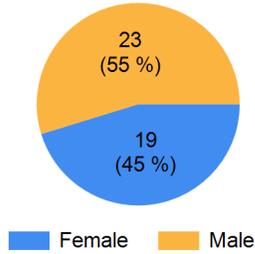
**Distinct Members by Gender**



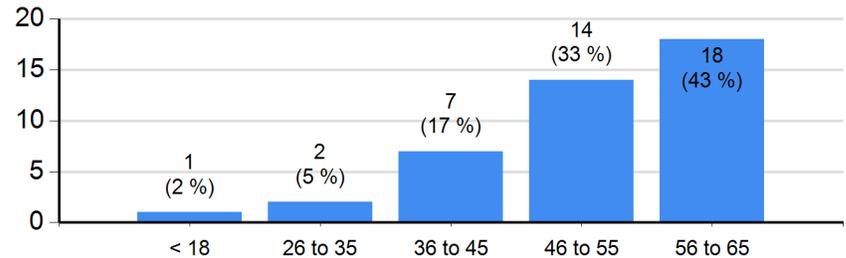
**Distinct Members by Age**



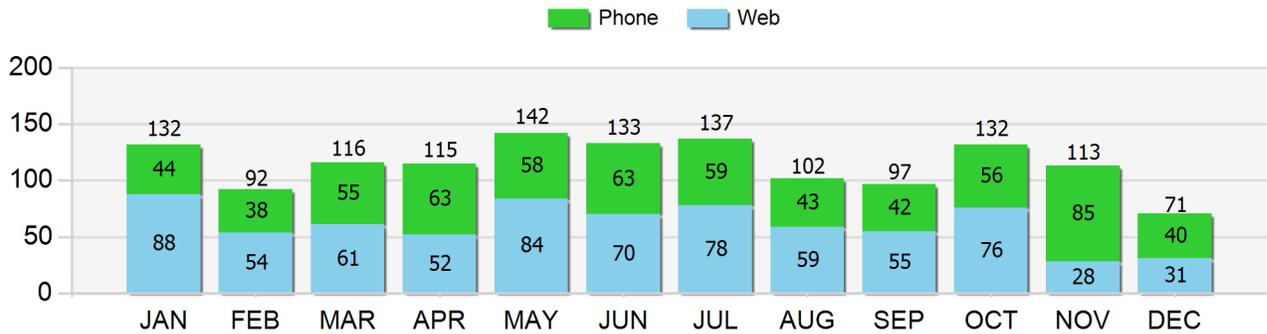
**Distinct Shoppers by Gender**



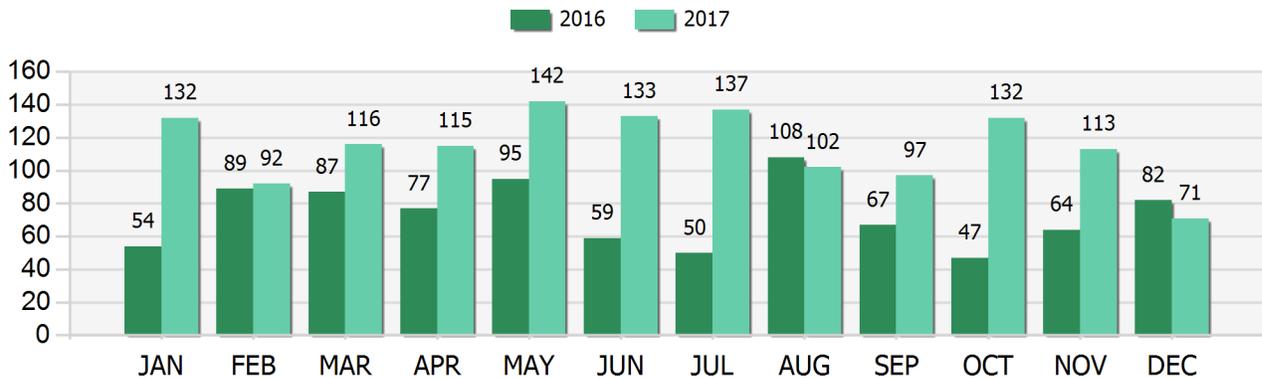
**Distinct Shoppers by Age**



**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 December 2017

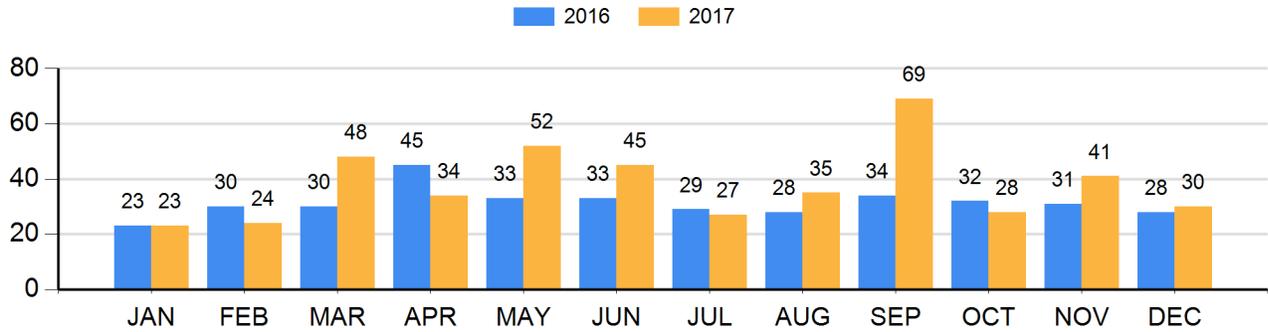
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	12	11	2	(\$500)	(\$250)	\$1,192	\$11,922
Bariatric Surgery	3	1	0	\$0	\$0	\$13,643	\$40,929
Bladder Repair (Sling)	2	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	7	8	1	\$572	\$572	\$140	\$841
Bone Density	55	14	7	\$753	\$108	\$126	\$6,054
Breast Biopsy	16	6	0	\$0	\$0	\$935	\$14,963
Bronchoscopy	2	1	0	\$0	\$0	\$1,557	\$3,113
Bunionectomy	2	2	0	\$0	\$0	(\$75)	(\$150)
Carpal Tunnel	11	2	0	\$0	\$0	\$1,657	\$18,229
Cataract Removal	24	11	2	\$2,682	\$1,341	\$945	\$20,788
Colonoscopy	203	222	26	\$31,676	\$1,218	\$1,059	\$187,528
CT Scan	301	69	16	\$8,351	\$522	\$649	\$184,888
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	5	2	0	\$0	\$0	\$456	\$2,280
Education Call	0	37	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	9	4	0	\$0	\$0	\$3,119	\$28,071
Hammertoe Correction	1	0	0	\$0	\$0	(\$150)	(\$150)
Hernia Repair	14	3	1	\$0	\$0	\$1,686	\$21,923
Hysterectomy	9	5	0	\$0	\$0	\$3,308	\$29,773
Hysteroscopy	6	0	0	\$0	\$0	\$2,907	\$17,440
Knee Surgery	32	19	0	\$0	\$0	\$4,065	\$130,069
Lab/Blood Work	3,558	421	253	\$56,176	\$222	\$252	\$834,103
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	428	115	37	\$3,839	\$104	\$58	\$22,772
MRI	276	171	34	\$16,267	\$478	\$709	\$171,608
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	389	106	40	\$75,868	\$1,897	\$1,929	\$673,216
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	45	37	25	\$166,988	\$6,680	\$6,091	\$121,816
Shoulder Surgery	12	4	0	\$0	\$0	\$6,282	\$75,382
Sinus Surgery	20	8	0	\$0	\$0	\$2,120	\$42,409
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	1	3	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	1	0	\$0	\$0	\$1,919	\$13,433
Tubal Ligation	6	1	0	\$0	\$0	(\$18)	(\$108)
Ultrasound	264	31	7	\$1,717	\$245	\$129	\$33,243
Upper GI	90	51	4	\$3,197	\$799	\$697	\$59,960
Urethra and Bladder Scope	35	6	0	\$0	\$0	\$1,655	\$57,937
Uterine Tissue Biopsy	2	2	0	\$0	\$0	\$1,843	\$3,685
<b>Totals</b>	<b>5,847</b>	<b>1,377</b>	<b>455</b>	<b>\$367,587</b>			<b>\$2,827,965</b>

Monthly Summary for December 2017

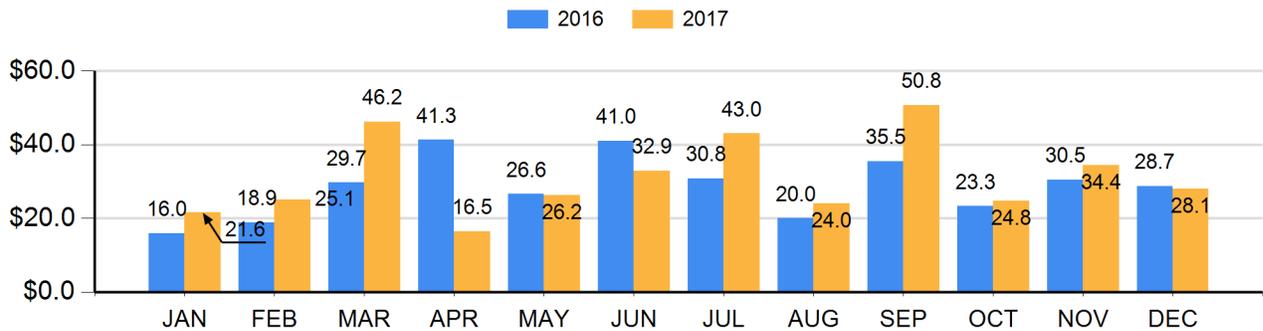
**Claims Activity By Service Measure Definitions**

**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	\$37,096	\$2,675	\$34,421	\$6,884	\$27,537	500 %	388 %	41
QTD	\$64,056	\$4,850	\$59,206	\$11,841	\$47,365	500 %	384 %	69
YTD	\$376,632	\$31,125	\$345,507	\$69,101	\$276,406	500 %	376 %	426

\* 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	3,032	
Distinct Households*	1,228	
Distinct Household with Registered Member	329	
Distinct Households with Shoppable Claim	370	999
Distinct Households with Shopping Activity	43	235
Distinct Households with an Incentive Paid	34	162

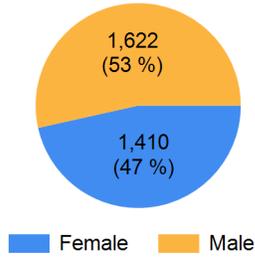
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	27%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	71%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	69%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$264.55	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$811.05	Claim Savings / Number of Incentives Paid

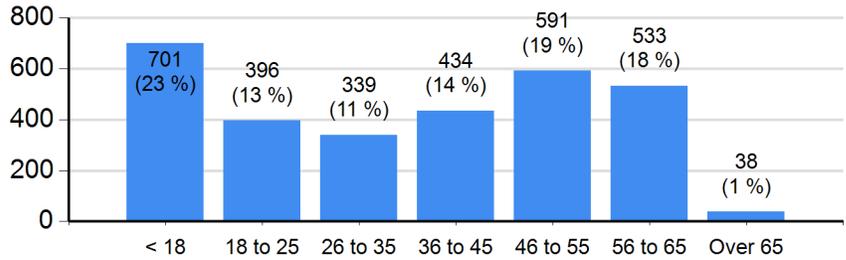
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

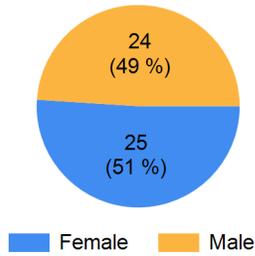
**Distinct Members by Gender**



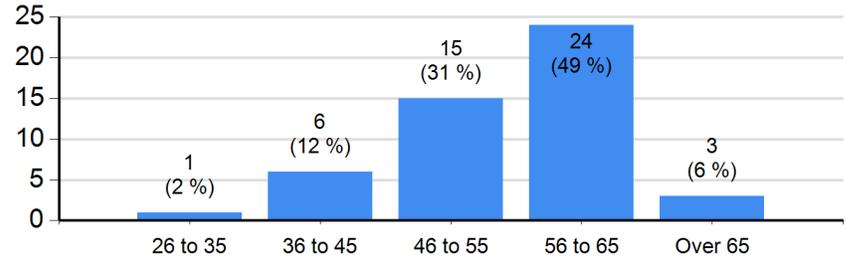
**Distinct Members by Age**



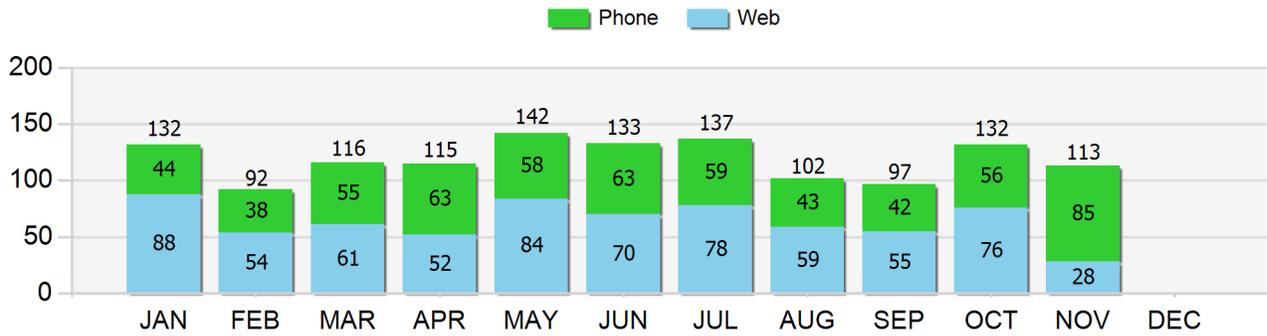
**Distinct Shoppers by Gender**



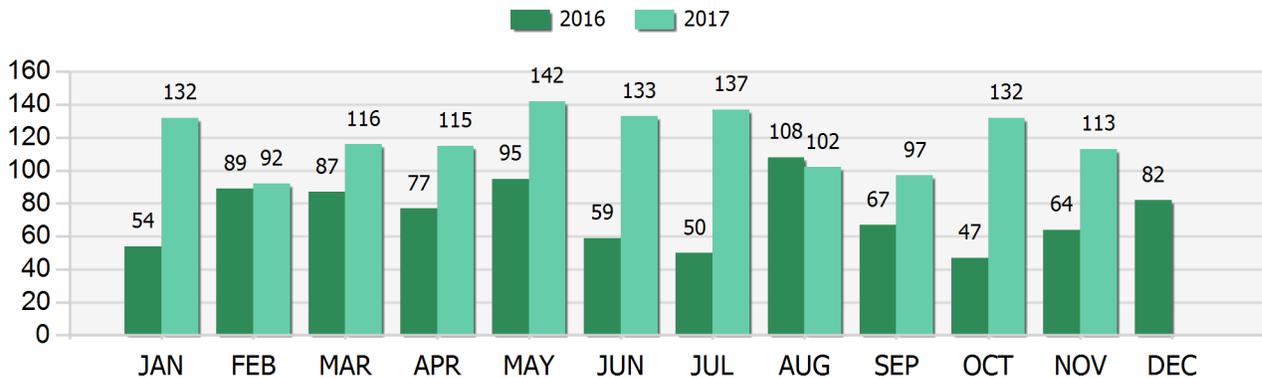
**Distinct Shoppers by Age**



**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 2017

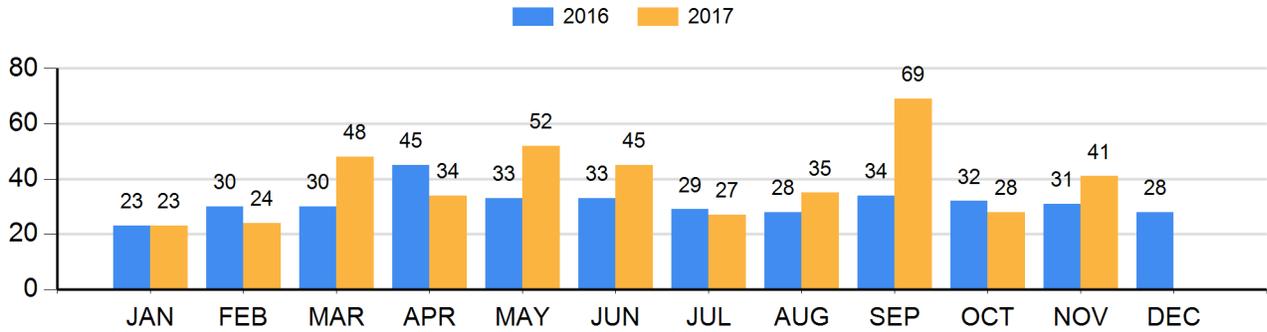
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	12	11	2	(\$500)	(\$250)	\$1,192	\$11,922
Bariatric Surgery	2	1	0	\$0	\$0	\$13,643	\$27,286
Bladder Repair (Sling)	2	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	7	8	1	\$572	\$572	\$140	\$841
Bone Density	52	14	7	\$753	\$108	\$126	\$5,676
Breast Biopsy	14	6	0	\$0	\$0	\$935	\$13,093
Bronchoscopy	2	1	0	\$0	\$0	\$1,557	\$3,113
Bunionectomy	2	2	0	\$0	\$0	(\$75)	(\$150)
Carpal Tunnel	11	2	0	\$0	\$0	\$1,657	\$18,229
Cataract Removal	23	11	2	\$2,682	\$1,341	\$945	\$19,843
Colonoscopy	182	218	25	\$30,458	\$1,218	\$1,059	\$166,338
CT Scan	265	69	14	\$6,997	\$500	\$649	\$162,831
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	5	2	0	\$0	\$0	\$456	\$2,280
Education Call	0	37	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	9	4	0	\$0	\$0	\$3,119	\$28,071
Hammertoe Correction	1	0	0	\$0	\$0	(\$150)	(\$150)
Hernia Repair	13	3	1	\$0	\$0	\$1,686	\$20,236
Hysterectomy	9	5	0	\$0	\$0	\$3,308	\$29,773
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	30	19	0	\$0	\$0	\$4,065	\$121,940
Lab/Blood Work	3,170	396	233	\$51,042	\$219	\$252	\$741,229
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	391	109	34	\$3,595	\$106	\$58	\$20,792
MRI	255	157	33	\$15,633	\$474	\$709	\$157,426
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	358	95	40	\$75,868	\$1,897	\$1,929	\$613,417
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	41	35	23	\$153,493	\$6,674	\$6,091	\$109,635
Shoulder Surgery	10	4	0	\$0	\$0	\$6,282	\$62,818
Sinus Surgery	18	8	0	\$0	\$0	\$2,120	\$38,168
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	1	3	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	1	0	\$0	\$0	\$1,919	\$13,433
Tubal Ligation	5	1	0	\$0	\$0	(\$18)	(\$90)
Ultrasound	248	23	7	\$1,717	\$245	\$129	\$31,174
Upper GI	81	50	4	\$3,197	\$799	\$697	\$53,685
Urethra and Bladder Scope	33	6	0	\$0	\$0	\$1,655	\$54,626
Uterine Tissue Biopsy	2	2	0	\$0	\$0	\$1,843	\$3,685
<b>Totals</b>	<b>5,264</b>	<b>1,306</b>	<b>426</b>	<b>\$345,507</b>			<b>\$2,539,888</b>

Monthly Summary for November 2017

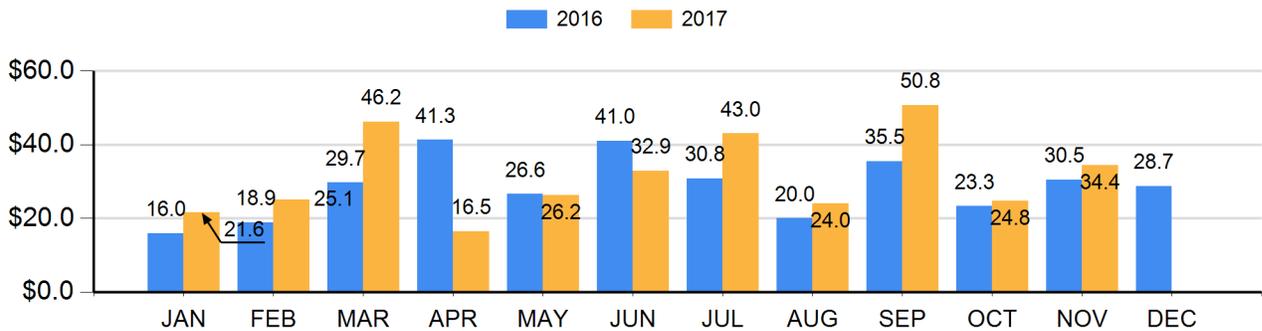
**Claims Activity By Service Measure Definitions**

**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	\$26,959	\$2,175	\$24,784	\$4,957	\$19,828	500 %	378 %	28
QTD	\$26,959	\$2,175	\$24,784	\$4,957	\$19,828	500 %	378 %	28
YTD	\$339,536	\$28,450	\$311,086	\$62,217	\$248,869	500 %	374 %	385

\* 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	3,034	
Distinct Households*	1,229	
Distinct Household with Registered Member	330	
Distinct Households with Shoppable Claim	292	991
Distinct Households with Shopping Activity	51	227
Distinct Households with an Incentive Paid	22	160

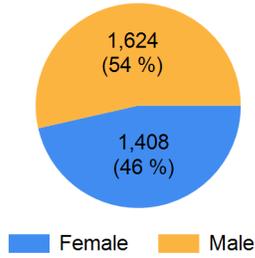
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	27%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	69%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	70%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$260.54	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$808.02	Claim Savings / Number of Incentives Paid

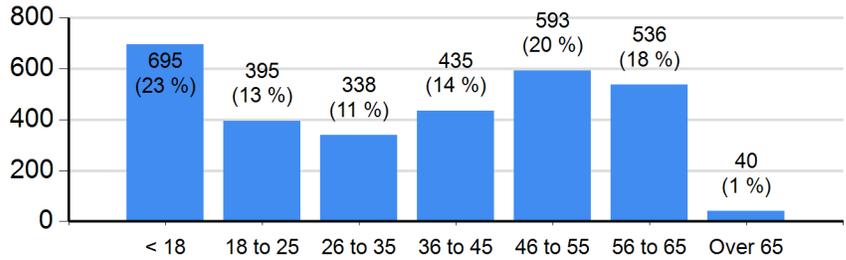
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

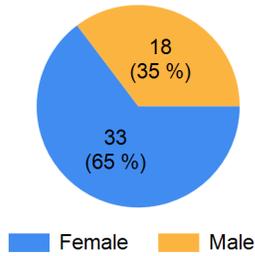
**Distinct Members by Gender**



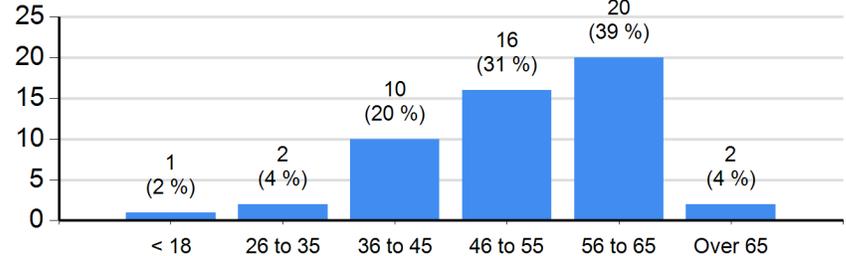
**Distinct Members by Age**



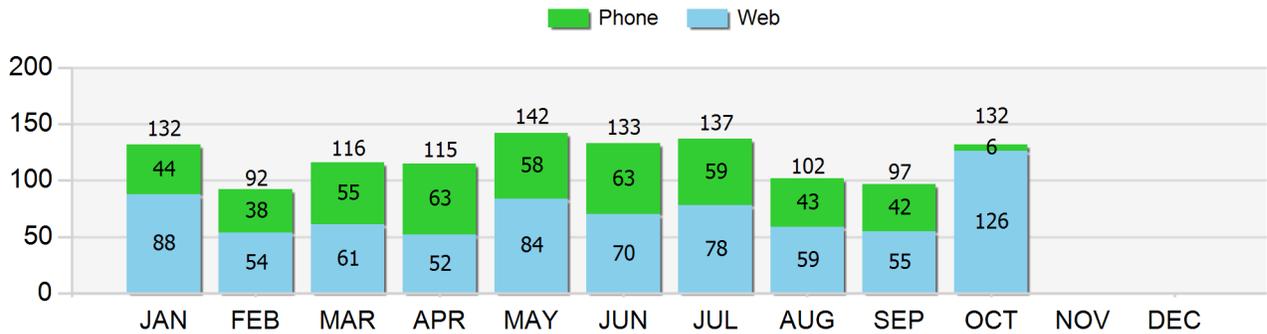
**Distinct Shoppers by Gender**



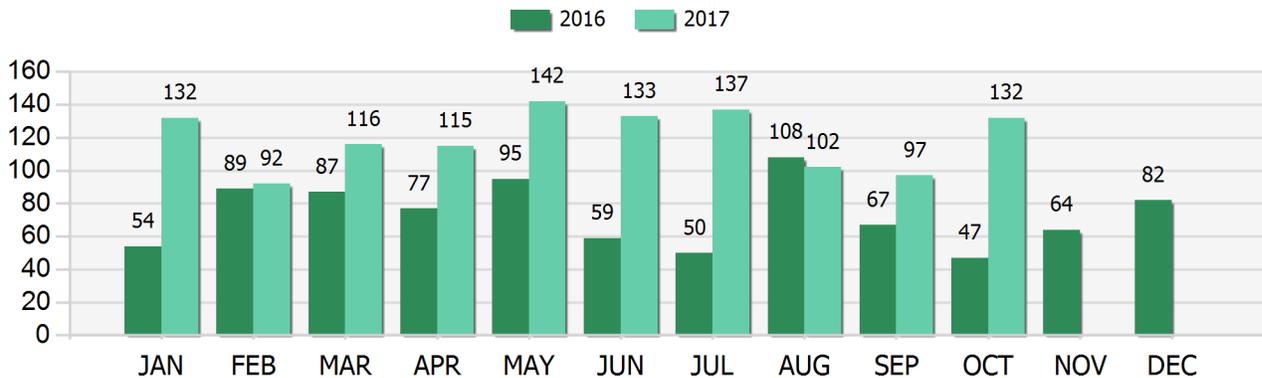
**Distinct Shoppers by Age**



**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 2017

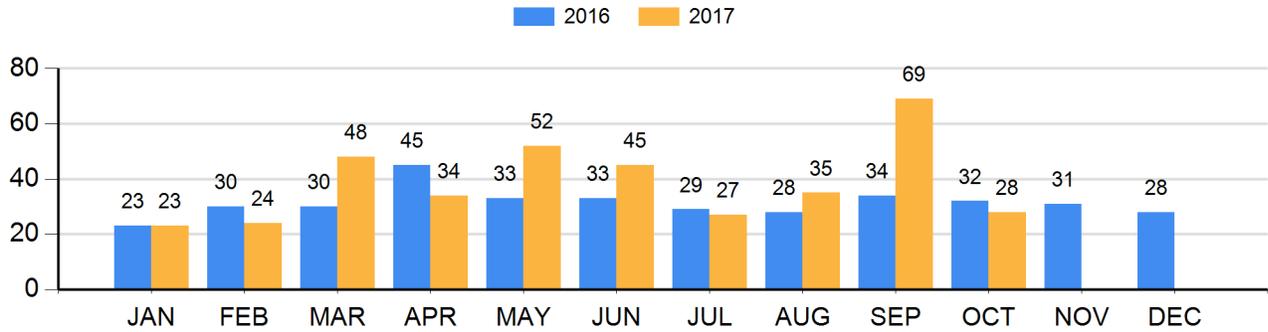
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	12	11	2	(\$500)	(\$250)	\$1,192	\$11,922
Bariatric Surgery	2	1	0	\$0	\$0	\$13,643	\$27,286
Bladder Repair (Sling)	1	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	7	7	1	\$572	\$572	\$140	\$841
Bone Density	45	8	4	\$382	\$95	\$126	\$5,171
Breast Biopsy	12	6	0	\$0	\$0	\$935	\$11,222
Bronchoscopy	2	1	0	\$0	\$0	\$1,557	\$3,113
Bunionectomy	1	2	0	\$0	\$0	(\$75)	(\$75)
Carpal Tunnel	9	2	0	\$0	\$0	\$1,657	\$14,914
Cataract Removal	21	11	2	\$2,682	\$1,341	\$945	\$17,953
Colonoscopy	157	205	23	\$27,819	\$1,210	\$1,059	\$141,970
CT Scan	244	63	13	\$6,120	\$471	\$649	\$149,857
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	5	2	0	\$0	\$0	\$456	\$2,280
Education Call	0	37	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	9	4	0	\$0	\$0	\$3,119	\$28,071
Hammertoe Correction	0	0	0	\$0	\$0	(\$150)	\$0
Hernia Repair	10	1	1	\$0	\$0	\$1,686	\$15,177
Hysterectomy	8	5	0	\$0	\$0	\$3,308	\$26,465
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	26	19	0	\$0	\$0	\$4,065	\$105,681
Lab/Blood Work	2,814	354	206	\$44,518	\$216	\$252	\$658,197
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	367	93	34	\$3,595	\$106	\$58	\$19,394
MRI	227	143	31	\$14,034	\$453	\$709	\$138,989
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	325	90	36	\$66,952	\$1,860	\$1,929	\$557,477
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	37	33	21	\$139,998	\$6,667	\$6,091	\$97,453
Shoulder Surgery	9	4	0	\$0	\$0	\$6,282	\$56,536
Sinus Surgery	18	8	0	\$0	\$0	\$2,120	\$38,168
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	1	3	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	6	1	0	\$0	\$0	\$1,919	\$11,514
Tubal Ligation	5	1	0	\$0	\$0	(\$18)	(\$90)
Ultrasound	229	21	7	\$1,717	\$245	\$129	\$28,716
Upper GI	72	47	4	\$3,197	\$799	\$697	\$47,410
Urethra and Bladder Scope	27	6	0	\$0	\$0	\$1,655	\$44,694
Uterine Tissue Biopsy	2	2	0	\$0	\$0	\$1,843	\$3,685
<b>Totals</b>	<b>4,713</b>	<b>1,194</b>	<b>385</b>	<b>\$311,086</b>			<b>\$2,272,711</b>

Monthly Summary for October 2017

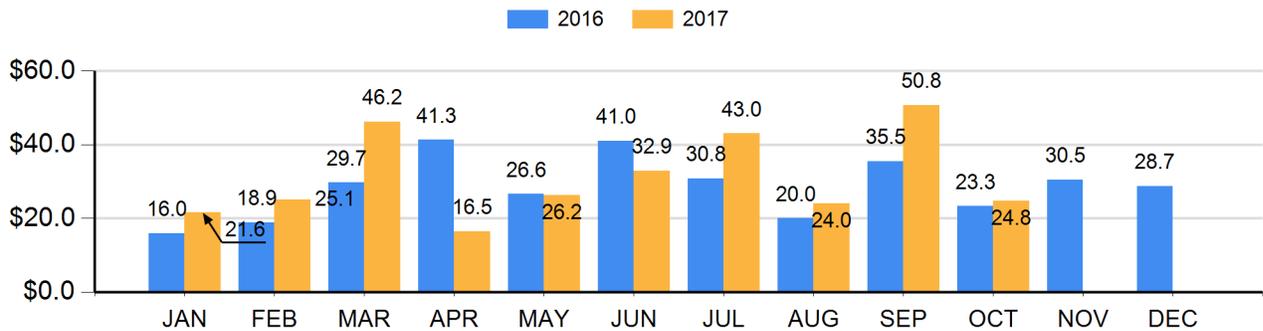
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**Book of Business Average Savings per Case:** Average savings per incentive paid across Vitals book of business for comparison purposes.  
**Potential Savings:** (Incurred Claims-Incentives Paid) \* (BoB Average Savings per Case)

**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	\$55,155	\$4,350	\$50,805	\$10,161	\$40,644	500 %	380 %	69
QTD	\$127,805	\$10,000	\$117,805	\$23,561	\$94,244	500 %	381 %	131
YTD	\$312,576	\$26,275	\$286,301	\$57,260	\$229,041	500 %	374 %	357

\* 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	3,022	
Distinct Households*	1,227	
Distinct Household with Registered Member	325	
Distinct Households with Shoppable Claim	300	990
Distinct Households with Shopping Activity	42	221
Distinct Households with an Incentive Paid	43	162

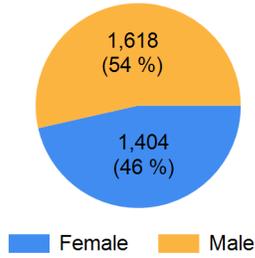
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	26%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	68%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	73%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$269.08	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$801.96	Claim Savings / Number of Incentives Paid

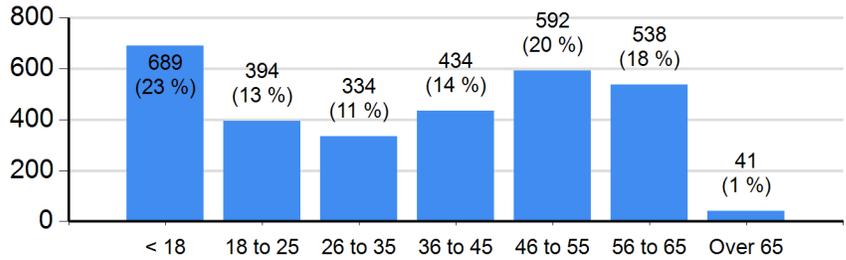
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

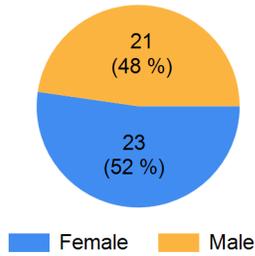
**Distinct Members by Gender**



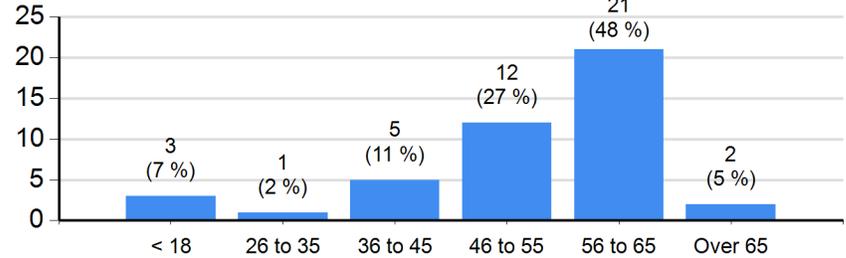
**Distinct Members by Age**



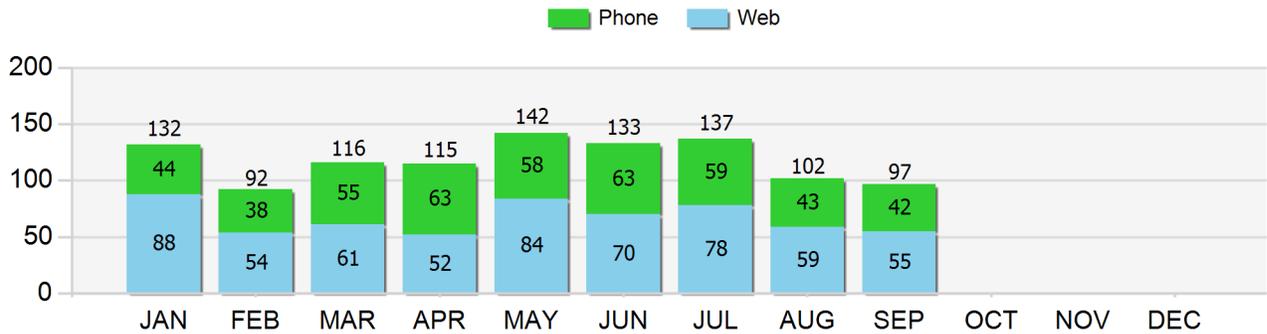
**Distinct Shoppers by Gender**



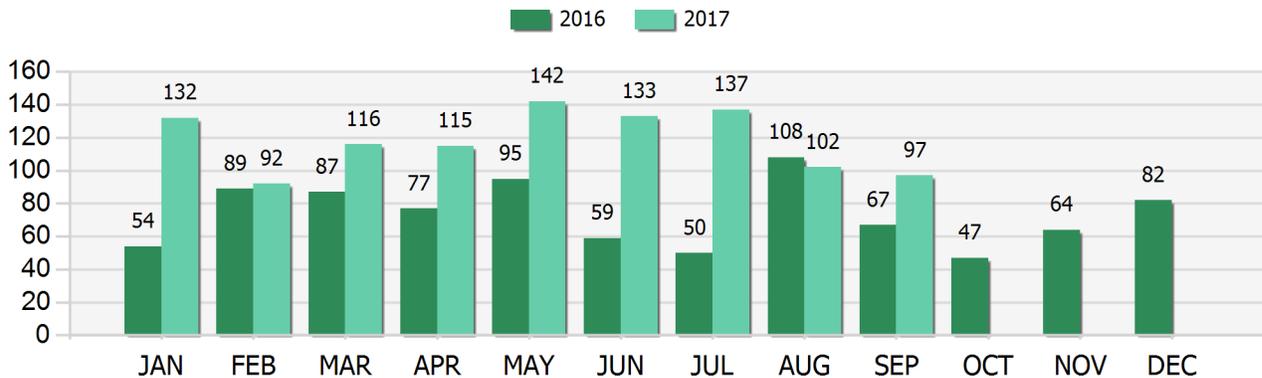
**Distinct Shoppers by Age**



**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 2017

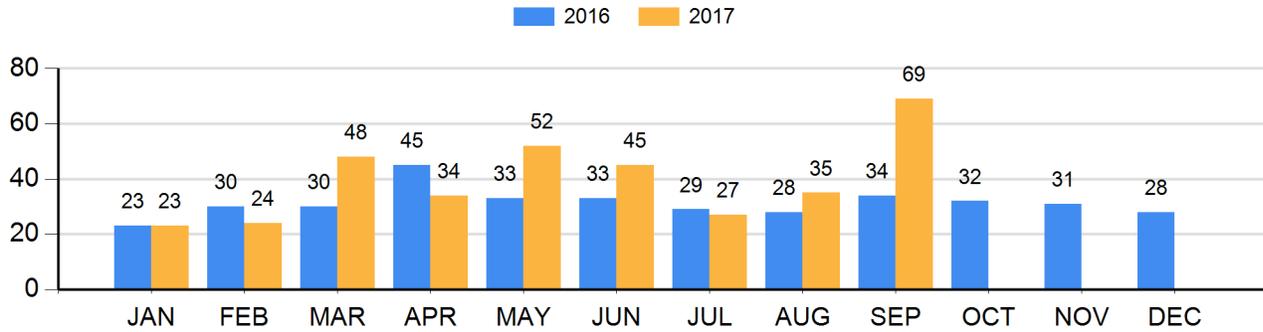
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	12	11	2	(\$500)	(\$250)	\$1,192	\$11,922
Bariatric Surgery	2	1	0	\$0	\$0	\$13,643	\$27,286
Bladder Repair (Sling)	1	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	6	7	1	\$572	\$572	\$140	\$700
Bone Density	43	7	4	\$382	\$95	\$126	\$4,919
Breast Biopsy	10	5	0	\$0	\$0	\$935	\$9,352
Bronchoscopy	2	1	0	\$0	\$0	\$1,557	\$3,113
Bunionectomy	1	2	0	\$0	\$0	(\$75)	(\$75)
Carpal Tunnel	8	2	0	\$0	\$0	\$1,657	\$13,257
Cataract Removal	20	9	2	\$2,682	\$1,341	\$945	\$17,008
Colonoscopy	139	183	20	\$23,871	\$1,194	\$1,059	\$126,078
CT Scan	221	57	11	\$4,978	\$453	\$649	\$136,233
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	5	2	0	\$0	\$0	\$456	\$2,280
Education Call	0	37	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	8	4	0	\$0	\$0	\$3,119	\$24,952
Hammertoe Correction	0	0	0	\$0	\$0	(\$150)	\$0
Hernia Repair	8	1	1	\$0	\$0	\$1,686	\$11,805
Hysterectomy	6	4	0	\$0	\$0	\$3,308	\$19,848
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	25	16	0	\$0	\$0	\$4,065	\$101,616
Lab/Blood Work	2,553	311	191	\$41,450	\$217	\$252	\$596,113
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	342	75	33	\$3,460	\$105	\$58	\$17,997
MRI	215	129	28	\$12,802	\$457	\$709	\$132,607
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	306	83	34	\$64,878	\$1,908	\$1,929	\$524,684
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	35	32	19	\$126,812	\$6,674	\$6,091	\$97,453
Shoulder Surgery	9	4	0	\$0	\$0	\$6,282	\$56,536
Sinus Surgery	18	7	0	\$0	\$0	\$2,120	\$38,168
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	1	3	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	6	1	0	\$0	\$0	\$1,919	\$11,514
Tubal Ligation	5	1	0	\$0	\$0	(\$18)	(\$90)
Ultrasound	212	18	7	\$1,717	\$245	\$129	\$26,517
Upper GI	59	41	4	\$3,197	\$799	\$697	\$38,346
Urethra and Bladder Scope	24	6	0	\$0	\$0	\$1,655	\$39,728
Uterine Tissue Biopsy	2	1	0	\$0	\$0	\$1,843	\$3,685
<b>Totals</b>	<b>4,307</b>	<b>1,064</b>	<b>357</b>	<b>\$286,301</b>			<b>\$2,102,272</b>

Monthly Summary for September 2017

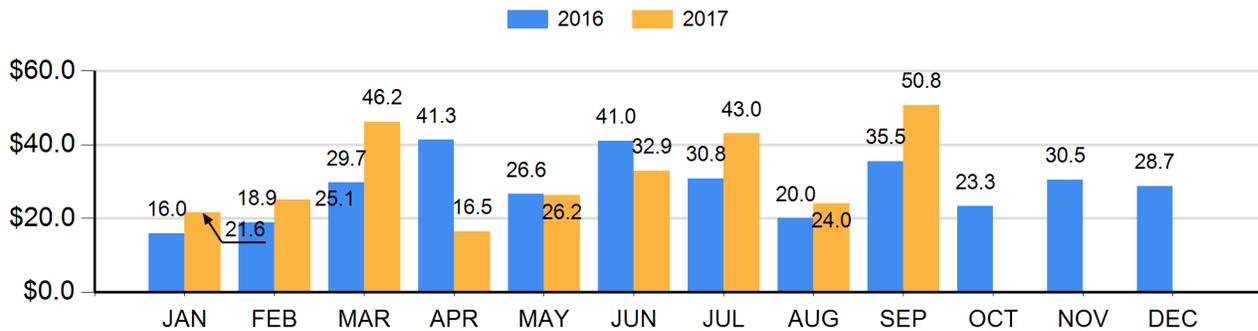
**Claims Activity By Service Measure Definitions**

**Incurred Claims:** Count of claims (per distinct date of service per member)  
**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	\$45,820	\$2,800	\$43,020	\$8,604	\$34,416	500 %	402 %	27
QTD	\$45,820	\$2,800	\$43,020	\$8,604	\$34,416	500 %	402 %	27
YTD	\$230,592	\$19,075	\$211,517	\$42,303	\$169,214	500 %	376 %	253

\* 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	3,035	
Distinct Households*	1,232	
Distinct Household with Registered Member	322	
Distinct Households with Shoppable Claim	268	987
Distinct Households with Shopping Activity	54	221
Distinct Households with an Incentive Paid	26	161

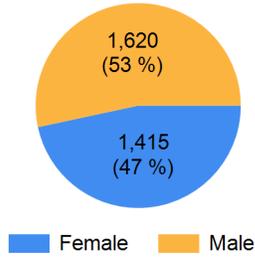
\*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	26%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	69%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	73%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$244.53	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$836.04	Claim Savings / Number of Incentives Paid

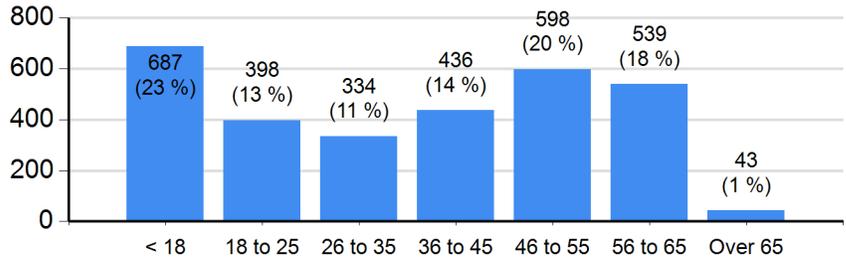
\*Measure is total over the past twelve months

**Membership and Shopping Demographics**

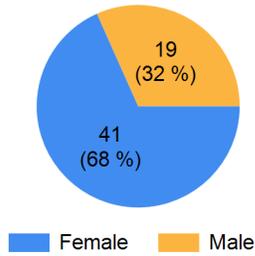
**Distinct Members by Gender**



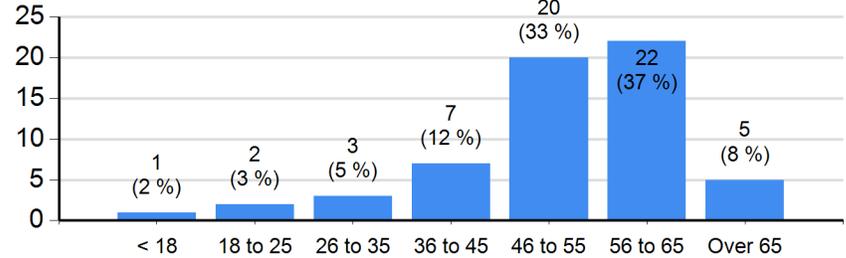
**Distinct Members by Age**



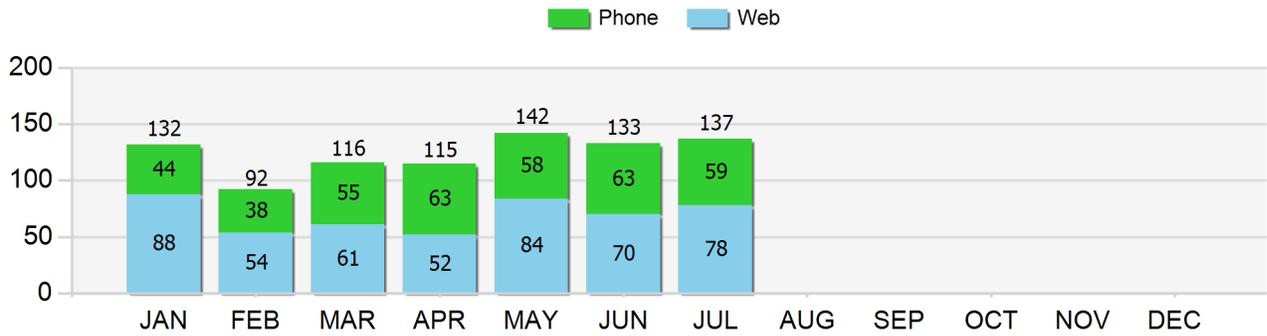
**Distinct Shoppers by Gender**



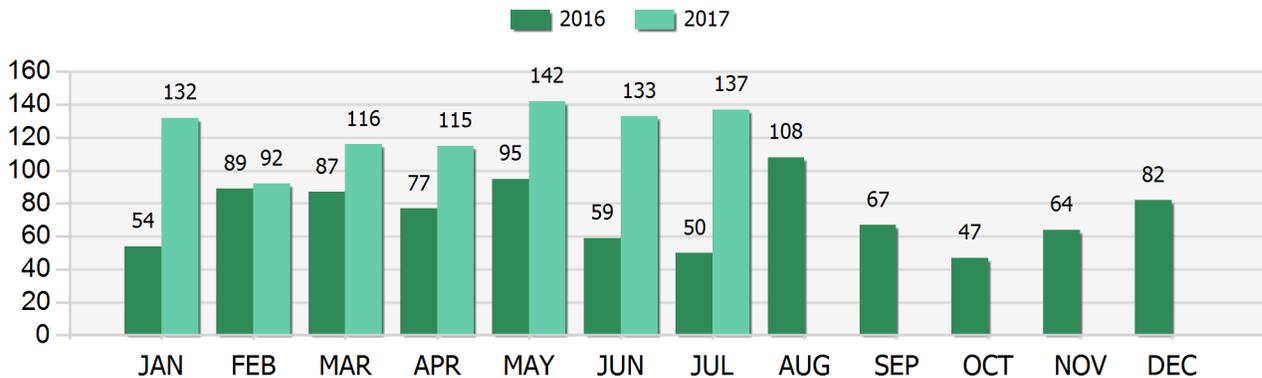
**Distinct Shoppers by Age**



**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 2017

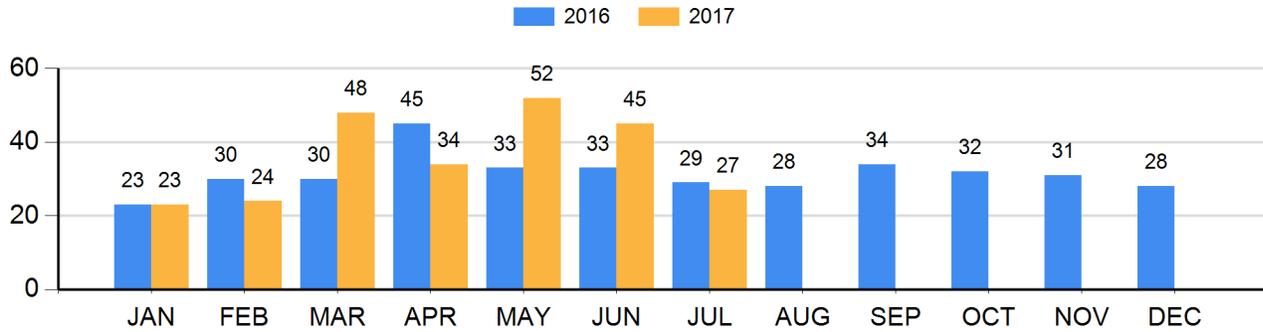
SmartShopper Service	Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	12	11	1	\$0	\$0	\$1,192	\$13,114
Bariatric Surgery	2	1	0	\$0	\$0	\$13,643	\$27,286
Bladder Repair (Sling)	1	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	6	6	1	\$572	\$572	\$140	\$700
Bone Density	32	4	3	\$227	\$76	\$126	\$3,658
Breast Biopsy	6	5	0	\$0	\$0	\$935	\$5,611
Bronchoscopy	2	1	0	\$0	\$0	\$1,557	\$3,113
Bunionectomy	1	1	0	\$0	\$0	(\$75)	(\$75)
Carpal Tunnel	5	1	0	\$0	\$0	\$1,657	\$8,286
Cataract Removal	18	5	2	\$2,682	\$1,341	\$945	\$15,118
Colonoscopy	104	140	17	\$20,601	\$1,212	\$1,059	\$92,175
CT Scan	176	42	9	\$4,075	\$453	\$649	\$108,338
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	5	2	0	\$0	\$0	\$456	\$2,280
Education Call	0	37	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	7	3	0	\$0	\$0	\$3,119	\$21,833
Hammertoe Correction	0	0	0	\$0	\$0	(\$150)	\$0
Hernia Repair	5	1	1	\$0	\$0	\$1,686	\$6,745
Hysterectomy	6	4	0	\$0	\$0	\$3,308	\$19,848
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	23	12	0	\$0	\$0	\$4,065	\$93,487
Lab/Blood Work	0	256	132	\$30,092	\$228	\$252	(\$33,314)
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	261	67	22	\$2,296	\$104	\$58	\$13,920
MRI	165	110	20	\$8,022	\$401	\$709	\$102,823
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	0	73	26	\$53,531	\$2,059	\$1,929	(\$50,154)
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	27	21	13	\$86,636	\$6,664	\$6,091	\$85,271
Shoulder Surgery	9	4	0	\$0	\$0	\$6,282	\$56,536
Sinus Surgery	16	7	0	\$0	\$0	\$2,120	\$33,927
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	1	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	5	1	0	\$0	\$0	\$1,919	\$9,595
Tubal Ligation	4	1	0	\$0	\$0	(\$18)	(\$72)
Ultrasound	150	13	4	\$953	\$238	\$129	\$18,885
Upper GI	42	27	2	\$1,831	\$915	\$697	\$27,888
Urethra and Bladder Scope	16	6	0	\$0	\$0	\$1,655	\$26,485
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$1,843	\$0
<b>Totals</b>	<b>1,110</b>	<b>865</b>	<b>253</b>	<b>\$211,517</b>			<b>\$722,030</b>

Monthly Summary for July 2017

**Claims Activity By Service Measure Definitions**

**Incurred Claims:** Count of claims (per distinct date of service per member)  
**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  
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**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)**

