



SmartShopper Program Summary - City of Manchester

Monthly Summary for July 2016



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$32,630	\$1,800	\$30,830	\$6,166	\$24,664	410 %	1,713 %	29
QTD	\$32,630	\$1,800	\$30,830	\$6,166	\$24,664	410 %	1,713 %	29
YTD	\$219,331	\$15,050	\$204,281	\$40,856	\$163,425	392 %	1,357 %	223

* Net Savings = Gross Savings - Incentives - Program Fees

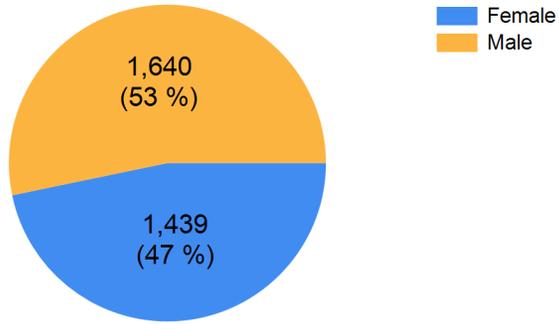
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	July 2016	Year To Date
Distinct Members	3,079	
Distinct Members with a Claim	349 (11%)	1,397
Distinct Members with Shopping Activity	30 (1%)	194
Distinct Members with an Incentive Paid	25 (1%)	141

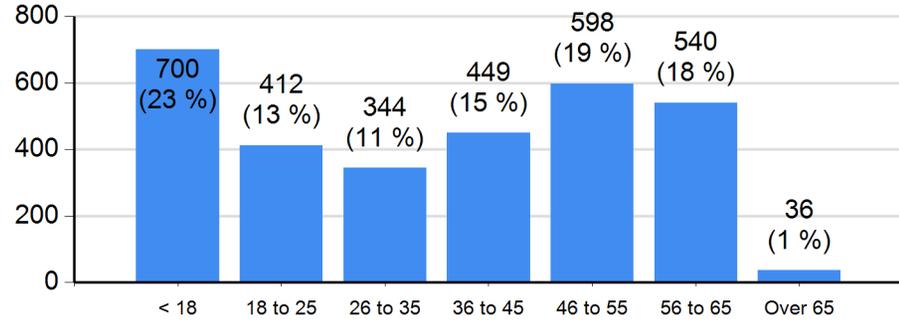
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.2 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.6 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$399.77	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$916.06	The Average Savings Per Incentive is the average actual savings for each incentive earned



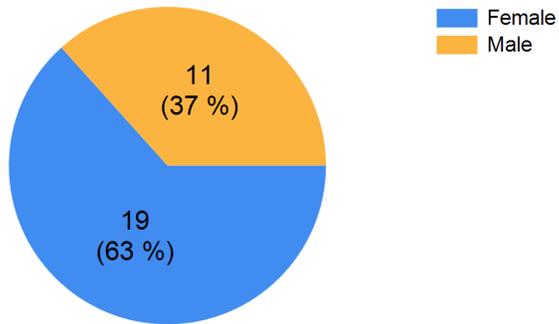
Distinct Members by Gender



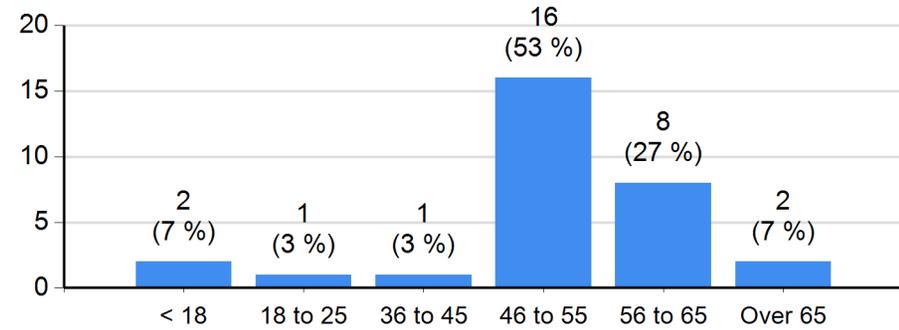
Distinct Members by Age



Distinct Shoppers by Gender



Distinct Shoppers by Age

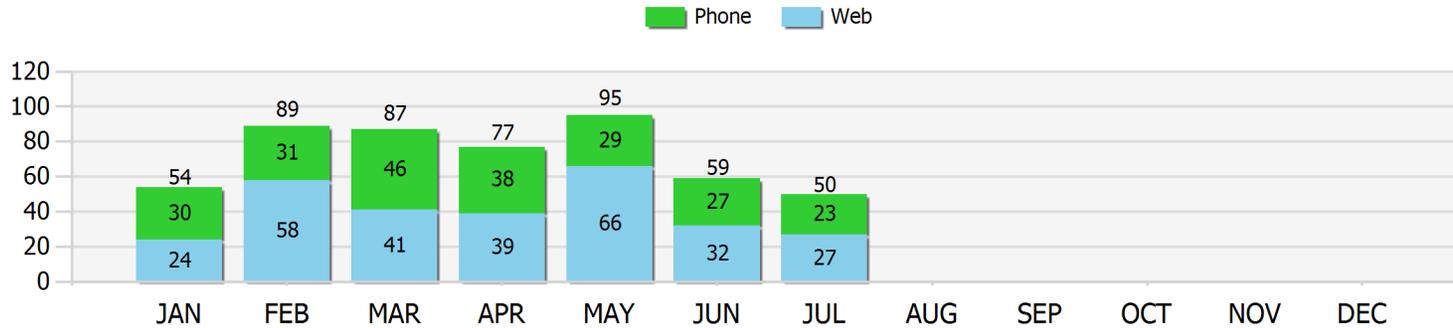




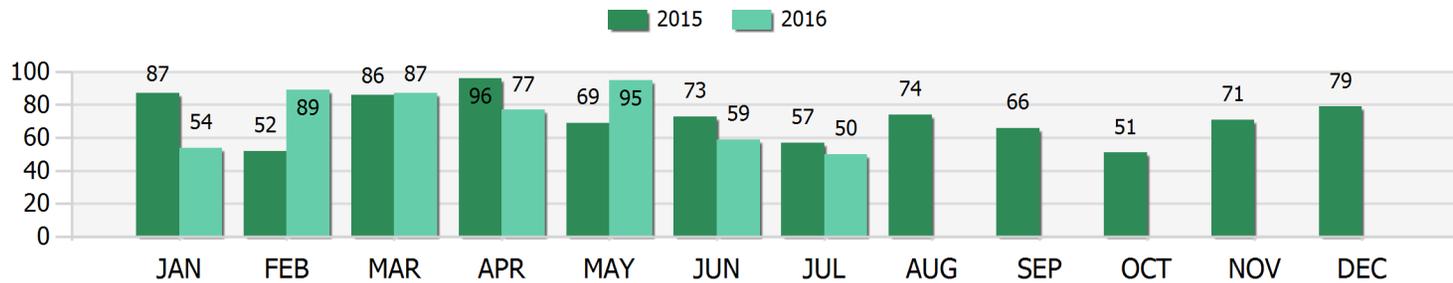
SmartShopper Program Summary - City of Manchester
 Monthly Summary for July 2016



Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	7	7	0	0 %	\$0	\$0	\$2,734	\$19,137	0.0 %
Bariatric Surgery	0	0	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	2	0	0	0 %	\$0	\$0	\$7,043	\$14,086	0.0 %
Bone and Joint Imaging	3	1	0	0 %	\$0	\$0	\$169	\$506	0.0 %
Bone Density	30	5	4	13 %	\$519	\$130	\$128	\$3,330	0.3 %
Breast Biopsy	6	0	0	0 %	\$0	\$0	\$1,378	\$8,268	0.0 %
Bronchoscopy	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	1	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	3	0	0	0 %	\$0	\$0	\$1,756	\$5,269	0.0 %
Cataract Removal	7	4	0	0 %	\$0	\$0	\$1,795	\$12,562	0.0 %
Colonoscopy	85	51	17	20 %	\$19,942	\$1,173	\$971	\$66,044	9.8 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for July 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	205	9	2	1 %	\$484	\$242	\$648	\$131,478	0.2 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	13	0	0	0 %	\$0	\$0	\$428	\$5,567	0.0 %
Education Call	0	13	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	7	1	0	0 %	\$0	\$0	\$2,703	\$18,922	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	7	0	0	0 %	\$0	\$0	\$3,593	\$25,149	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$1,359	\$0	0.0 %
Hysteroscopy	7	0	0	0 %	\$0	\$0	(\$100)	(\$700)	0.0 %
Knee Surgery	8	5	0	0 %	\$0	\$0	\$3,067	\$24,536	0.0 %
Lab/Blood Work	1,808	189	117	6 %	\$28,290	\$242	\$255	\$431,751	13.8 %
Lithotripsy - Kidney Stones	4	2	0	0 %	\$0	\$0	\$4,494	\$17,977	0.0 %
Mammogram	346	51	24	7 %	\$1,531	\$64	\$67	\$21,486	0.7 %
MRI	196	68	14	7 %	\$10,733	\$767	\$720	\$131,032	5.3 %
PET Scan	6	0	0	0 %	\$0	\$0	(\$15)	(\$90)	0.0 %
Physical Therapy	267	53	23	9 %	\$46,266	\$2,012	\$1,944	\$474,336	22.6 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	20	8	11	55 %	\$72,523	\$6,593	\$7,446	\$67,010	35.5 %
Shoulder Surgery	14	4	2	14 %	\$18,021	\$9,010	\$5,428	\$65,137	8.8 %
Sinus Surgery	42	8	2	5 %	\$2,807	\$1,404	\$3,242	\$129,661	1.4 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	5	0	0	0 %	\$0	\$0	\$1,588	\$7,941	0.0 %
Tubal Ligation	4	0	0	0 %	\$0	\$0	\$4,784	\$19,135	0.0 %
Ultrasound	205	18	4	2 %	\$989	\$247	\$141	\$28,352	0.5 %
Upper GI	46	12	3	7 %	\$2,177	\$726	\$1,093	\$47,004	1.1 %
Urethra and Bladder Scope	11	0	0	0 %	\$0	\$0	\$581	\$6,395	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	3,365	511	223	6.6 %	\$204,281			\$1,781,280	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

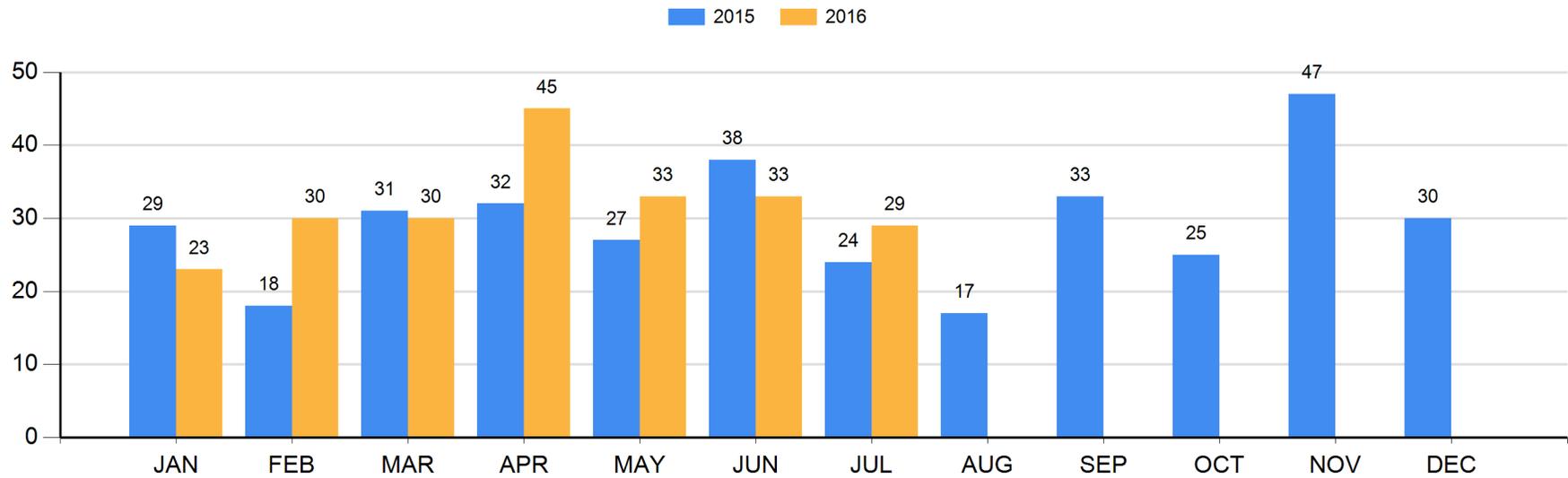
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

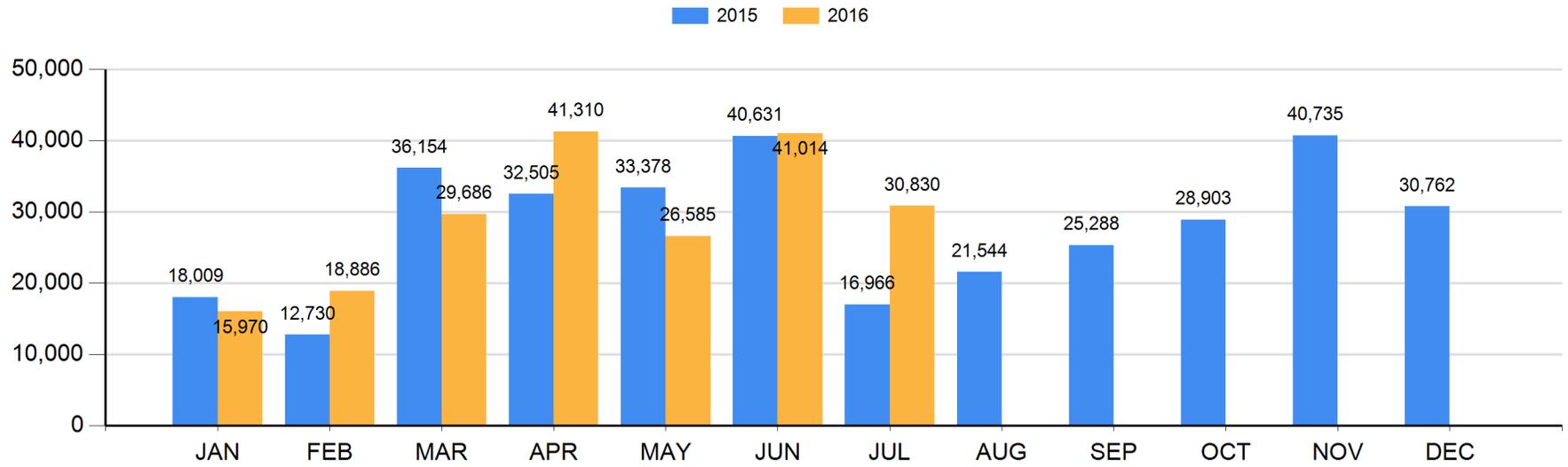




SmartShopper Program Summary - City of Manchester
Monthly Summary for July 2016



Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for August 2016



Savings Summary									
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases	
MTD	\$21,644	\$1,625	\$20,019	\$4,004	\$16,015	385 %	1,232 %	28	
QTD	\$54,273	\$3,425	\$50,848	\$10,170	\$40,678	399 %	1,485 %	57	
YTD	\$240,974	\$16,675	\$224,299	\$44,860	\$179,440	392 %	1,345 %	251	

* Net Savings = Gross Savings - Incentives - Program Fees

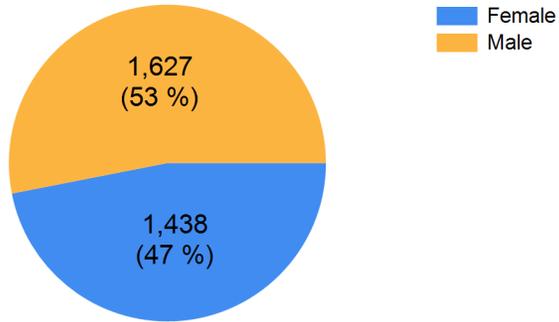
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	August 2016	Year To Date
Distinct Members	3,065	
Distinct Members with a Claim	384 (13%)	1,506
Distinct Members with Shopping Activity	53 (2%)	214
Distinct Members with an Incentive Paid	24 (1%)	150

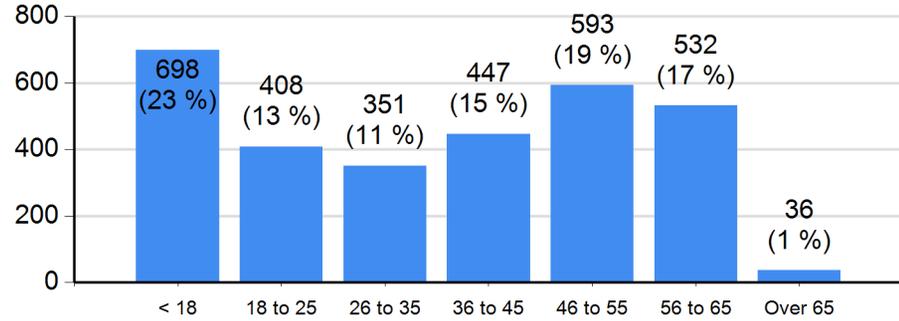
Conversion Rate Summary Year-to-Date		
Shopping Rate	16.0 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	40.5 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.5 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$362.36	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$893.62	The Average Savings Per Incentive is the average actual savings for each incentive earned



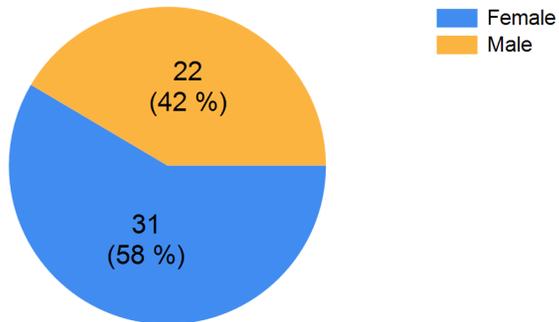
Distinct Members by Gender



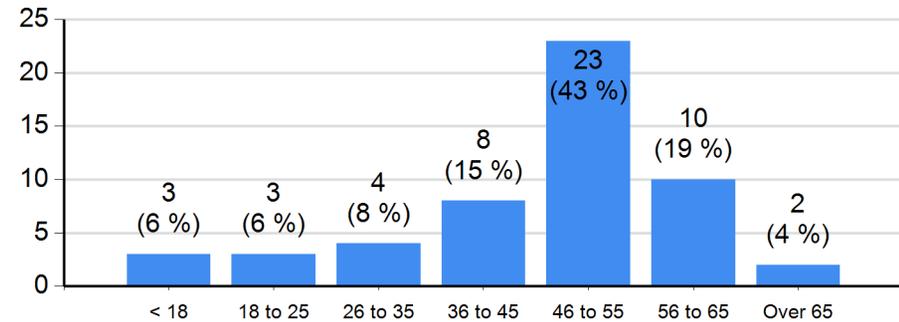
Distinct Members by Age



Distinct Shoppers by Gender

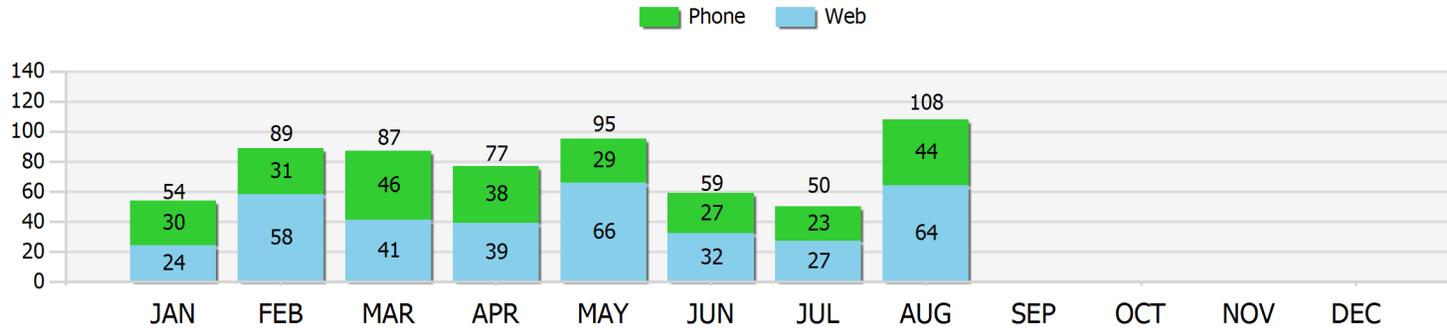


Distinct Shoppers by Age

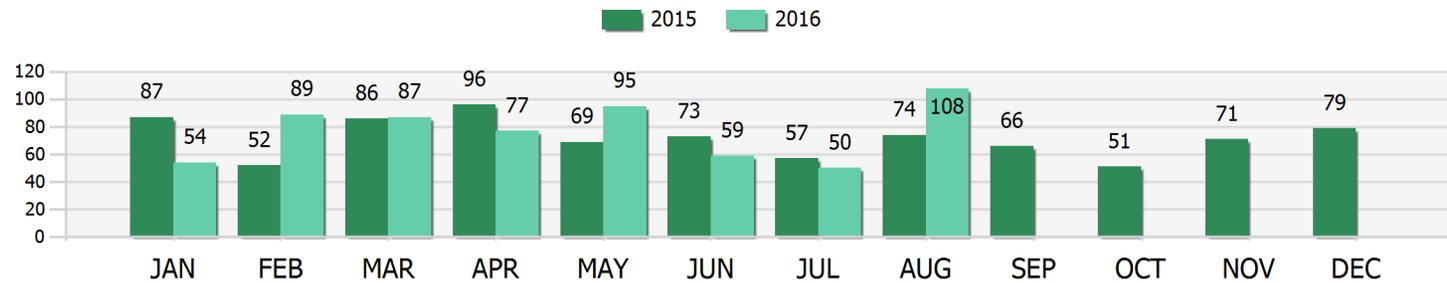




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	8	7	0	0 %	\$0	\$0	\$2,734	\$21,871	0.0 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	3	0	0	0 %	\$0	\$0	\$7,043	\$21,129	0.0 %
Bone and Joint Imaging	5	1	0	0 %	\$0	\$0	\$169	\$843	0.0 %
Bone Density	33	5	4	12 %	\$519	\$130	\$128	\$3,714	0.2 %
Breast Biopsy	7	0	0	0 %	\$0	\$0	\$1,378	\$9,646	0.0 %
Bronchoscopy	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	1	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	4	0	0	0 %	\$0	\$0	\$1,756	\$7,025	0.0 %
Cataract Removal	10	5	1	10 %	(\$50)	(\$50)	\$1,795	\$16,152	0.0 %
Colonoscopy	97	58	17	18 %	\$19,942	\$1,173	\$971	\$77,699	8.9 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for August 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	233	9	2	1 %	\$484	\$242	\$648	\$149,613	0.2 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	13	0	0	0 %	\$0	\$0	\$428	\$5,567	0.0 %
Education Call	0	14	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	9	2	0	0 %	\$0	\$0	\$2,703	\$24,328	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	9	1	0	0 %	\$0	\$0	\$3,593	\$32,334	0.0 %
Hysterectomy	1	0	0	0 %	\$0	\$0	\$1,359	\$1,359	0.0 %
Hysteroscopy	9	0	0	0 %	\$0	\$0	(\$100)	(\$900)	0.0 %
Knee Surgery	11	5	1	9 %	\$2,133	\$2,133	\$3,067	\$30,671	1.0 %
Lab/Blood Work	2,098	227	136	6 %	\$33,762	\$248	\$255	\$500,944	15.1 %
Lithotripsy - Kidney Stones	4	2	0	0 %	\$0	\$0	\$4,494	\$17,977	0.0 %
Mammogram	399	58	27	7 %	\$1,736	\$64	\$67	\$24,823	0.8 %
MRI	228	94	15	7 %	\$11,657	\$777	\$720	\$153,351	5.2 %
PET Scan	6	0	0	0 %	\$0	\$0	(\$15)	(\$90)	0.0 %
Physical Therapy	296	63	25	8 %	\$51,008	\$2,040	\$1,944	\$526,824	22.7 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	25	10	12	48 %	\$79,116	\$6,593	\$7,446	\$96,793	35.3 %
Shoulder Surgery	17	4	2	12 %	\$18,021	\$9,010	\$5,428	\$81,421	8.0 %
Sinus Surgery	45	9	2	4 %	\$2,807	\$1,404	\$3,242	\$139,386	1.3 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	5	1	0	0 %	\$0	\$0	\$1,588	\$7,941	0.0 %
Tubal Ligation	4	0	0	0 %	\$0	\$0	\$4,784	\$19,135	0.0 %
Ultrasound	232	20	4	2 %	\$989	\$247	\$141	\$32,160	0.4 %
Upper GI	52	16	3	6 %	\$2,177	\$726	\$1,093	\$53,562	1.0 %
Urethra and Bladder Scope	12	0	0	0 %	\$0	\$0	\$581	\$6,976	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	3,876	619	251	6.5 %	\$224,299			\$2,062,251	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

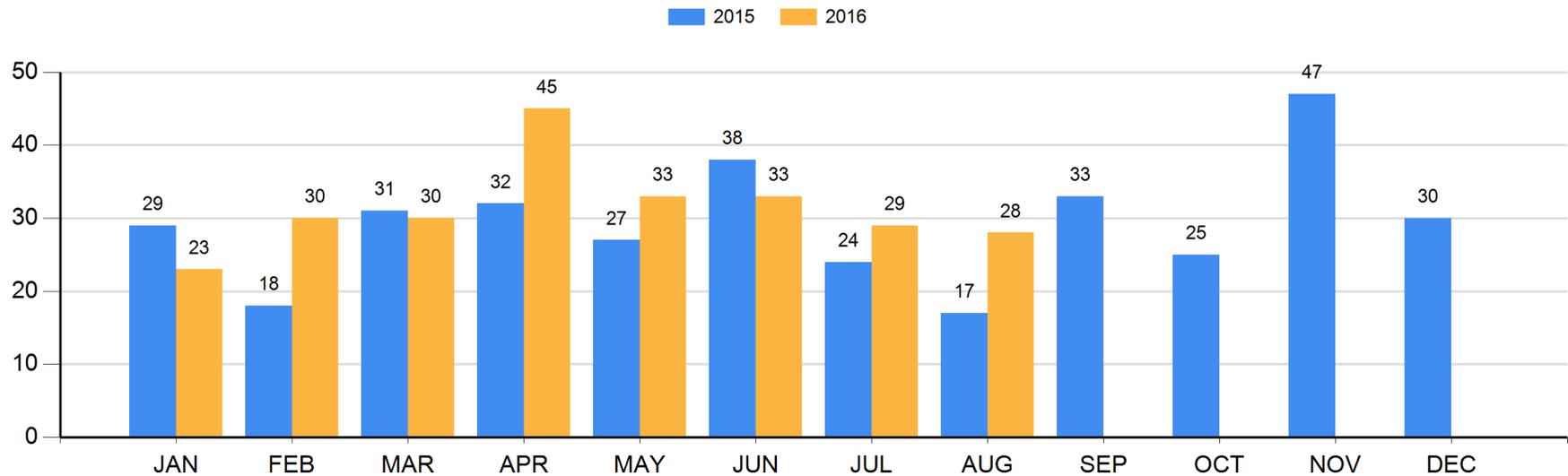
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

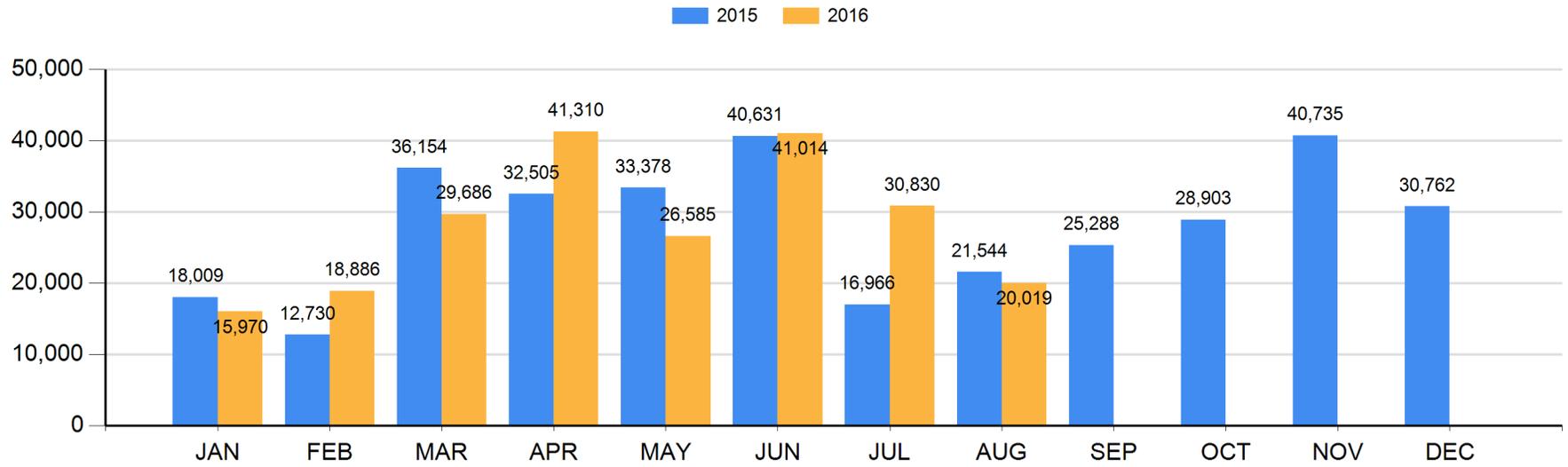




SmartShopper Program Summary - City of Manchester
Monthly Summary for August 2016



Claims Savings Year Over Year





Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$38,436	\$2,900	\$35,536	\$7,107	\$28,429	384 %	1,225 %	34
QTD	\$92,709	\$6,325	\$86,384	\$17,277	\$69,107	393 %	1,366 %	91
YTD	\$279,410	\$19,575	\$259,835	\$51,967	\$207,868	391 %	1,327 %	285

* Net Savings = Gross Savings - Incentives - Program Fees

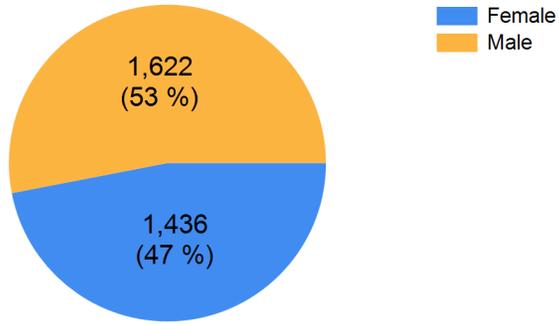
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	September 2016	Year To Date
Distinct Members	3,058	
Distinct Members with a Claim	364 (12%)	1,585
Distinct Members with Shopping Activity	42 (1%)	235
Distinct Members with an Incentive Paid	33 (1%)	163

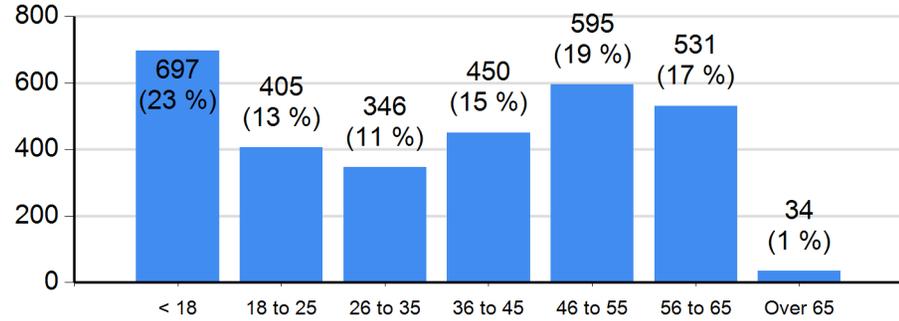
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.8 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	41.5 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$378.77	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$911.70	The Average Savings Per Incentive is the average actual savings for each incentive earned



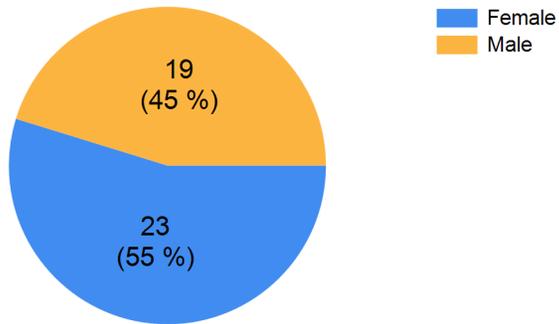
Distinct Members by Gender



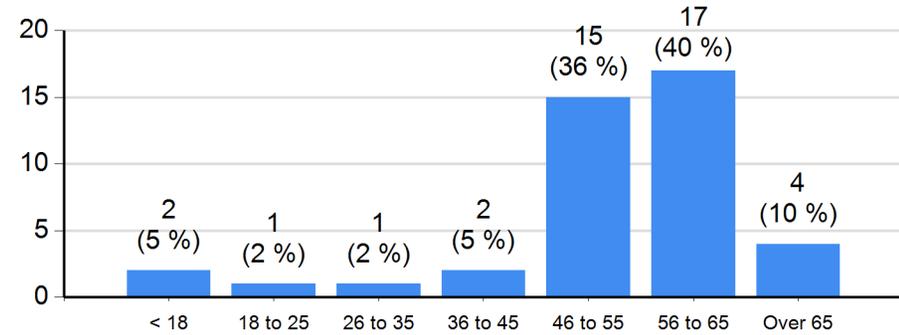
Distinct Members by Age



Distinct Shoppers by Gender

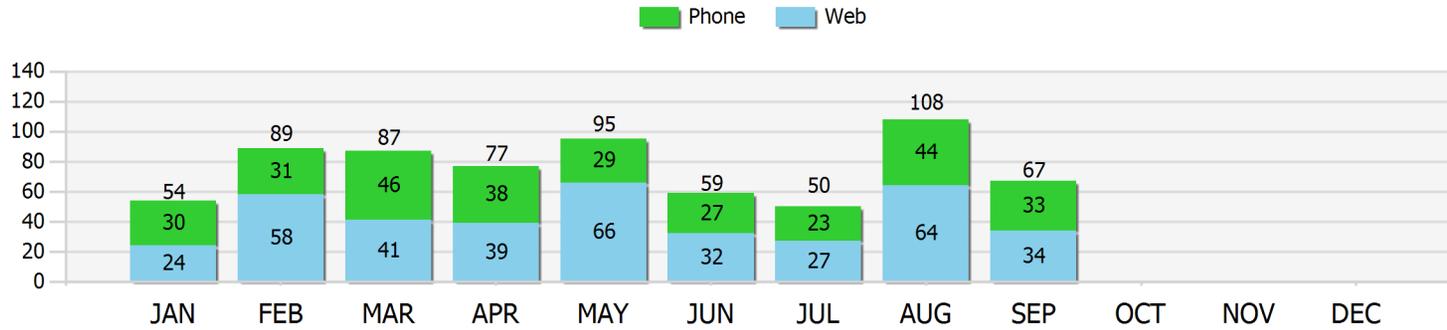


Distinct Shoppers by Age

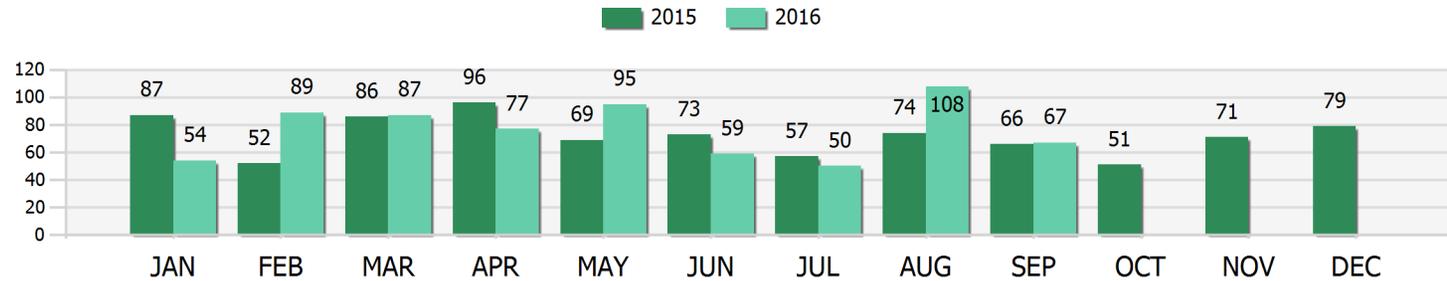




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	9	7	0	0 %	\$0	\$0	\$2,734	\$24,605	0.0 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	5	0	0	0 %	\$0	\$0	\$7,043	\$35,215	0.0 %
Bone and Joint Imaging	6	1	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	36	6	4	11 %	\$519	\$130	\$128	\$4,098	0.2 %
Breast Biopsy	8	0	0	0 %	\$0	\$0	\$1,378	\$11,024	0.0 %
Bronchoscopy	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	0	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	10	5	1	10 %	(\$50)	(\$50)	\$1,795	\$16,152	0.0 %
Colonoscopy	108	69	20	19 %	\$25,576	\$1,279	\$971	\$85,469	9.8 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for September 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	260	10	3	1 %	\$909	\$303	\$648	\$166,453	0.3 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	13	1	0	0 %	\$0	\$0	\$428	\$5,567	0.0 %
Education Call	0	16	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	10	2	0	0 %	\$0	\$0	\$2,703	\$27,031	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	10	1	0	0 %	\$0	\$0	\$3,593	\$35,926	0.0 %
Hysterectomy	2	0	0	0 %	\$0	\$0	\$1,359	\$2,717	0.0 %
Hysteroscopy	11	0	0	0 %	\$0	\$0	(\$100)	(\$1,100)	0.0 %
Knee Surgery	13	5	1	8 %	\$2,133	\$2,133	\$3,067	\$36,805	0.8 %
Lab/Blood Work	2,352	248	151	6 %	\$36,517	\$242	\$255	\$561,966	14.1 %
Lithotripsy - Kidney Stones	4	2	0	0 %	\$0	\$0	\$4,494	\$17,977	0.0 %
Mammogram	446	64	28	6 %	\$1,814	\$65	\$67	\$27,892	0.7 %
MRI	258	104	19	7 %	\$14,773	\$778	\$720	\$172,069	5.7 %
PET Scan	7	0	0	0 %	\$0	\$0	(\$15)	(\$105)	0.0 %
Physical Therapy	336	71	30	9 %	\$59,627	\$1,988	\$1,944	\$594,864	22.9 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	31	14	14	45 %	\$92,302	\$6,593	\$7,446	\$126,575	35.5 %
Shoulder Surgery	18	4	2	11 %	\$18,021	\$9,010	\$5,428	\$86,849	6.9 %
Sinus Surgery	46	10	2	4 %	\$2,807	\$1,404	\$3,242	\$142,627	1.1 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	6	1	0	0 %	\$0	\$0	\$1,588	\$9,529	0.0 %
Tubal Ligation	5	0	0	0 %	\$0	\$0	\$4,784	\$23,918	0.0 %
Ultrasound	257	20	6	2 %	\$1,525	\$254	\$141	\$35,404	0.6 %
Upper GI	60	17	4	7 %	\$3,362	\$841	\$1,093	\$61,214	1.3 %
Urethra and Bladder Scope	14	0	0	0 %	\$0	\$0	\$581	\$8,139	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	4,348	686	285	6.6 %	\$259,835			\$2,328,674	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

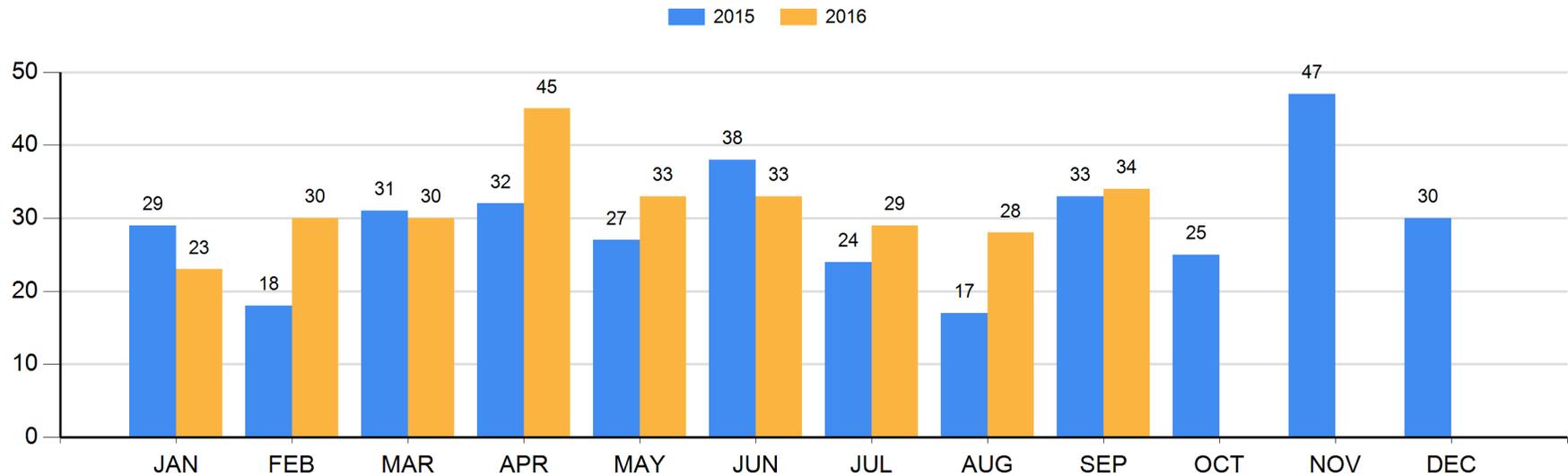
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

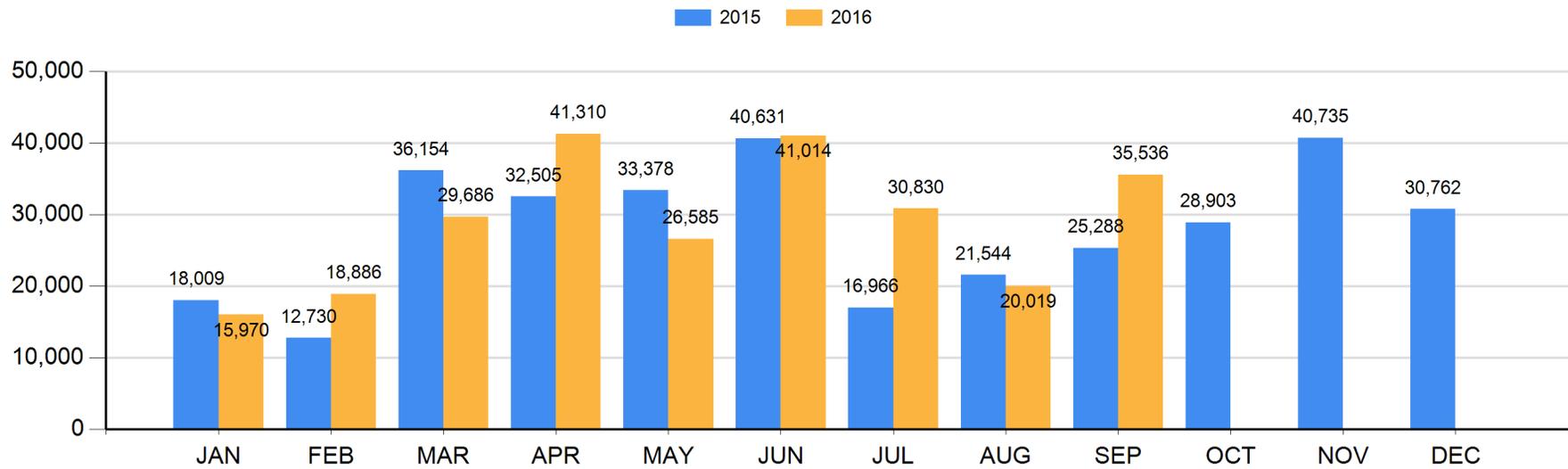




SmartShopper Program Summary - City of Manchester
Monthly Summary for September 2016



Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for October 2016



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
QTD	\$25,600	\$2,325	\$23,275	\$4,655	\$18,620	367 %	1,001 %	32
YTD	\$305,010	\$21,900	\$283,110	\$56,622	\$226,488	388 %	1,293 %	317

* Net Savings = Gross Savings - Incentives - Program Fees

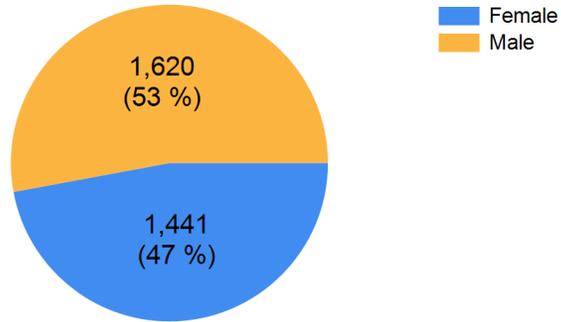
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	October 2016	Year To Date
Distinct Members	3,061	
Distinct Members with a Claim	351 (11%)	1,645
Distinct Members with Shopping Activity	29 (1%)	240
Distinct Members with an Incentive Paid	29 (1%)	176

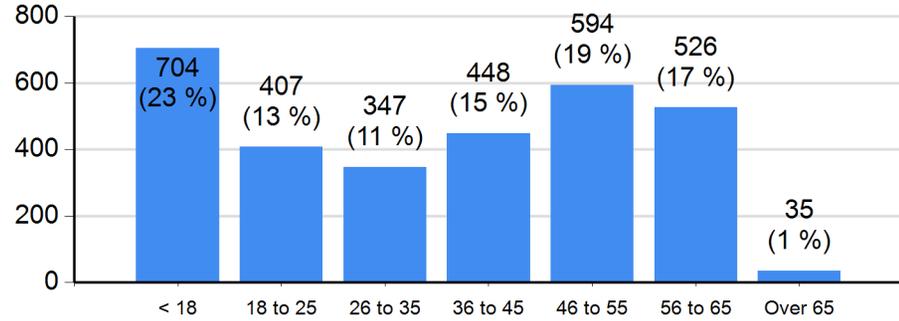
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.2 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$386.23	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$893.09	The Average Savings Per Incentive is the average actual savings for each incentive earned



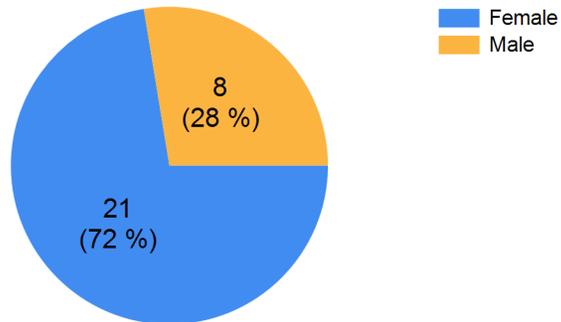
Distinct Members by Gender



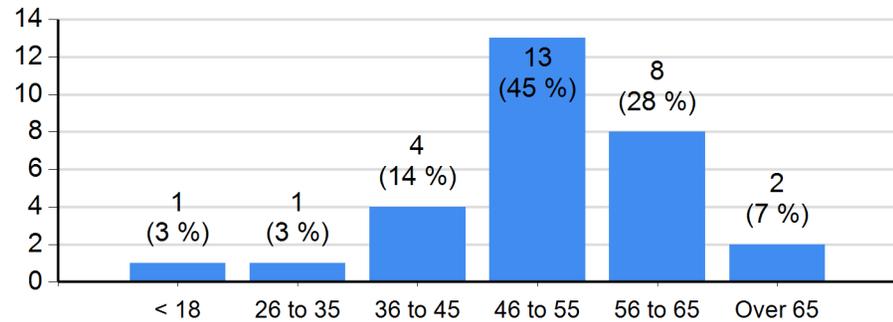
Distinct Members by Age



Distinct Shoppers by Gender

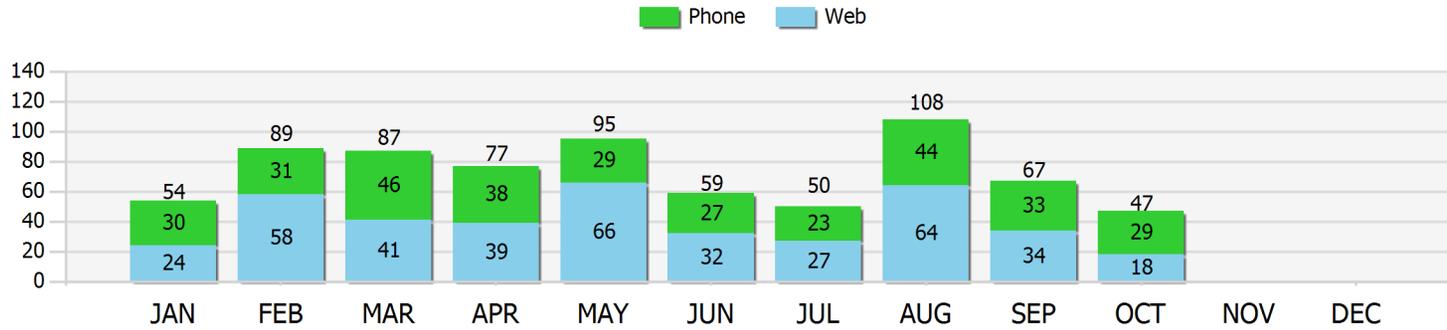


Distinct Shoppers by Age

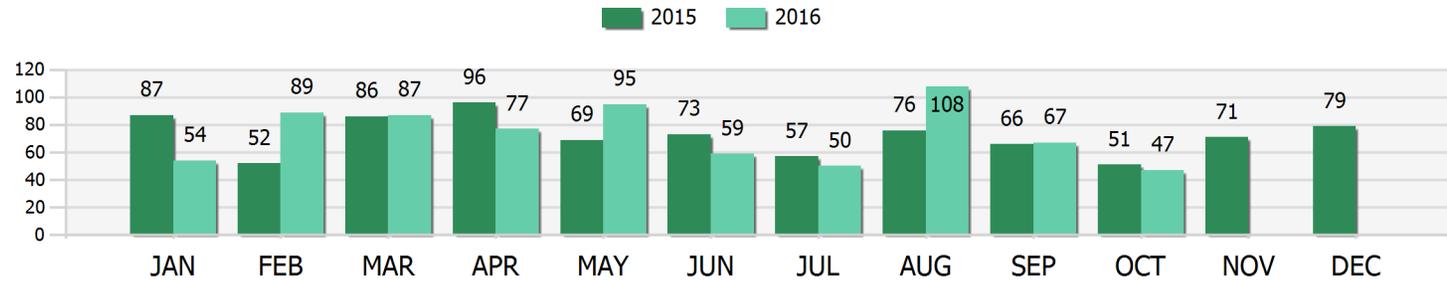




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	11	7	0	0 %	\$0	\$0	\$2,734	\$30,072	0.0 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	8	0	0	0 %	\$0	\$0	\$7,043	\$56,344	0.0 %
Bone and Joint Imaging	6	1	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	38	6	6	16 %	\$760	\$127	\$128	\$4,098	0.3 %
Breast Biopsy	9	0	0	0 %	\$0	\$0	\$1,378	\$12,402	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	0	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	11	5	1	9 %	(\$50)	(\$50)	\$1,795	\$17,946	0.0 %
Colonoscopy	118	74	22	19 %	\$27,280	\$1,240	\$971	\$93,239	9.6 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for October 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	281	11	4	1 %	\$1,467	\$367	\$648	\$179,406	0.5 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	14	1	0	0 %	\$0	\$0	\$428	\$5,996	0.0 %
Education Call	0	18	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	10	2	0	0 %	\$0	\$0	\$2,703	\$27,031	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	12	1	0	0 %	\$0	\$0	\$3,593	\$43,112	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	13	0	0	0 %	\$0	\$0	(\$100)	(\$1,300)	0.0 %
Knee Surgery	18	5	1	6 %	\$2,133	\$2,133	\$3,067	\$52,140	0.8 %
Lab/Blood Work	2,587	267	166	6 %	\$40,211	\$242	\$255	\$618,137	14.2 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	491	68	33	7 %	\$2,015	\$61	\$67	\$30,562	0.7 %
MRI	283	114	23	8 %	\$16,407	\$713	\$720	\$187,188	5.8 %
PET Scan	7	0	0	0 %	\$0	\$0	(\$15)	(\$105)	0.0 %
Physical Therapy	373	71	31	8 %	\$61,684	\$1,990	\$1,944	\$664,848	21.8 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	36	15	16	44 %	\$105,488	\$6,593	\$7,446	\$148,912	37.3 %
Shoulder Surgery	20	4	2	10 %	\$18,021	\$9,010	\$5,428	\$97,706	6.4 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	1.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	6	1	0	0 %	\$0	\$0	\$1,588	\$9,529	0.0 %
Tubal Ligation	6	0	0	0 %	\$0	\$0	\$4,784	\$28,702	0.0 %
Ultrasound	287	20	6	2 %	\$1,525	\$254	\$141	\$39,636	0.5 %
Upper GI	69	21	4	6 %	\$3,362	\$841	\$1,093	\$71,052	1.2 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	4,793	733	317	6.6 %	\$283,110			\$2,608,743	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

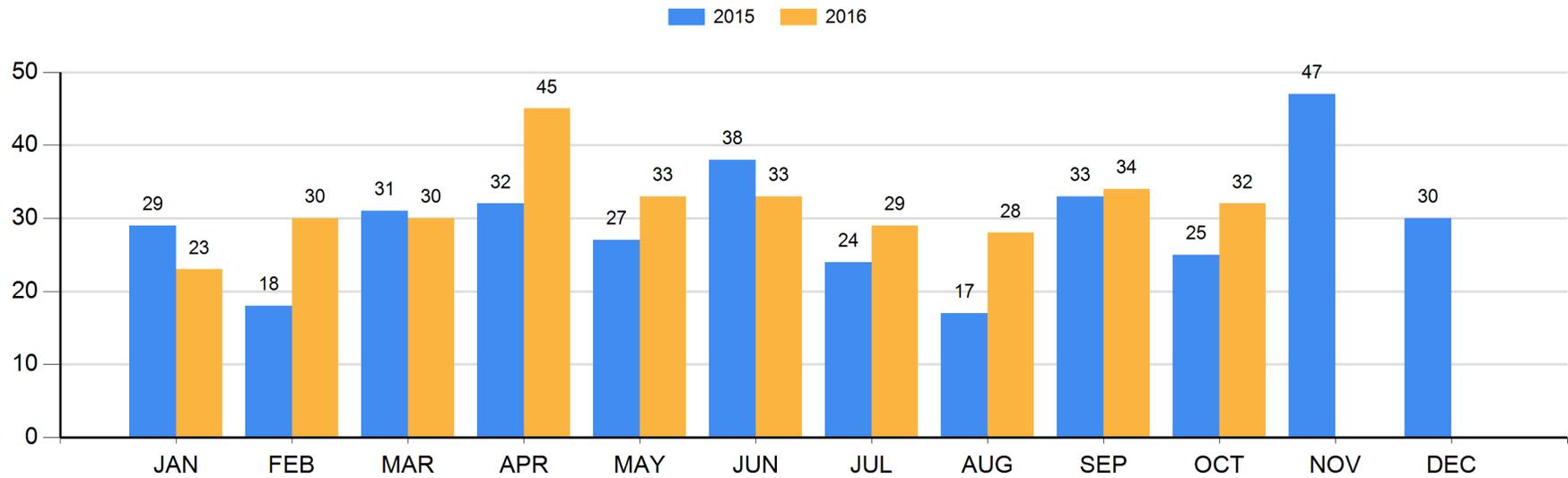
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

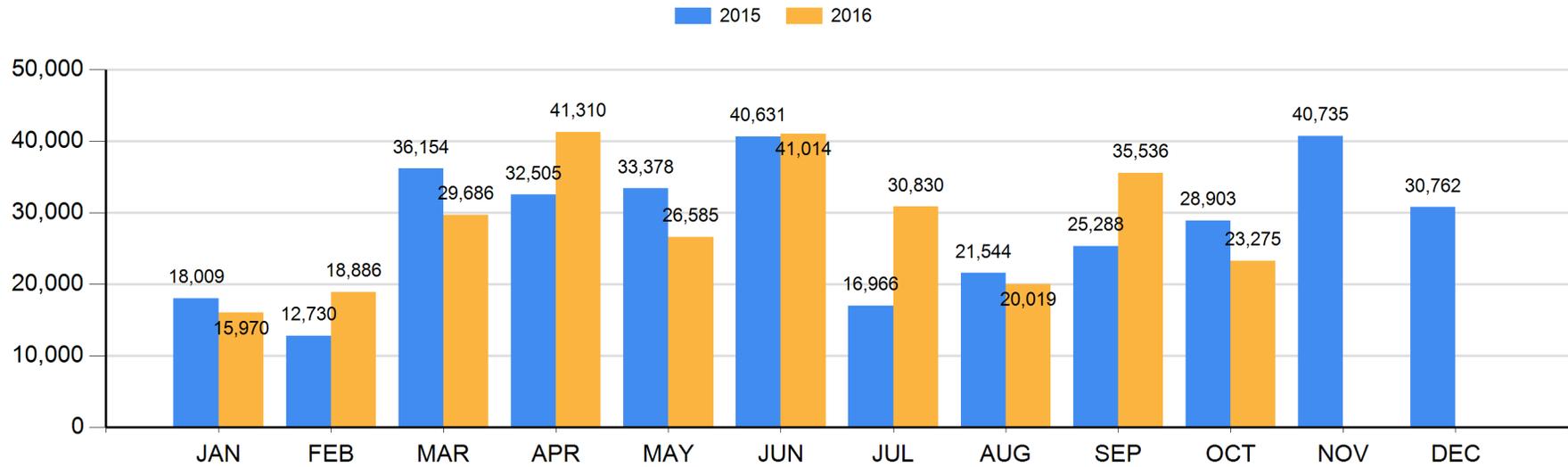




SmartShopper Program Summary - City of Manchester
Monthly Summary for October 2016



Claims Savings Year Over Year





Savings Summary									
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases	
MTD	\$33,334	\$2,850	\$30,484	\$6,097	\$24,387	373 %	1,070 %	31	
QTD	\$58,934	\$5,175	\$53,759	\$10,752	\$43,007	370 %	1,039 %	63	
YTD	\$338,344	\$24,750	\$313,594	\$62,719	\$250,875	387 %	1,267 %	348	

* Net Savings = Gross Savings - Incentives - Program Fees

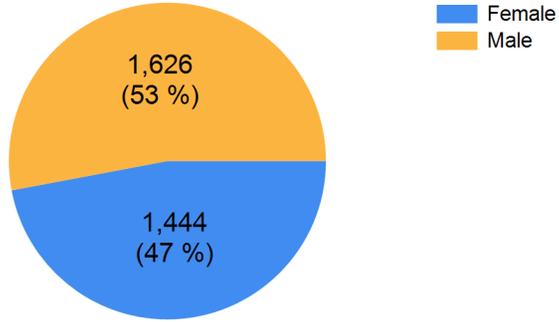
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	November 2016	Year To Date
Distinct Members	3,070	
Distinct Members with a Claim	396 (13%)	1,730
Distinct Members with Shopping Activity	39 (1%)	251
Distinct Members with an Incentive Paid	30 (1%)	185

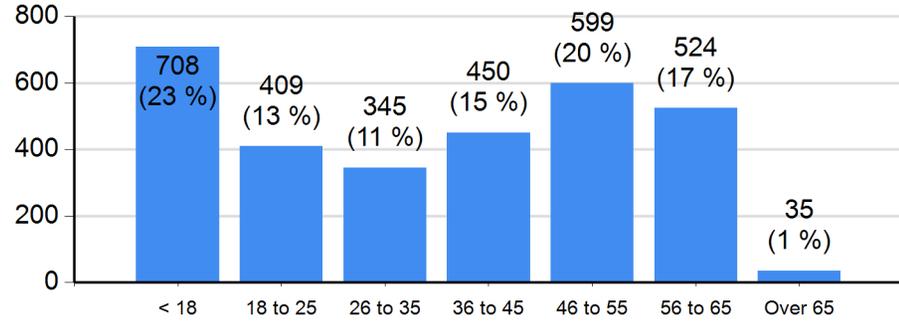
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.1 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.7 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$393.47	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$901.13	The Average Savings Per Incentive is the average actual savings for each incentive earned



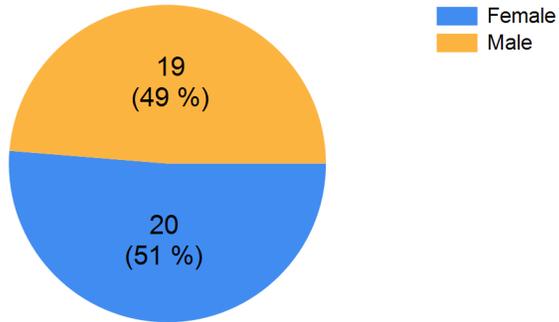
Distinct Members by Gender



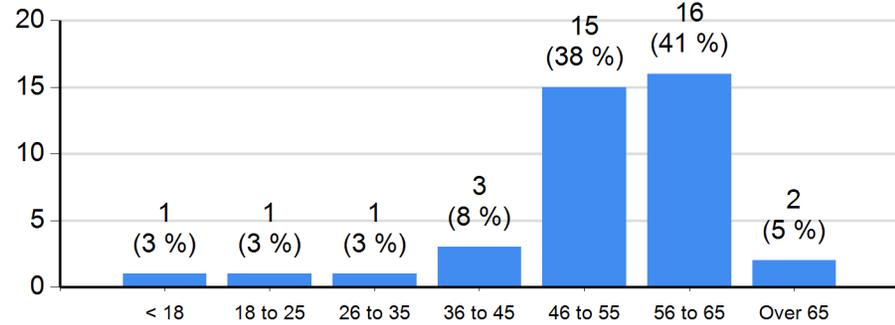
Distinct Members by Age



Distinct Shoppers by Gender

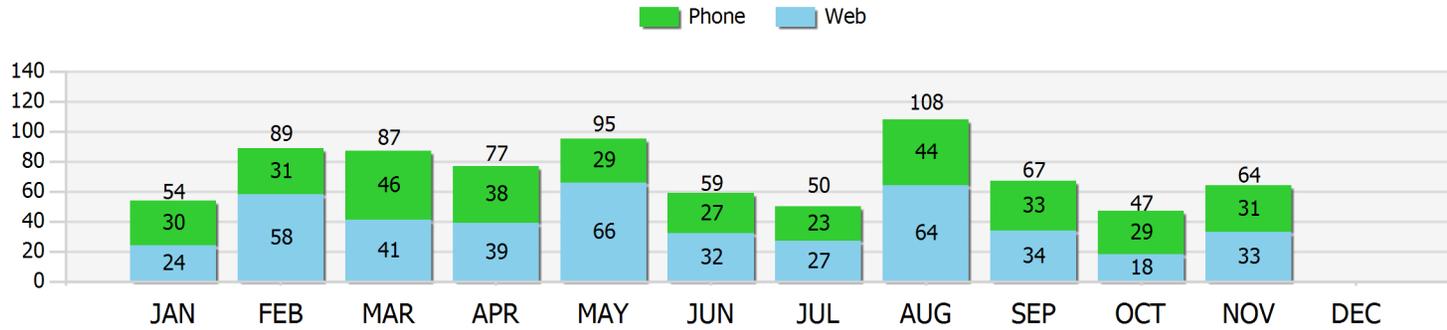


Distinct Shoppers by Age

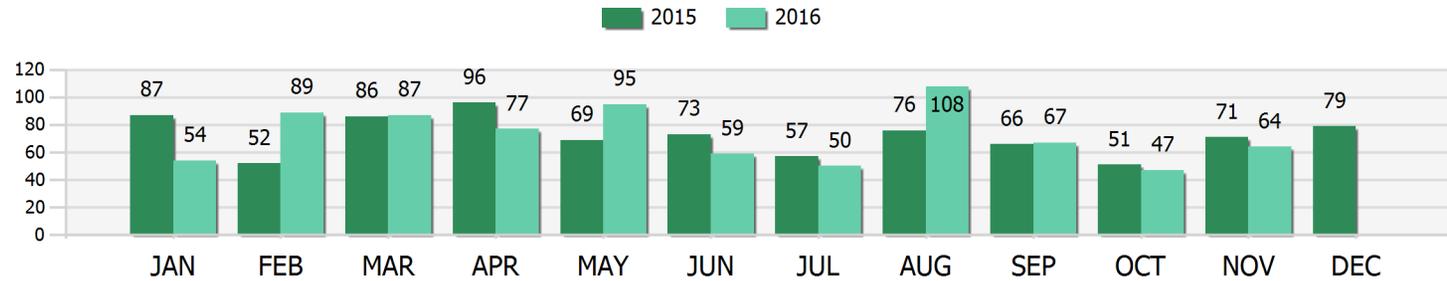




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	12	7	0	0 %	\$0	\$0	\$2,734	\$32,806	0.0 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	8	0	0	0 %	\$0	\$0	\$7,043	\$56,344	0.0 %
Bone and Joint Imaging	6	1	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	43	6	6	14 %	\$760	\$127	\$128	\$4,738	0.2 %
Breast Biopsy	11	0	0	0 %	\$0	\$0	\$1,378	\$15,158	0.0 %
Bronchoscopy	0	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	3	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	0	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	11	7	1	9 %	(\$50)	(\$50)	\$1,795	\$17,946	0.0 %
Colonoscopy	127	78	25	20 %	\$29,209	\$1,168	\$971	\$99,066	9.3 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for November 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	316	15	5	2 %	\$2,586	\$517	\$648	\$201,427	0.8 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	15	1	1	7 %	\$1,012	\$1,012	\$428	\$5,996	0.3 %
Education Call	0	21	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	13	2	0	0 %	\$0	\$0	\$2,703	\$35,140	0.0 %
Hammertoe Correction	1	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	14	1	0	0 %	\$0	\$0	\$3,593	\$50,297	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	16	0	0	0 %	\$0	\$0	(\$100)	(\$1,600)	0.0 %
Knee Surgery	19	5	1	5 %	\$2,133	\$2,133	\$3,067	\$55,207	0.7 %
Lab/Blood Work	2,870	292	177	6 %	\$42,440	\$240	\$255	\$687,585	13.5 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	536	76	40	7 %	\$2,310	\$58	\$67	\$33,097	0.7 %
MRI	307	118	25	8 %	\$17,524	\$701	\$720	\$203,027	5.6 %
PET Scan	7	0	0	0 %	\$0	\$0	(\$15)	(\$105)	0.0 %
Physical Therapy	413	73	32	8 %	\$64,106	\$2,003	\$1,944	\$740,664	20.4 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	42	16	19	45 %	\$125,635	\$6,612	\$7,446	\$171,248	40.1 %
Shoulder Surgery	25	4	2	8 %	\$18,021	\$9,010	\$5,428	\$124,846	5.7 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	0.9 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	7	1	0	0 %	\$0	\$0	\$1,588	\$11,117	0.0 %
Tubal Ligation	7	0	0	0 %	\$0	\$0	\$4,784	\$33,486	0.0 %
Ultrasound	317	26	7	2 %	\$1,888	\$270	\$141	\$43,727	0.6 %
Upper GI	72	22	5	7 %	\$3,212	\$642	\$1,093	\$73,238	1.0 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	5,294	797	348	6.6 %	\$313,594			\$2,886,548	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

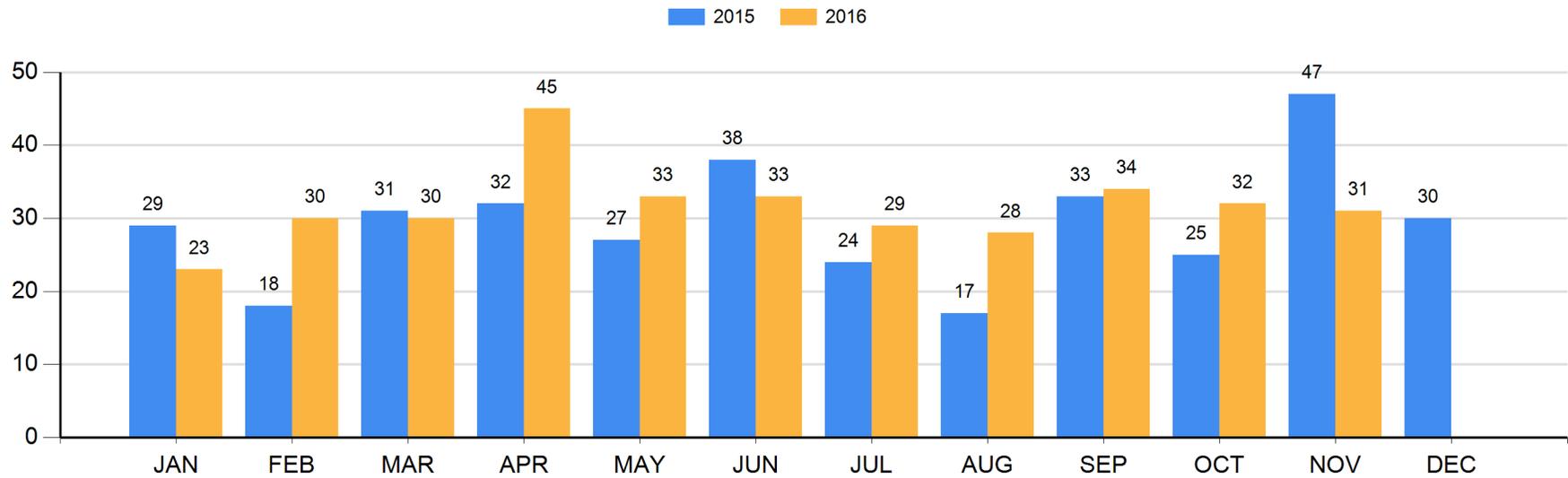
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

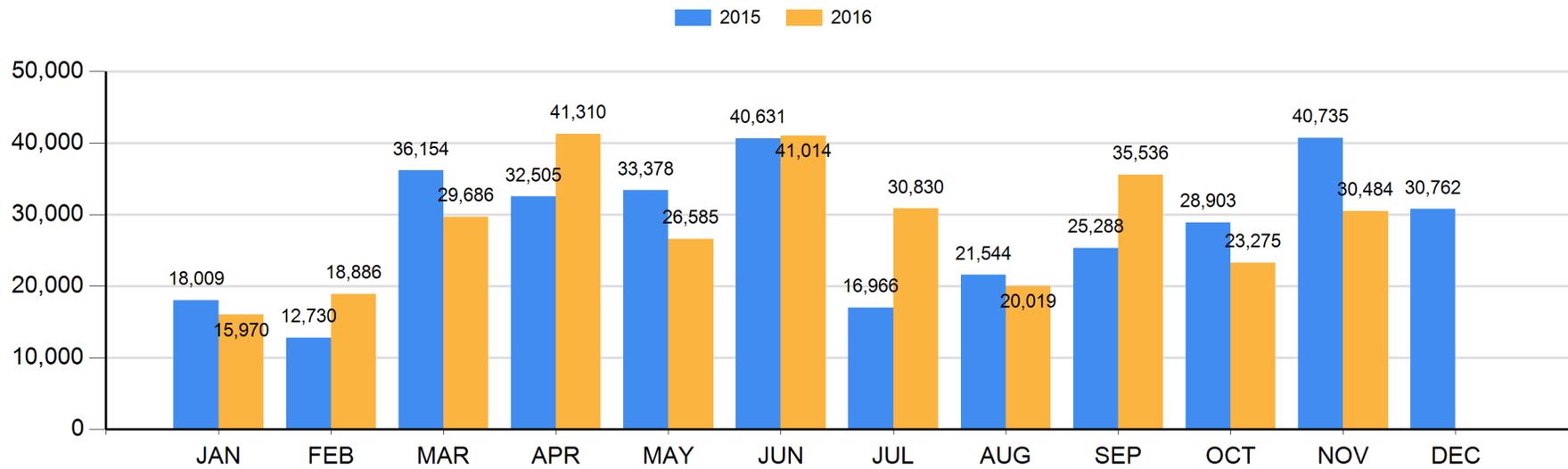




SmartShopper Program Summary - City of Manchester
Monthly Summary for November 2016



Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for December 2016



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$30,922	\$2,225	\$28,697	\$5,739	\$22,958	388 %	1,290 %	28
QTD	\$89,856	\$7,400	\$82,456	\$16,491	\$65,965	376 %	1,114 %	91
YTD	\$369,266	\$26,975	\$342,291	\$68,458	\$273,833	387 %	1,269 %	376

* Net Savings = Gross Savings - Incentives - Program Fees

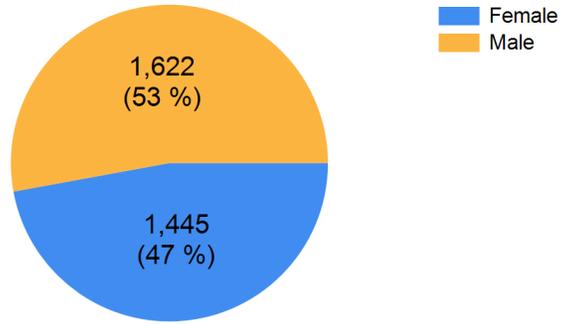
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	December 2016	Year To Date
Distinct Members	3,067	
Distinct Members with a Claim	334 (11%)	1,788
Distinct Members with Shopping Activity	41 (1%)	269
Distinct Members with an Incentive Paid	25 (1%)	193

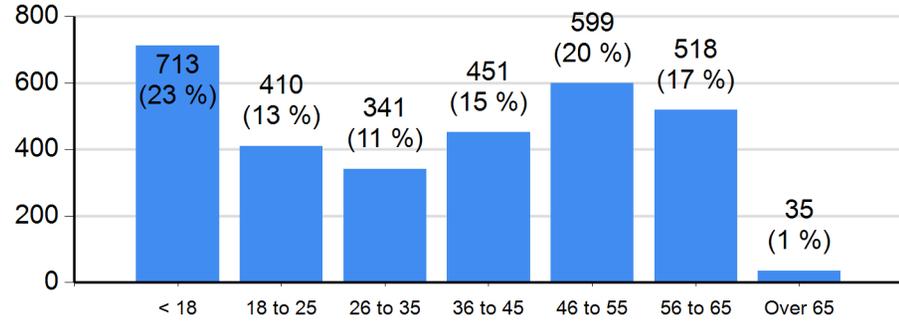
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	42.8 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$389.85	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$910.35	The Average Savings Per Incentive is the average actual savings for each incentive earned



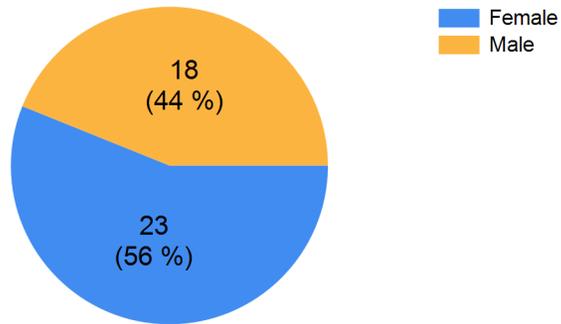
Distinct Members by Gender



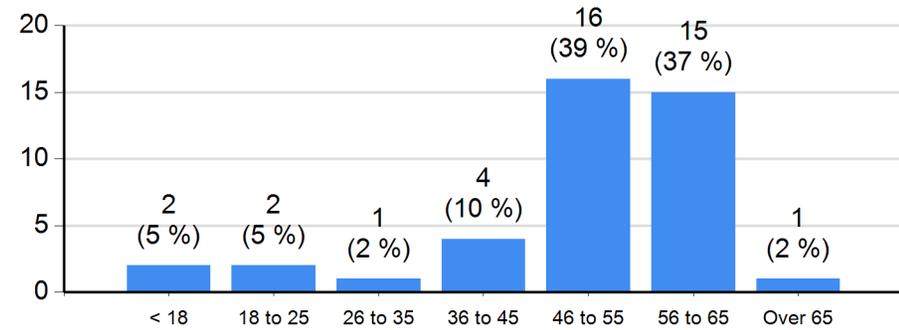
Distinct Members by Age



Distinct Shoppers by Gender

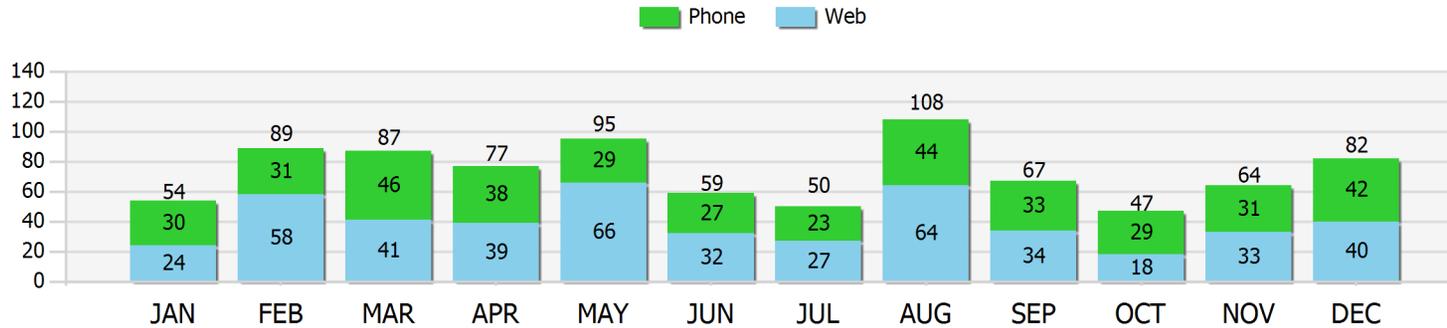


Distinct Shoppers by Age

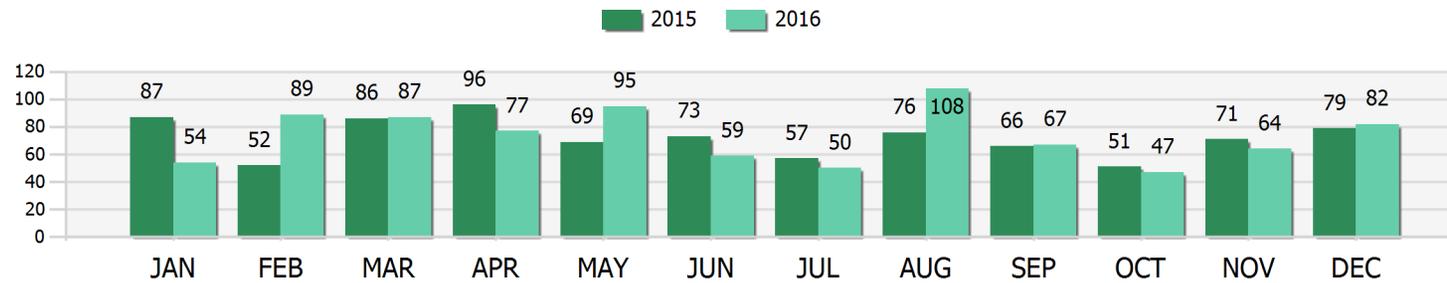




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	15	9	1	7 %	\$4,513	\$4,513	\$2,734	\$38,274	1.3 %
Bariatric Surgery	0	5	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	8	0	0	0 %	\$0	\$0	\$7,043	\$56,344	0.0 %
Bone and Joint Imaging	6	2	0	0 %	\$0	\$0	\$169	\$1,012	0.0 %
Bone Density	49	7	6	12 %	\$760	\$127	\$128	\$5,507	0.2 %
Breast Biopsy	11	0	0	0 %	\$0	\$0	\$1,378	\$15,158	0.0 %
Bronchoscopy	0	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	2	3	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	5	3	0	0 %	\$0	\$0	\$1,756	\$8,781	0.0 %
Cataract Removal	15	7	1	7 %	(\$50)	(\$50)	\$1,795	\$25,125	0.0 %
Colonoscopy	139	92	28	20 %	\$28,834	\$1,030	\$971	\$107,807	8.4 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for December 2016



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	356	18	6	2 %	\$3,101	\$517	\$648	\$226,687	0.9 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	15	1	1	7 %	\$1,012	\$1,012	\$428	\$5,996	0.3 %
Education Call	0	24	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	14	2	0	0 %	\$0	\$0	\$2,703	\$37,843	0.0 %
Hammertoe Correction	1	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	17	1	0	0 %	\$0	\$0	\$3,593	\$61,075	0.0 %
Hysterectomy	3	0	0	0 %	\$0	\$0	\$1,359	\$4,076	0.0 %
Hysteroscopy	17	0	0	0 %	\$0	\$0	(\$100)	(\$1,700)	0.0 %
Knee Surgery	22	7	1	5 %	\$2,133	\$2,133	\$3,067	\$64,408	0.6 %
Lab/Blood Work	3,116	321	189	6 %	\$45,583	\$241	\$255	\$747,330	13.3 %
Lithotripsy - Kidney Stones	5	2	0	0 %	\$0	\$0	\$4,494	\$22,472	0.0 %
Mammogram	568	81	42	7 %	\$2,437	\$58	\$67	\$35,099	0.7 %
MRI	333	126	29	9 %	\$22,299	\$769	\$720	\$218,867	6.5 %
PET Scan	8	0	0	0 %	\$0	\$0	(\$15)	(\$120)	0.0 %
Physical Therapy	444	78	32	7 %	\$64,106	\$2,003	\$1,944	\$800,927	18.7 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	45	18	21	47 %	\$138,821	\$6,611	\$7,446	\$178,694	40.6 %
Shoulder Surgery	29	5	2	7 %	\$18,021	\$9,010	\$5,428	\$146,558	5.3 %
Sinus Surgery	47	10	2	4 %	\$2,807	\$1,404	\$3,242	\$145,869	0.8 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	8	1	1	13 %	\$2,311	\$2,311	\$1,588	\$11,117	0.7 %
Tubal Ligation	7	0	0	0 %	\$0	\$0	\$4,784	\$33,486	0.0 %
Ultrasound	339	27	9	3 %	\$2,391	\$266	\$141	\$46,548	0.7 %
Upper GI	76	23	5	7 %	\$3,212	\$642	\$1,093	\$77,611	0.9 %
Urethra and Bladder Scope	17	0	0	0 %	\$0	\$0	\$581	\$9,883	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	5,737	878	376	6.6 %	\$342,291			\$3,130,732	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

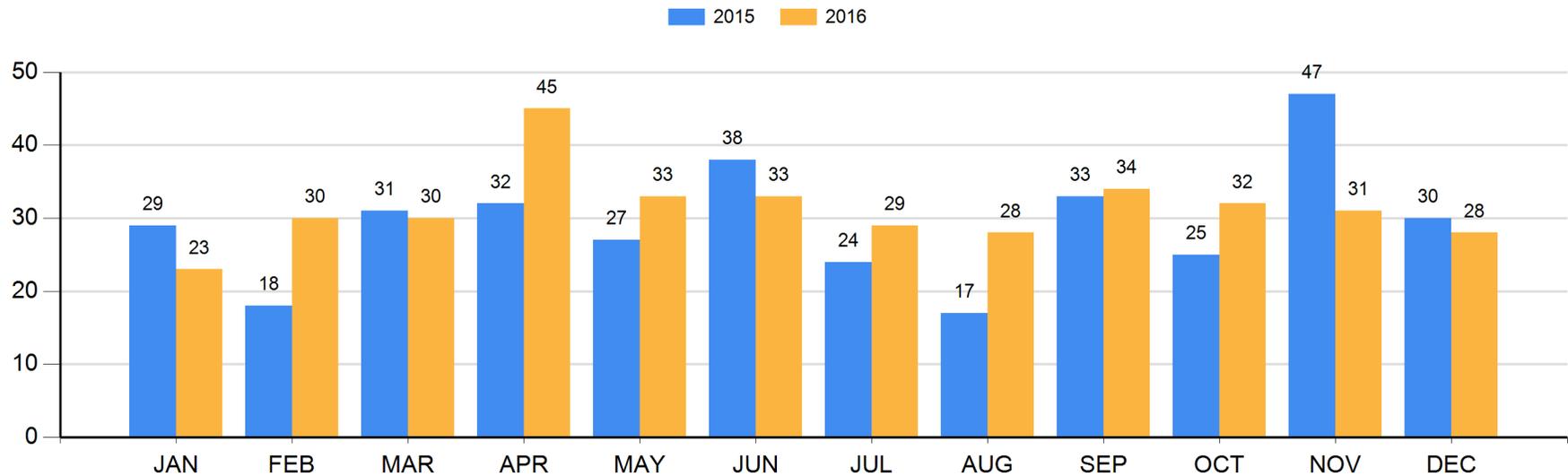
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

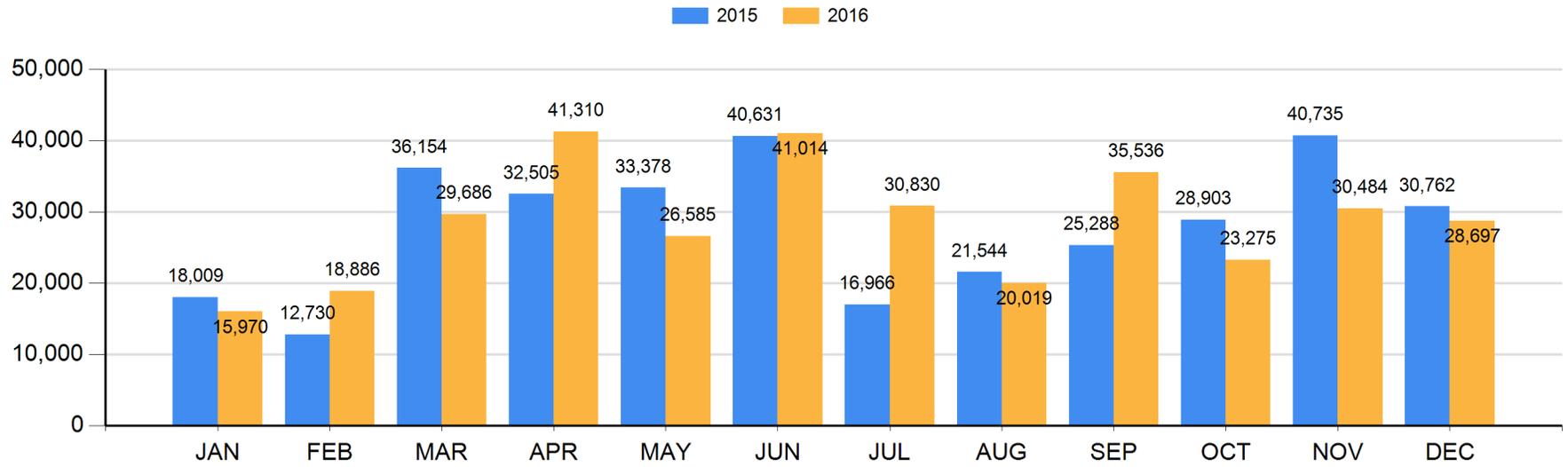




SmartShopper Program Summary - City of Manchester
Monthly Summary for December 2016



Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for January 2017



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23
QTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23
YTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23

* Net Savings = Gross Savings - Incentives - Program Fees

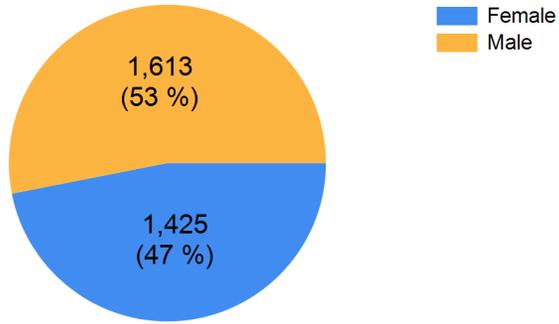
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	January 2017	Year To Date
Distinct Members	3,038	
Distinct Members with a Claim	351 (12%)	351
Distinct Members with Shopping Activity	56 (2%)	56
Distinct Members with an Incentive Paid	19 (1%)	19

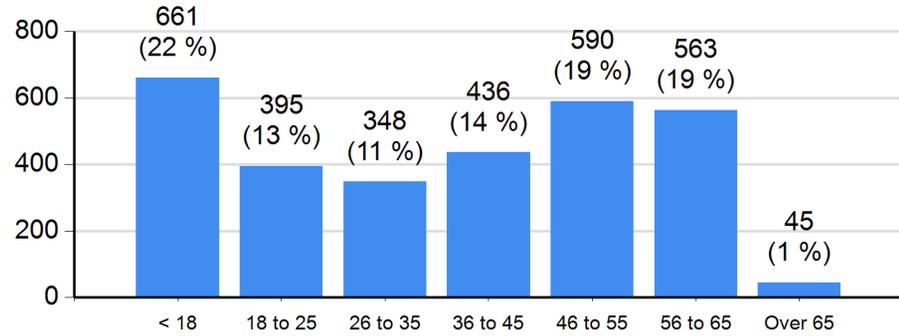
Conversion Rate Summary Year-to-Date		
Shopping Rate	30.5 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	17.6 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	5.3 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$164.54	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$937.19	The Average Savings Per Incentive is the average actual savings for each incentive earned



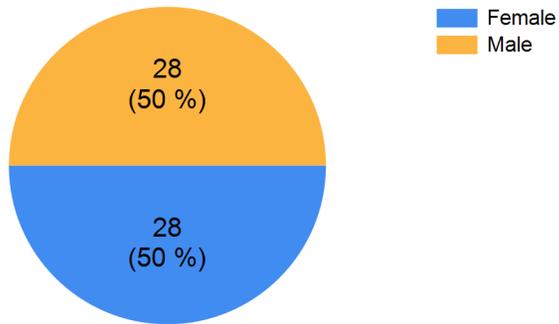
Distinct Members by Gender



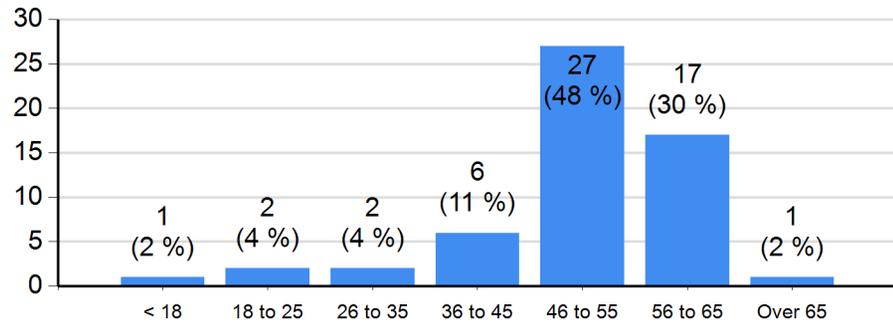
Distinct Members by Age



Distinct Shoppers by Gender

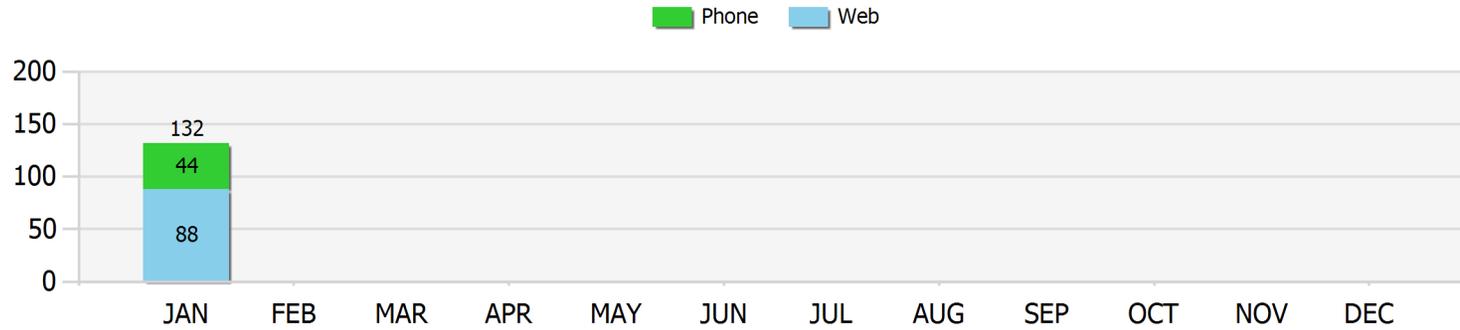


Distinct Shoppers by Age

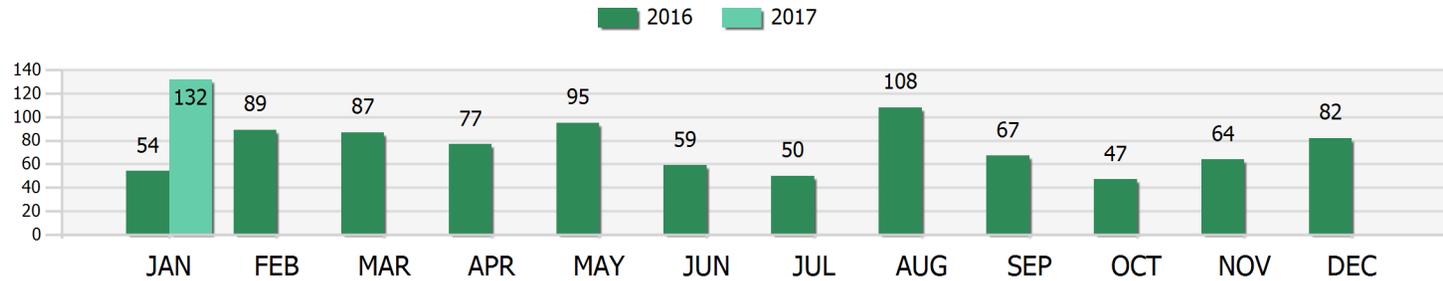




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	2	7	0	0 %	\$0	\$0	\$2,734	\$5,468	0.0 %
Bariatric Surgery	0	1	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	0	1	0	0 %	\$0	\$0	\$7,043	\$0	0.0 %
Bone and Joint Imaging	0	6	0	0 %	\$0	\$0	\$169	\$0	0.0 %
Bone Density	4	1	0	0 %	\$0	\$0	\$128	\$512	0.0 %
Breast Biopsy	1	3	0	0 %	\$0	\$0	\$1,378	\$1,378	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	2	0	0	0 %	\$0	\$0	\$1,756	\$3,512	0.0 %
Cataract Removal	1	0	0	0 %	\$0	\$0	\$1,795	\$1,795	0.0 %
Colonoscopy	13	15	2	15 %	\$3,912	\$1,956	\$971	\$10,684	18.1 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for January 2017



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	34	6	0	0 %	\$0	\$0	\$648	\$22,021	0.0 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	2	1	0	0 %	\$0	\$0	\$428	\$857	0.0 %
Education Call	0	5	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	1	1	0	0 %	\$0	\$0	\$2,703	\$2,703	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	0	0	0	0 %	\$0	\$0	\$3,593	\$0	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$1,359	\$0	0.0 %
Hysteroscopy	0	0	0	0 %	\$0	\$0	(\$100)	\$0	0.0 %
Knee Surgery	4	2	0	0 %	\$0	\$0	\$3,067	\$12,268	0.0 %
Lab/Blood Work	275	42	16	6 %	\$3,982	\$249	\$255	\$66,129	18.5 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$4,494	\$0	0.0 %
Mammogram	28	7	2	7 %	\$167	\$83	\$67	\$1,735	0.8 %
MRI	26	11	1	4 %	\$0	\$0	\$720	\$17,999	0.0 %
PET Scan	0	0	0	0 %	\$0	\$0	(\$15)	\$0	0.0 %
Physical Therapy	15	9	0	0 %	\$0	\$0	\$1,944	\$29,160	0.0 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	4	5	2	50 %	\$13,495	\$6,748	\$7,446	\$14,891	62.6 %
Shoulder Surgery	1	1	0	0 %	\$0	\$0	\$5,428	\$5,428	0.0 %
Sinus Surgery	0	0	0	0 %	\$0	\$0	\$3,242	\$0	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	0	1	0	0 %	\$0	\$0	\$1,588	\$0	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	\$4,784	\$0	0.0 %
Ultrasound	12	2	0	0 %	\$0	\$0	\$141	\$1,693	0.0 %
Upper GI	3	1	0	0 %	\$0	\$0	\$1,093	\$3,279	0.0 %
Urethra and Bladder Scope	2	1	0	0 %	\$0	\$0	\$581	\$1,163	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	430	131	23	5.3 %	\$21,555			\$202,674	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

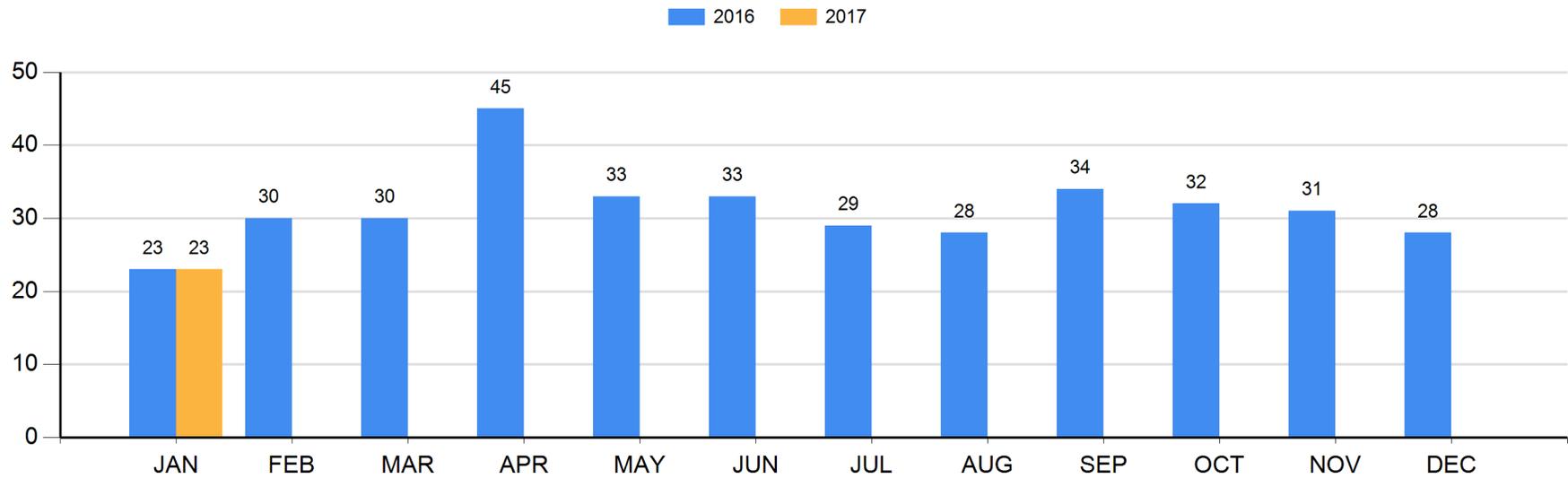
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

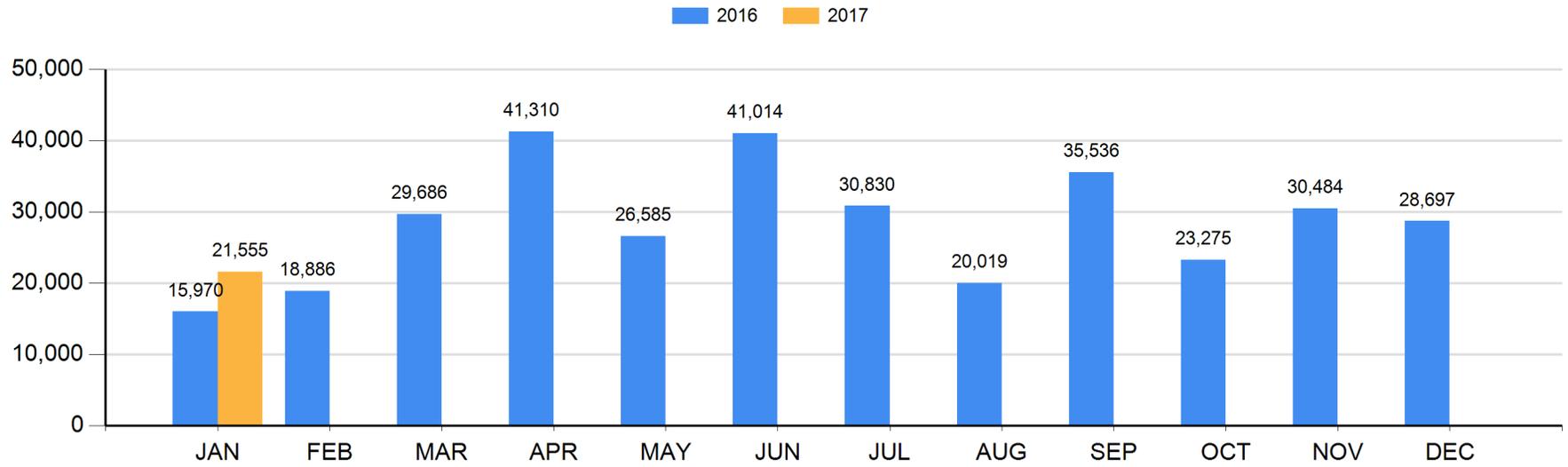
% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year





Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for February 2017



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$27,055	\$1,975	\$25,080	\$5,016	\$20,064	387 %	1,270 %	24
QTD	\$50,061	\$3,425	\$46,636	\$9,327	\$37,308	393 %	1,362 %	47
YTD	\$50,061	\$3,425	\$46,636	\$9,327	\$37,308	393 %	1,362 %	47

* Net Savings = Gross Savings - Incentives - Program Fees

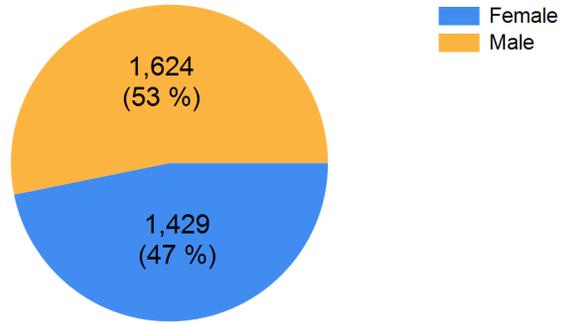
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	February 2017	Year To Date
Distinct Members	3,053	
Distinct Members with a Claim	353 (12%)	588
Distinct Members with Shopping Activity	47 (2%)	89
Distinct Members with an Incentive Paid	23 (1%)	41

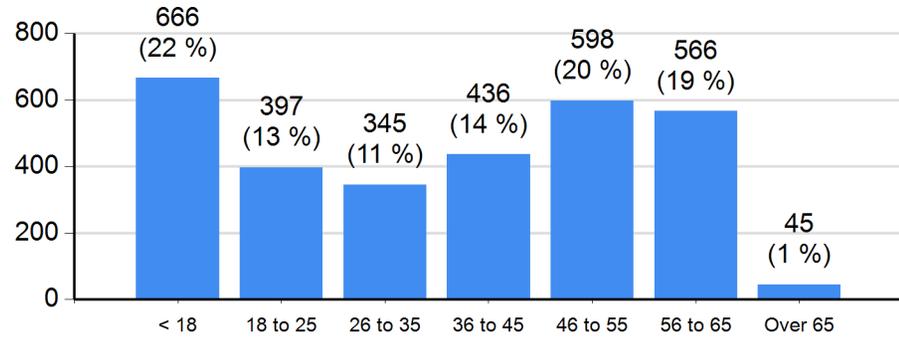
Conversion Rate Summary Year-to-Date		
Shopping Rate	25.3 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	21.1 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	5.3 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$209.13	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$992.25	The Average Savings Per Incentive is the average actual savings for each incentive earned



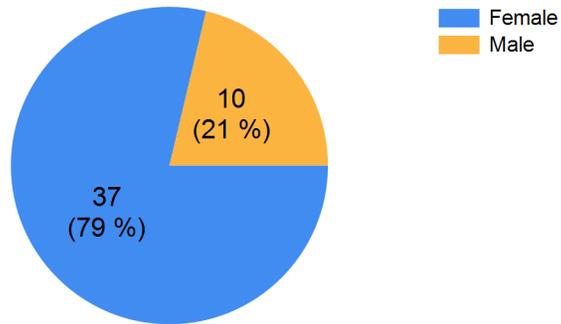
Distinct Members by Gender



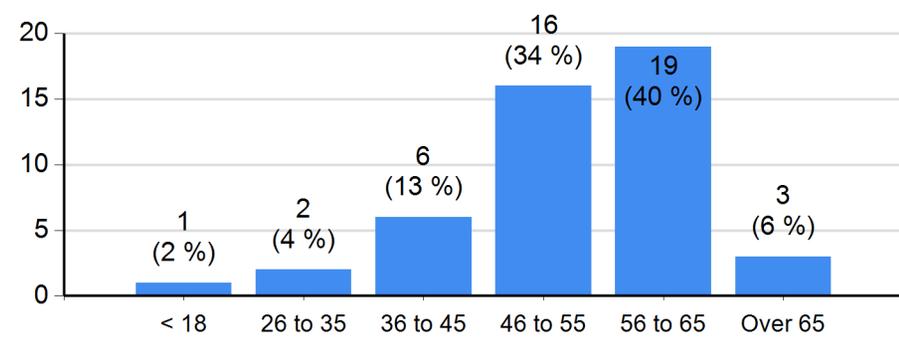
Distinct Members by Age



Distinct Shoppers by Gender

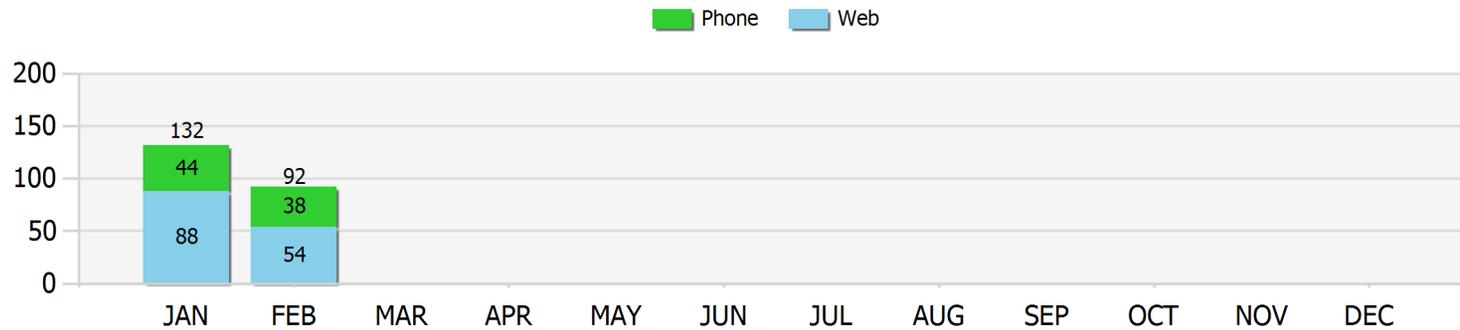


Distinct Shoppers by Age

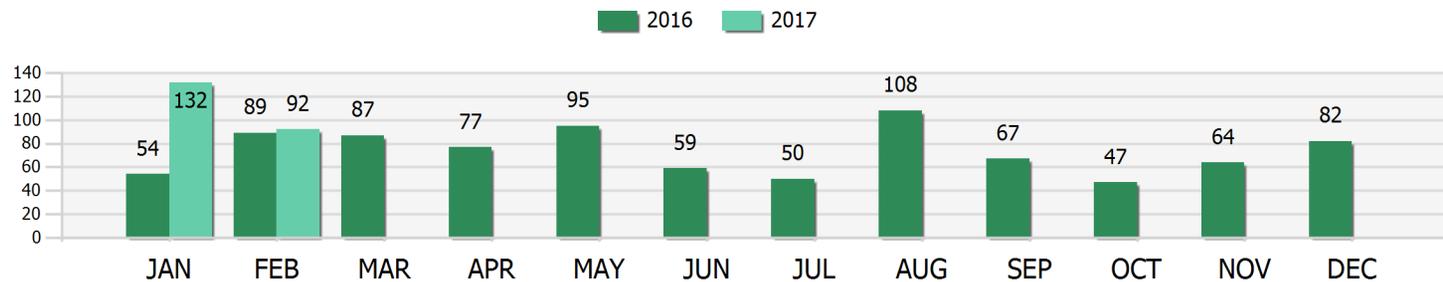




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	5	7	0	0 %	\$0	\$0	\$1,192	\$5,961	0.0 %
Bariatric Surgery	0	1	0	0 %	\$0	\$0	\$13,643	\$0	0.0 %
Bladder Repair (Sling)	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bone and Joint Imaging	2	6	1	50 %	\$572	\$572	\$140	\$140	1.2 %
Bone Density	9	1	0	0 %	\$0	\$0	\$126	\$1,135	0.0 %
Breast Biopsy	3	3	0	0 %	\$0	\$0	\$935	\$2,806	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$1,557	\$0	0.0 %
Bunionectomy	0	1	0	0 %	\$0	\$0	(\$75)	\$0	0.0 %
Carpal Tunnel	3	0	0	0 %	\$0	\$0	\$1,657	\$4,971	0.0 %
Cataract Removal	1	1	0	0 %	\$0	\$0	\$945	\$945	0.0 %
Colonoscopy	32	24	4	13 %	\$6,154	\$1,538	\$1,059	\$29,665	13.2 %



SmartShopper Program Summary - City of Manchester
Monthly Summary for February 2017



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	62	8	1	2 %	\$1,228	\$1,228	\$649	\$39,573	2.6 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	4	1	0	0 %	\$0	\$0	\$456	\$1,824	0.0 %
Education Call	0	11	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	2	1	0	0 %	\$0	\$0	\$3,119	\$6,238	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	(\$150)	\$0	0.0 %
Hernia Repair	4	0	0	0 %	\$0	\$0	\$1,686	\$6,745	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$3,308	\$0	0.0 %
Hysteroscopy	0	0	0	0 %	\$0	\$0	\$2,907	\$0	0.0 %
Knee Surgery	8	7	0	0 %	\$0	\$0	\$4,065	\$32,517	0.0 %
Lab/Blood Work	545	74	29	5 %	\$7,100	\$245	\$252	\$130,226	15.2 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$5,933	\$0	0.0 %
Mammogram	61	12	2	3 %	\$167	\$83	\$58	\$3,436	0.4 %
MRI	54	30	2	4 %	\$0	\$0	\$709	\$36,875	0.0 %
PET Scan	0	0	0	0 %	\$0	\$0	\$2,429	\$0	0.0 %
Physical Therapy	17	10	5	29 %	\$11,327	\$2,265	\$1,929	\$23,148	24.3 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	8	8	3	38 %	\$20,088	\$6,696	\$6,091	\$30,454	43.1 %
Shoulder Surgery	4	2	0	0 %	\$0	\$0	\$6,282	\$25,127	0.0 %
Sinus Surgery	1	3	0	0 %	\$0	\$0	\$2,120	\$2,120	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	1	1	0	0 %	\$0	\$0	\$1,919	\$1,919	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	(\$18)	\$0	0.0 %
Ultrasound	38	3	0	0 %	\$0	\$0	\$129	\$4,915	0.0 %
Upper GI	14	5	0	0 %	\$0	\$0	\$697	\$9,761	0.0 %
Urethra and Bladder Scope	4	1	0	0 %	\$0	\$0	\$1,655	\$6,621	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$1,843	\$0	0.0 %
Totals	882	223	47	5.3 %	\$46,636			\$407,123	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

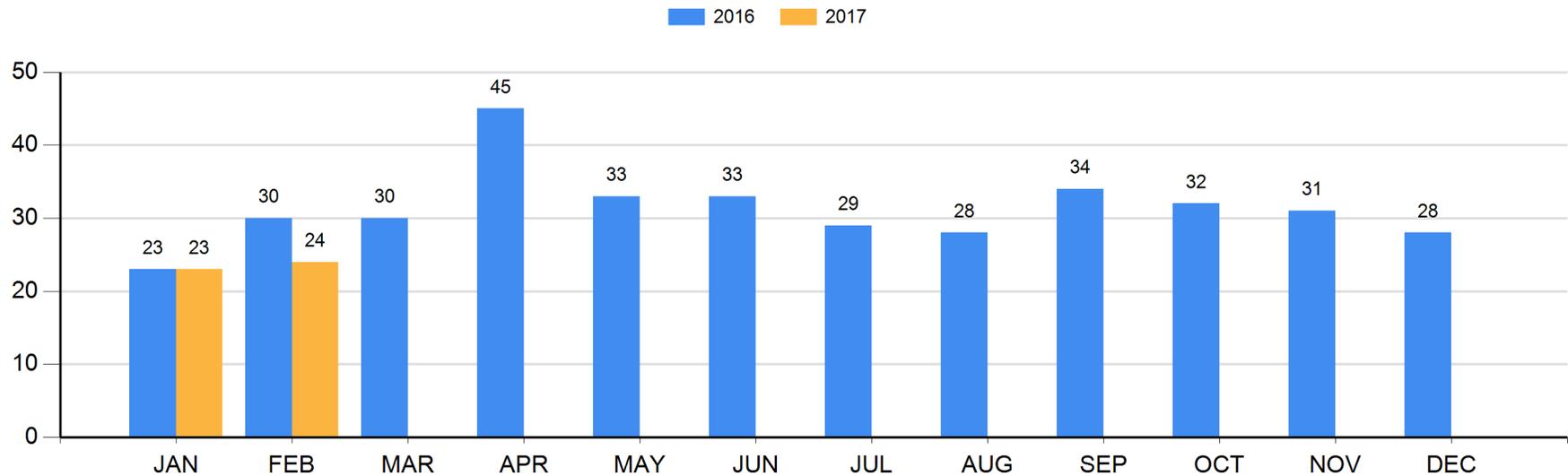
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year

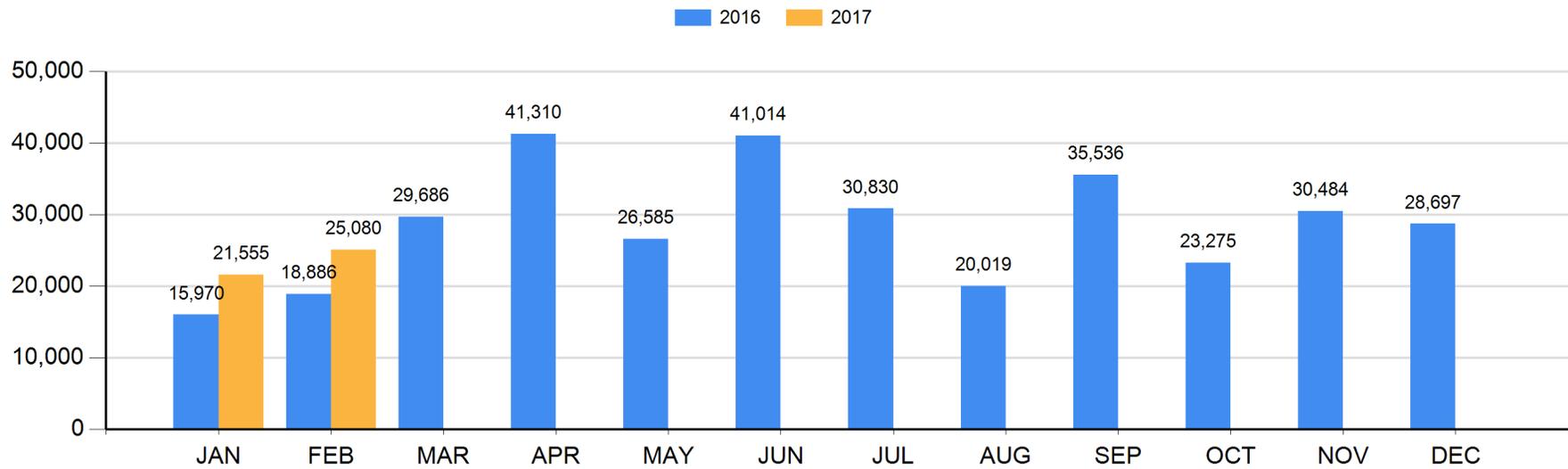




SmartShopper Program Summary - City of Manchester
Monthly Summary for February 2017



Claims Savings Year Over Year





Savings Summary									
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases	
MTD	\$49,451	\$3,225	\$46,226	\$9,245	\$36,980	397 %	1,433 %	48	
QTD	\$99,511	\$6,650	\$92,861	\$18,572	\$74,289	395 %	1,396 %	95	
YTD	\$99,511	\$6,650	\$92,861	\$18,572	\$74,289	395 %	1,396 %	95	

* Net Savings = Gross Savings - Incentives - Program Fees

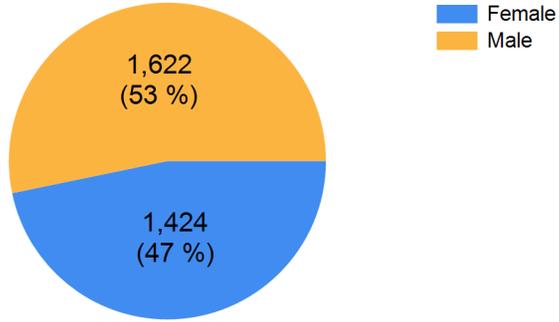
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	March 2017	Year To Date
Distinct Members	3,046	
Distinct Members with a Claim	401 (13%)	816
Distinct Members with Shopping Activity	62 (2%)	130
Distinct Members with an Incentive Paid	35 (1%)	67

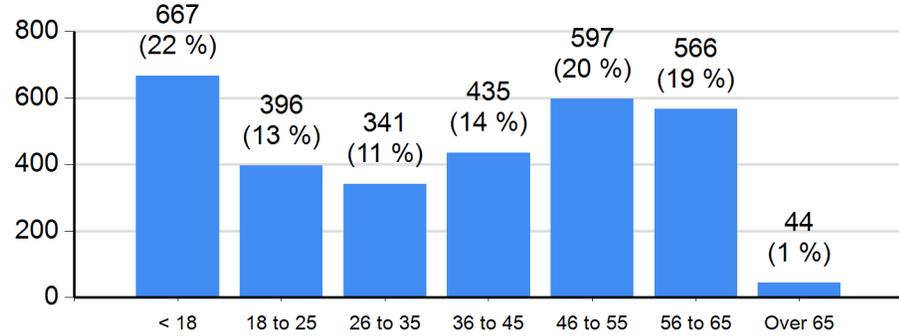
Conversion Rate Summary Year-to-Date		
Shopping Rate	23.5 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	28.0 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.6 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$273.93	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$977.49	The Average Savings Per Incentive is the average actual savings for each incentive earned



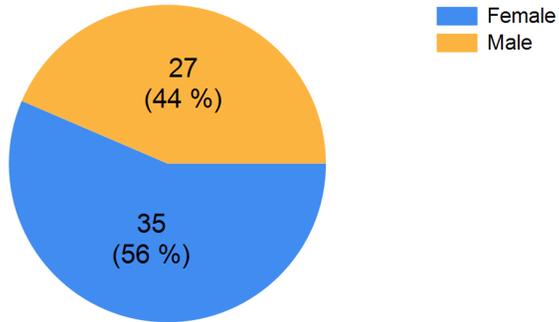
Distinct Members by Gender



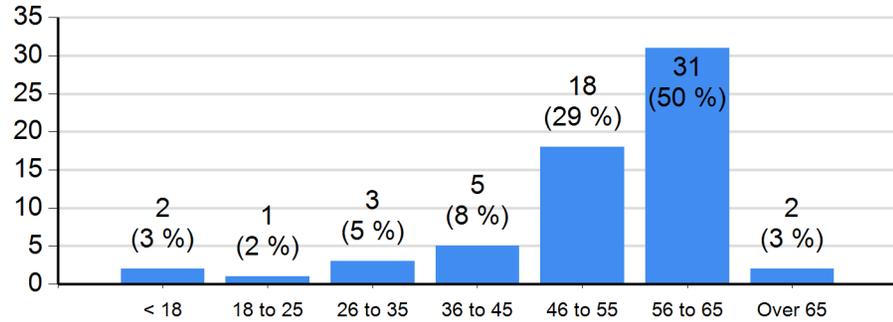
Distinct Members by Age



Distinct Shoppers by Gender

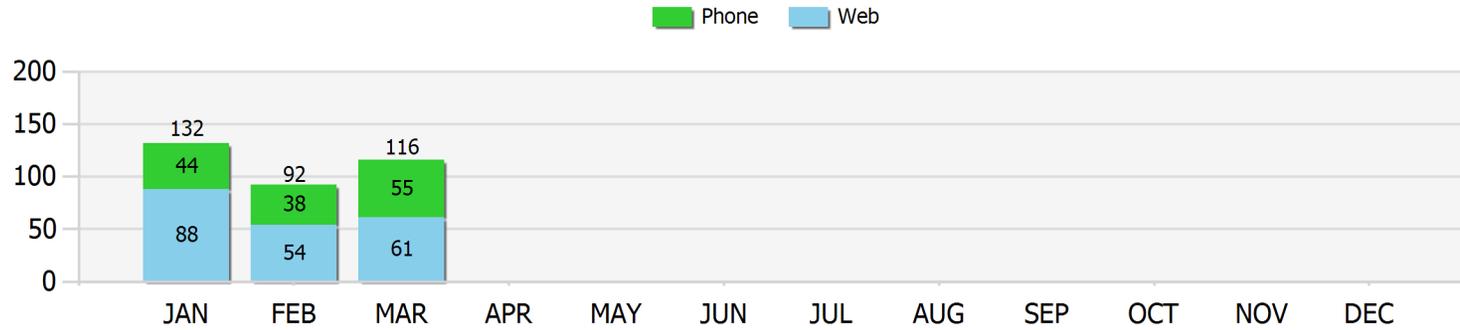


Distinct Shoppers by Age

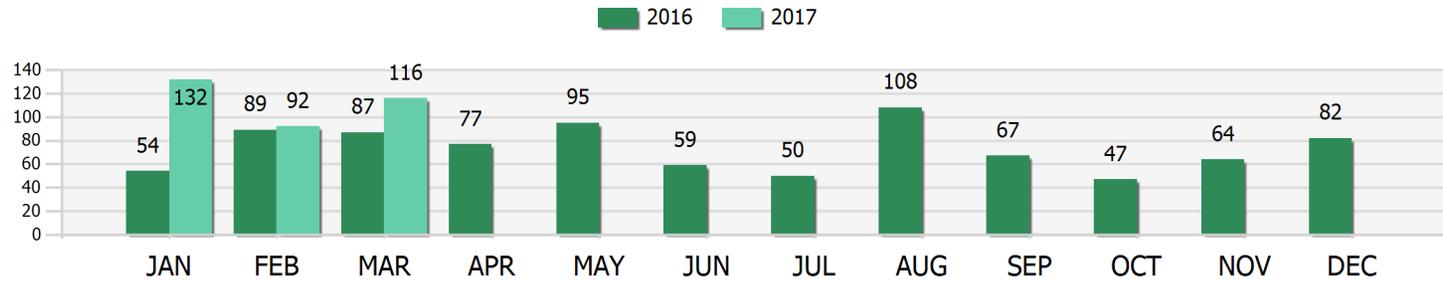




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	7	8	0	0 %	\$0	\$0	\$1,192	\$8,345	0.0 %
Bariatric Surgery	0	1	0	0 %	\$0	\$0	\$13,643	\$0	0.0 %
Bladder Repair (Sling)	0	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bone and Joint Imaging	4	6	1	25 %	\$572	\$572	\$140	\$420	0.6 %
Bone Density	19	1	0	0 %	\$0	\$0	\$126	\$2,396	0.0 %
Breast Biopsy	5	4	0	0 %	\$0	\$0	\$935	\$4,676	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$1,557	\$0	0.0 %
Bunionectomy	1	1	0	0 %	\$0	\$0	(\$75)	(\$75)	0.0 %
Carpal Tunnel	3	0	0	0 %	\$0	\$0	\$1,657	\$4,971	0.0 %
Cataract Removal	4	3	2	50 %	\$2,682	\$1,341	\$945	\$1,890	2.9 %
Colonoscopy	56	52	5	9 %	\$7,851	\$1,570	\$1,059	\$54,033	8.5 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for March 2017



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	116	19	2	2 %	\$1,739	\$870	\$649	\$73,955	1.9 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	6	1	0	0 %	\$0	\$0	\$456	\$2,735	0.0 %
Education Call	0	13	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	4	3	0	0 %	\$0	\$0	\$3,119	\$12,476	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	(\$150)	\$0	0.0 %
Hernia Repair	6	0	0	0 %	\$0	\$0	\$1,686	\$10,118	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$3,308	\$0	0.0 %
Hysteroscopy	2	0	0	0 %	\$0	\$0	\$2,907	\$5,813	0.0 %
Knee Surgery	8	8	0	0 %	\$0	\$0	\$4,065	\$32,517	0.0 %
Lab/Blood Work	850	96	55	6 %	\$13,336	\$242	\$252	\$200,639	14.4 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$5,933	\$0	0.0 %
Mammogram	131	28	8	6 %	\$700	\$88	\$58	\$7,164	0.8 %
MRI	83	39	5	6 %	\$848	\$170	\$709	\$55,312	0.9 %
PET Scan	0	0	0	0 %	\$0	\$0	\$2,429	\$0	0.0 %
Physical Therapy	21	22	9	43 %	\$18,252	\$2,028	\$1,929	\$23,148	19.7 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	12	9	7	58 %	\$46,769	\$6,681	\$6,091	\$30,454	50.4 %
Shoulder Surgery	5	3	0	0 %	\$0	\$0	\$6,282	\$31,409	0.0 %
Sinus Surgery	5	3	0	0 %	\$0	\$0	\$2,120	\$10,602	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	4	1	0	0 %	\$0	\$0	\$1,919	\$7,676	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	(\$18)	\$0	0.0 %
Ultrasound	54	7	1	2 %	\$112	\$112	\$129	\$6,856	0.1 %
Upper GI	23	5	0	0 %	\$0	\$0	\$697	\$16,036	0.0 %
Urethra and Bladder Scope	12	3	0	0 %	\$0	\$0	\$1,655	\$19,864	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$1,843	\$0	0.0 %
Totals	1,441	339	95	6.6 %	\$92,861			\$623,432	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

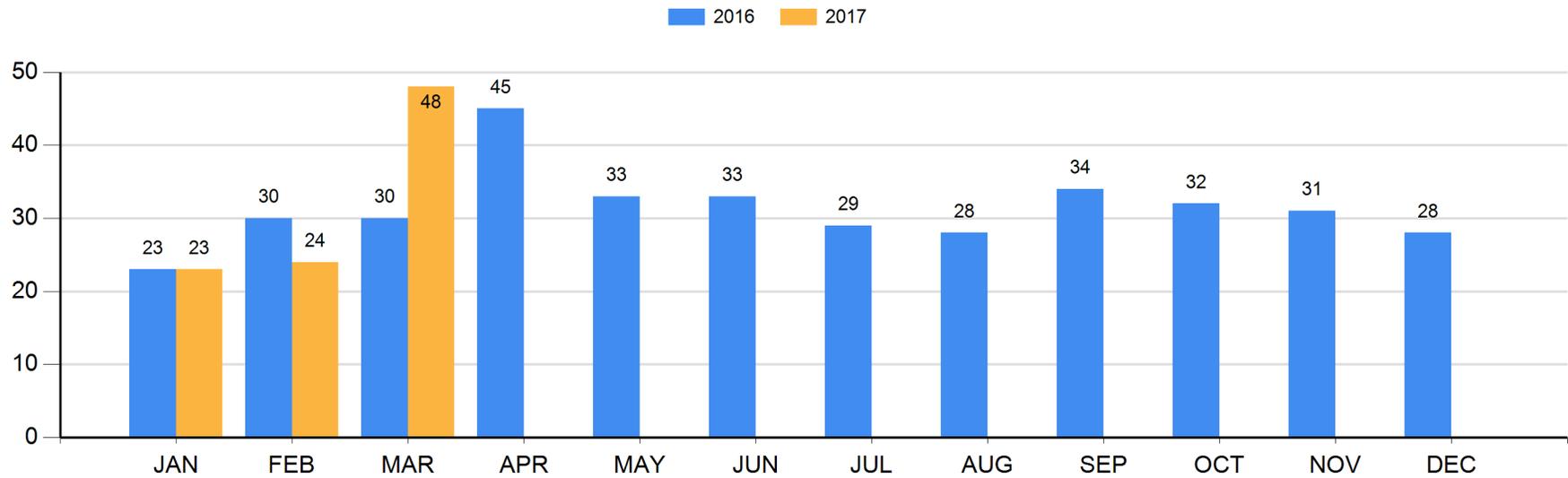
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

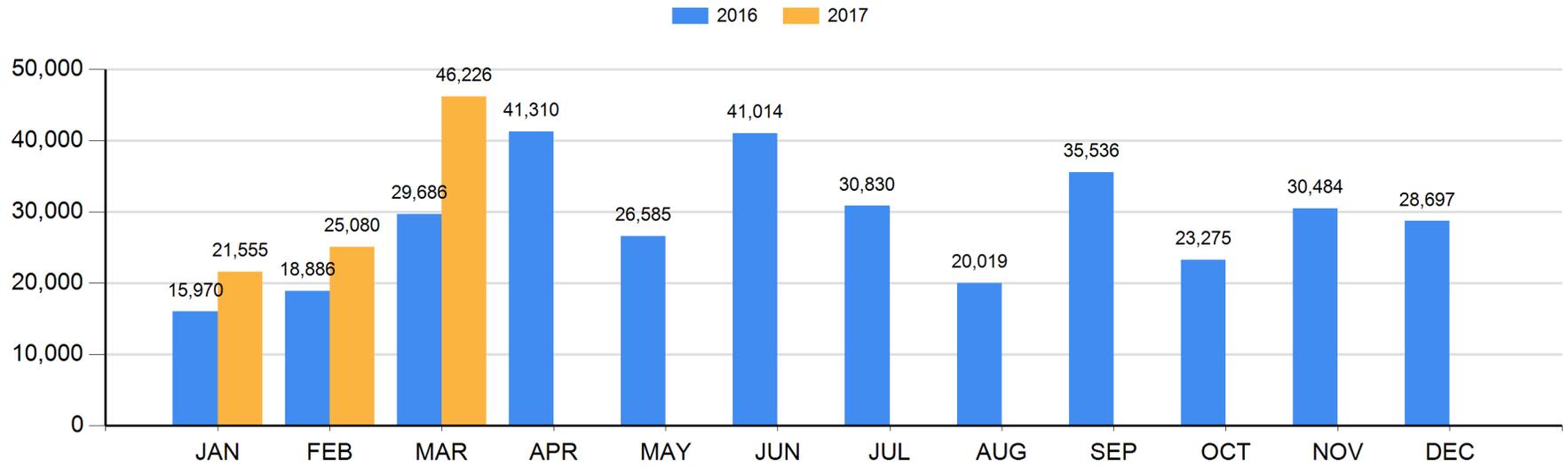
% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year





Claims Savings Year Over Year





SmartShopper Program Summary - City of Manchester

Monthly Summary for April 2017



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$18,963	\$2,475	\$16,488	\$3,298	\$13,191	329 %	666 %	34
QTD	\$18,963	\$2,475	\$16,488	\$3,298	\$13,191	329 %	666 %	34
YTD	\$118,474	\$9,125	\$109,349	\$21,870	\$87,479	382 %	1,198 %	129

* Net Savings = Gross Savings - Incentives - Program Fees

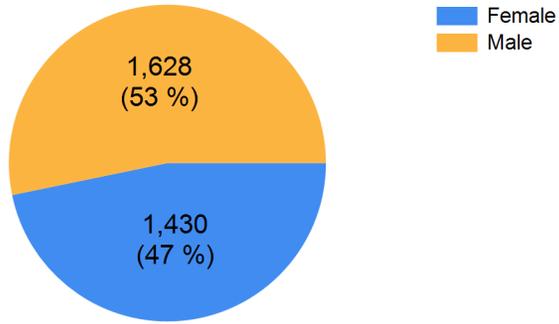
** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary		
Measure	April 2017	Year To Date
Distinct Members	3,058	
Distinct Members with a Claim	347 (11%)	970
Distinct Members with Shopping Activity	56 (2%)	162
Distinct Members with an Incentive Paid	33 (1%)	91

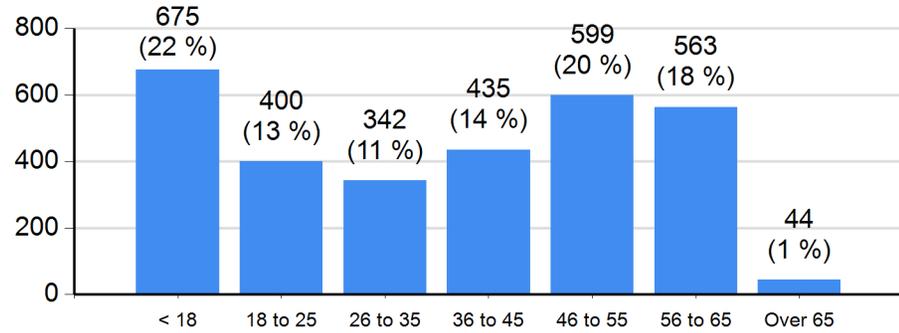
Conversion Rate Summary Year-to-Date		
Shopping Rate	23.9 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	28.4 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	6.8 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$240.86	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$847.67	The Average Savings Per Incentive is the average actual savings for each incentive earned



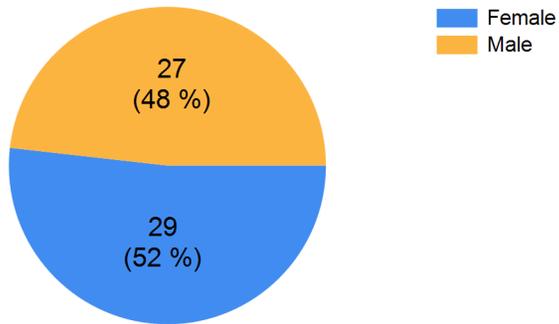
Distinct Members by Gender



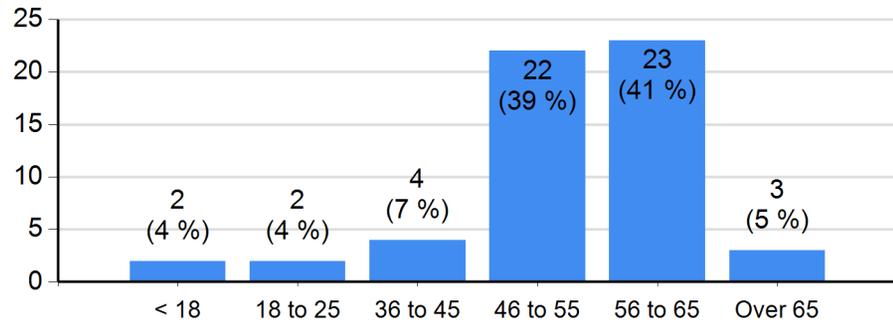
Distinct Members by Age



Distinct Shoppers by Gender

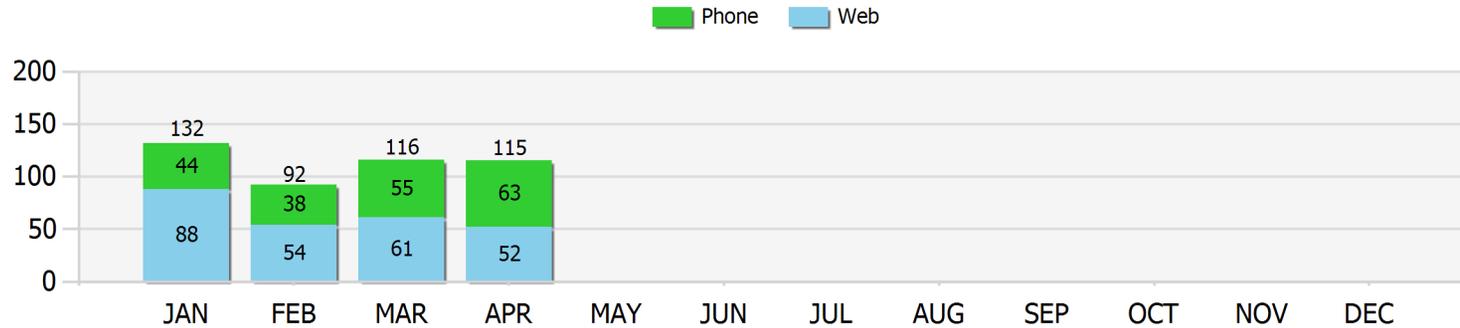


Distinct Shoppers by Age

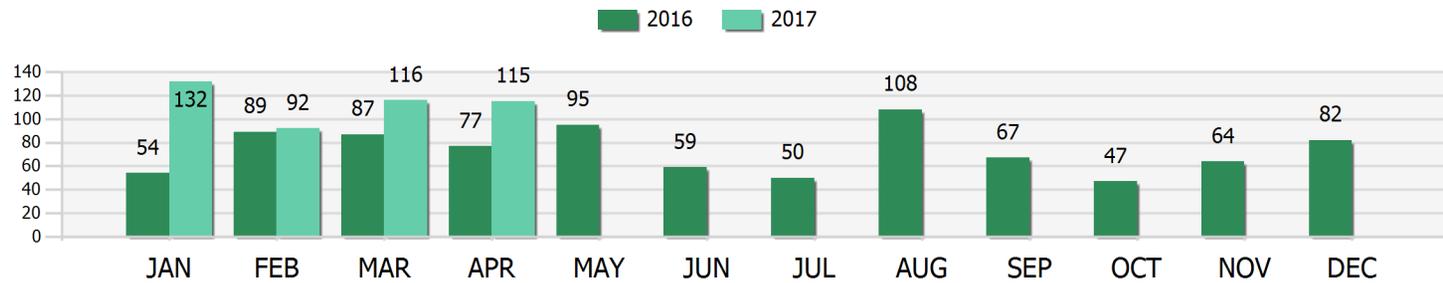




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	9	8	0	0 %	\$0	\$0	\$1,192	\$10,729	0.0 %
Bariatric Surgery	0	1	0	0 %	\$0	\$0	\$13,643	\$0	0.0 %
Bladder Repair (Sling)	1	2	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bone and Joint Imaging	5	6	1	20 %	\$572	\$572	\$140	\$560	0.5 %
Bone Density	25	2	0	0 %	\$0	\$0	\$126	\$3,153	0.0 %
Breast Biopsy	7	4	0	0 %	\$0	\$0	\$935	\$6,546	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$1,557	\$0	0.0 %
Bunionectomy	1	1	0	0 %	\$0	\$0	(\$75)	(\$75)	0.0 %
Carpal Tunnel	4	0	0	0 %	\$0	\$0	\$1,657	\$6,629	0.0 %
Cataract Removal	7	3	2	29 %	\$2,682	\$1,341	\$945	\$4,724	2.5 %
Colonoscopy	72	80	7	10 %	\$10,780	\$1,540	\$1,059	\$68,866	9.9 %



SmartShopper Program Summary - City of Manchester

Monthly Summary for April 2017



SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
CT Scan	148	28	6	4 %	\$3,403	\$567	\$649	\$92,120	3.1 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	9	1	0	0 %	\$0	\$0	\$456	\$4,103	0.0 %
Education Call	0	15	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	5	3	0	0 %	\$0	\$0	\$3,119	\$15,595	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	(\$150)	\$0	0.0 %
Hernia Repair	7	0	0	0 %	\$0	\$0	\$1,686	\$11,805	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$3,308	\$0	0.0 %
Hysteroscopy	3	0	0	0 %	\$0	\$0	\$2,907	\$8,720	0.0 %
Knee Surgery	11	8	0	0 %	\$0	\$0	\$4,065	\$44,711	0.0 %
Lab/Blood Work	1,125	130	71	6 %	\$17,219	\$243	\$252	\$266,005	15.7 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$5,933	\$0	0.0 %
Mammogram	171	41	13	8 %	\$1,355	\$104	\$58	\$9,202	1.2 %
MRI	110	48	9	8 %	\$3,612	\$401	\$709	\$71,622	3.3 %
PET Scan	0	0	0	0 %	\$0	\$0	\$2,429	\$0	0.0 %
Physical Therapy	23	25	12	52 %	\$22,844	\$1,904	\$1,929	\$21,219	20.9 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	16	13	7	44 %	\$46,769	\$6,681	\$6,091	\$54,817	42.8 %
Shoulder Surgery	6	3	0	0 %	\$0	\$0	\$6,282	\$37,691	0.0 %
Sinus Surgery	8	4	0	0 %	\$0	\$0	\$2,120	\$16,963	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	6	1	0	0 %	\$0	\$0	\$1,919	\$11,514	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	(\$18)	\$0	0.0 %
Ultrasound	75	8	1	1 %	\$112	\$112	\$129	\$9,572	0.1 %
Upper GI	28	12	0	0 %	\$0	\$0	\$697	\$19,522	0.0 %
Urethra and Bladder Scope	15	6	0	0 %	\$0	\$0	\$1,655	\$24,830	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$1,843	\$0	0.0 %
Totals	1,897	454	129	6.8 %	\$109,349			\$821,144	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

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

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

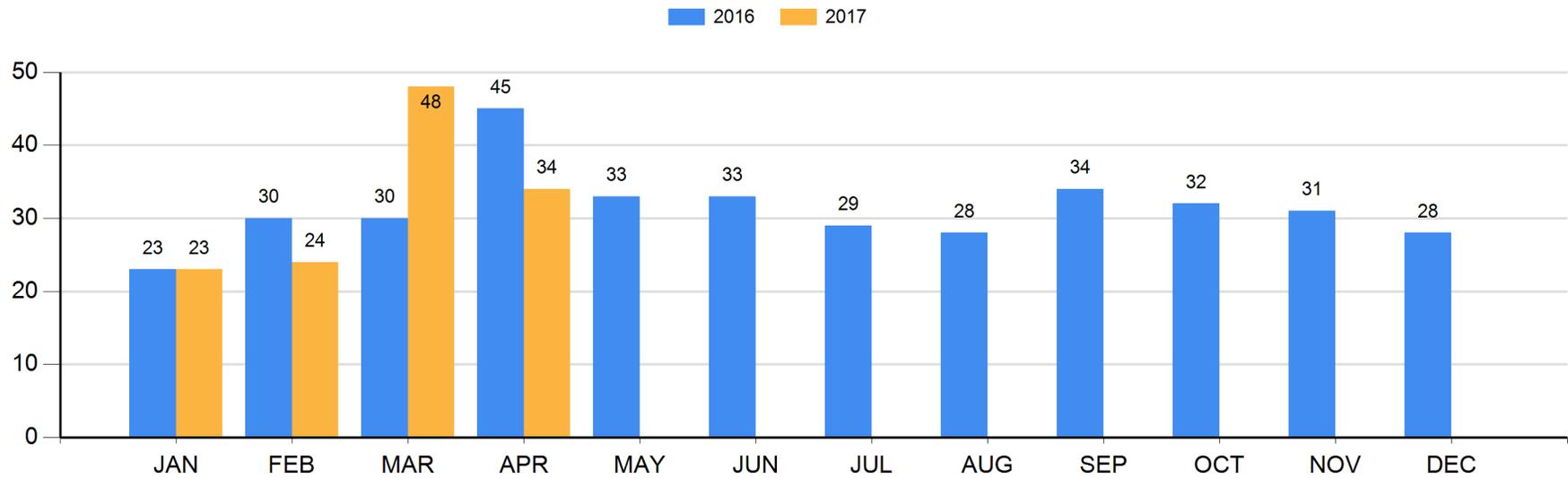
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

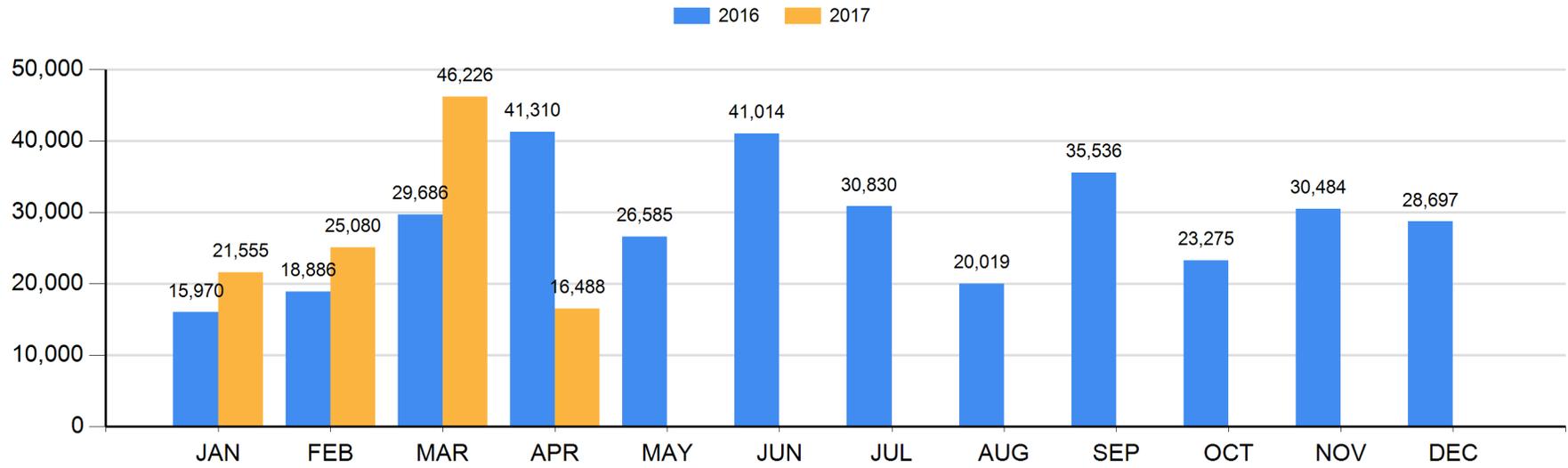
% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year





Claims Savings Year Over Year



Savings Summary								
	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	Program ROI**	Financial ROI***	# of Incentives Paid
MTD	\$29,767	\$3,525	\$26,242	\$5,248	\$20,993	500 %	339 %	52
QTD	\$48,730	\$6,000	\$42,730	\$8,546	\$34,184	500 %	335 %	86
YTD	\$148,241	\$12,650	\$135,591	\$27,118	\$108,473	500 %	373 %	181

* 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	3,029	
Distinct Households*	1,228	
Distinct Household with Registered Member	310	
Distinct Households with Shoppable Claim	314	985
Distinct Households with Shopping Activity	54	212
Distinct Households with an Incentive Paid	33	152

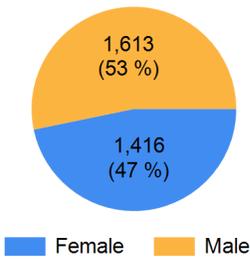
*Household is an employee and their covered dependents.

Engagement Metrics		
Description	Measure	Definition
Registration Rate	25%	Total Households with a Registered Member / Total Households
Registered Shopping Rate	68%	Households that Shopped* / Total Households with Registered Member
Conversion Rate	72%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$227.50	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$749.12	Claim Savings / Number of Incentives Paid

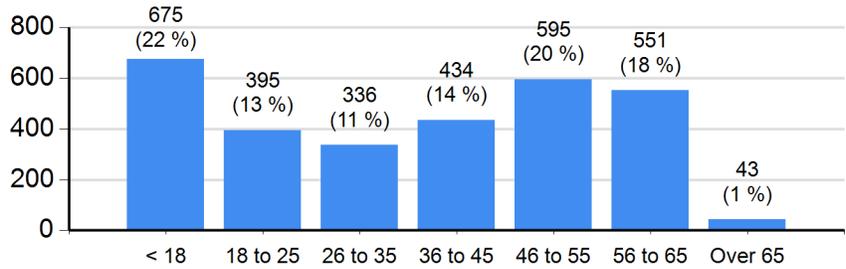
*Measure is total over the past twelve months

Membership and Shopping Demographics

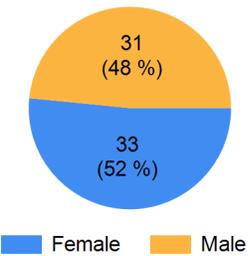
Distinct Members by Gender



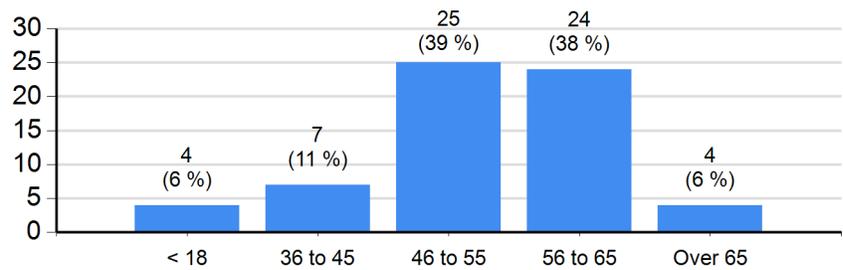
Distinct Members by Age



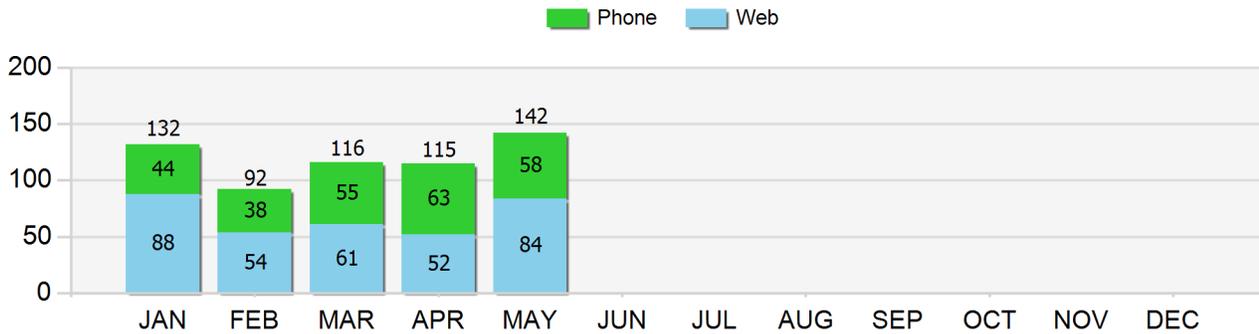
Distinct Shoppers by Gender



Distinct Shoppers by Age



Number of Shopping Activities By Month This Year



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

SmartShopper Service	Incurred Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Back Surgery	9	9	0	\$0	\$0	\$1,192	\$10,729
Bariatric Surgery	0	1	0	\$0	\$0	\$13,643	\$0
Bladder Repair (Sling)	1	2	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	7	6	1	\$572	\$572	\$140	\$841
Bone Density	28	3	2	\$103	\$51	\$126	\$3,279
Breast Biopsy	8	4	0	\$0	\$0	\$935	\$7,481
Bronchoscopy	1	1	0	\$0	\$0	\$1,557	\$1,557
Bunionectomy	1	1	0	\$0	\$0	(\$75)	(\$75)
Carpal Tunnel	4	1	0	\$0	\$0	\$1,657	\$6,629
Cataract Removal	11	3	2	\$2,682	\$1,341	\$945	\$8,504
Colonoscopy	97	104	12	\$16,669	\$1,389	\$1,059	\$90,056
CT Scan	178	28	6	\$3,403	\$567	\$649	\$111,582

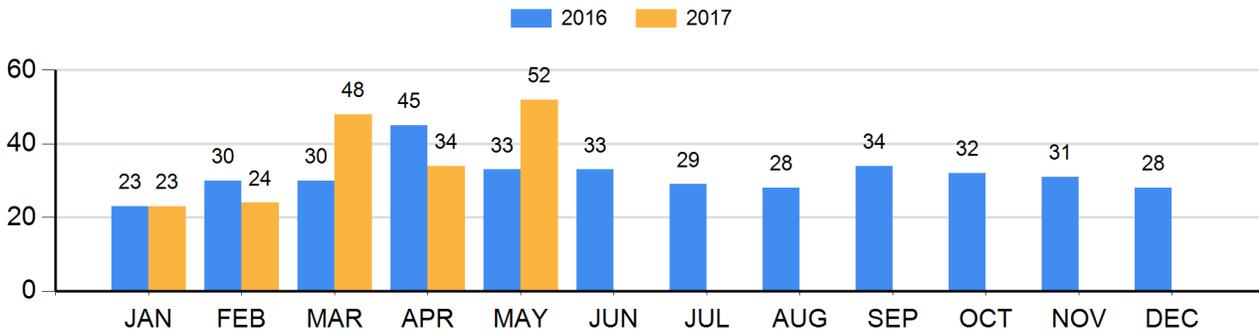
Monthly Summary for May 2017

SmartShopper Service	Incurred Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	12	1	0	\$0	\$0	\$456	\$5,471
Education Call	0	22	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	5	3	0	\$0	\$0	\$3,119	\$15,595
Hammertoe Correction	0	0	0	\$0	\$0	(\$150)	\$0
Hernia Repair	8	1	1	\$0	\$0	\$1,686	\$11,805
Hysterectomy	0	0	0	\$0	\$0	\$3,308	\$0
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	14	12	0	\$0	\$0	\$4,065	\$56,905
Lab/Blood Work	1,427	180	97	\$22,203	\$229	\$252	\$335,660
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	215	56	19	\$1,770	\$93	\$58	\$11,415
MRI	132	59	13	\$4,324	\$333	\$709	\$84,386
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	24	40	16	\$29,995	\$1,875	\$1,929	\$15,432
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	22	16	8	\$53,362	\$6,670	\$6,091	\$85,271
Shoulder Surgery	7	4	0	\$0	\$0	\$6,282	\$43,973
Sinus Surgery	10	7	0	\$0	\$0	\$2,120	\$21,204
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	6	1	0	\$0	\$0	\$1,919	\$11,514
Tubal Ligation	1	0	0	\$0	\$0	(\$18)	(\$18)
Ultrasound	94	11	3	\$658	\$219	\$129	\$11,771
Upper GI	38	14	1	(\$150)	(\$150)	\$697	\$25,797
Urethra and Bladder Scope	16	6	0	\$0	\$0	\$1,655	\$26,485
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$1,843	\$0
Totals	2,379	596	181	\$135,591			\$1,011,969

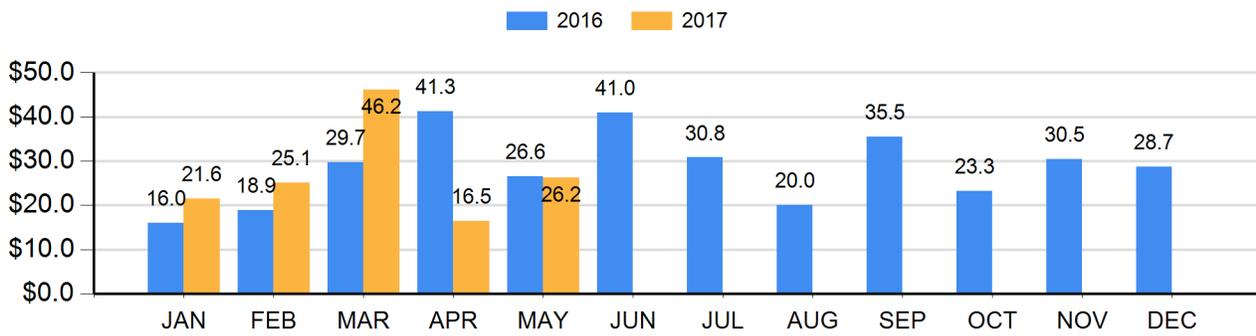
Claims Activity By Service Measure Definitions
<p>Incurred Claims: Count of claims (per distinct date of service per member)</p> <p>Shopping Activity: Total count of phone inquiries and web searches by members and agents</p> <p>Incentives Paid: Number of incentives paid due to usage of a suggested cost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

Monthly Summary for May 2017

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	\$36,531	\$3,625	\$32,906	\$6,581	\$26,325	500 %	358 %	45
QTD	\$85,261	\$9,625	\$75,636	\$15,127	\$60,509	500 %	344 %	131
YTD	\$184,772	\$16,275	\$168,497	\$33,699	\$134,797	500 %	370 %	226

* 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*	1,231	
Distinct Household with Registered Member	319	
Distinct Households with Shoppable Claim	295	986
Distinct Households with Shopping Activity	55	219
Distinct Households with an Incentive Paid	33	158

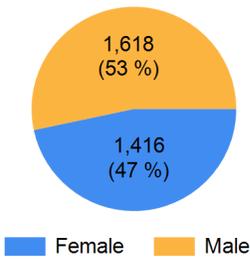
*Household is an employee and their covered dependents.

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	72%	Households Earning an Incentive* / Households with Shopping Activity*
YTD Avg Savings per Search	\$231.45	Claim Savings / Number of Shopping Activities
YTD Avg Savings per Incentive	\$745.56	Claim Savings / Number of Incentives Paid

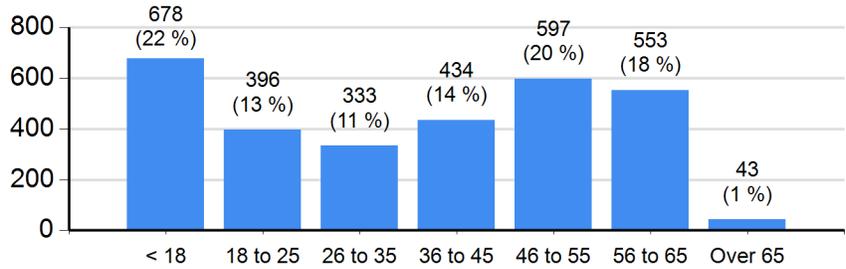
*Measure is total over the past twelve months

Membership and Shopping Demographics

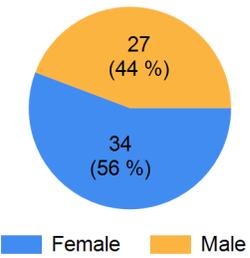
Distinct Members by Gender



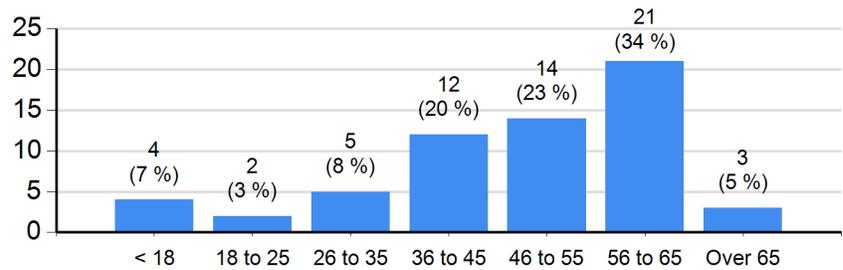
Distinct Members by Age



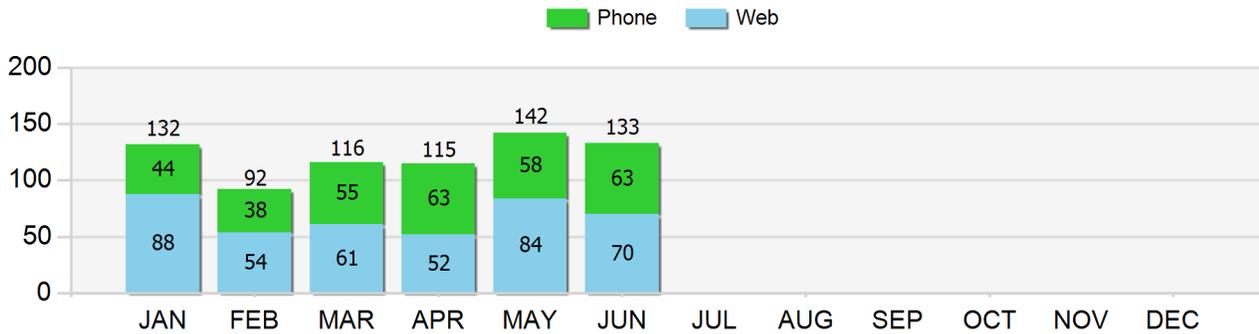
Distinct Shoppers by Gender



Distinct Shoppers by Age



Number of Shopping Activities By Month This Year



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

SmartShopper Service	Incurred 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	9	1	\$0	\$0	\$1,192	\$13,114
Bariatric Surgery	0	1	0	\$0	\$0	\$13,643	\$0
Bladder Repair (Sling)	1	3	0	\$0	\$0	\$0	\$0
Bone and Joint Imaging	7	6	1	\$572	\$572	\$140	\$841
Bone Density	34	3	3	\$227	\$76	\$126	\$3,910
Breast Biopsy	9	4	0	\$0	\$0	\$935	\$8,417
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	16	5	2	\$2,682	\$1,341	\$945	\$13,229
Colonoscopy	115	121	15	\$19,224	\$1,282	\$1,059	\$105,948
CT Scan	212	36	8	\$3,655	\$457	\$649	\$132,341

Monthly Summary for June 2017

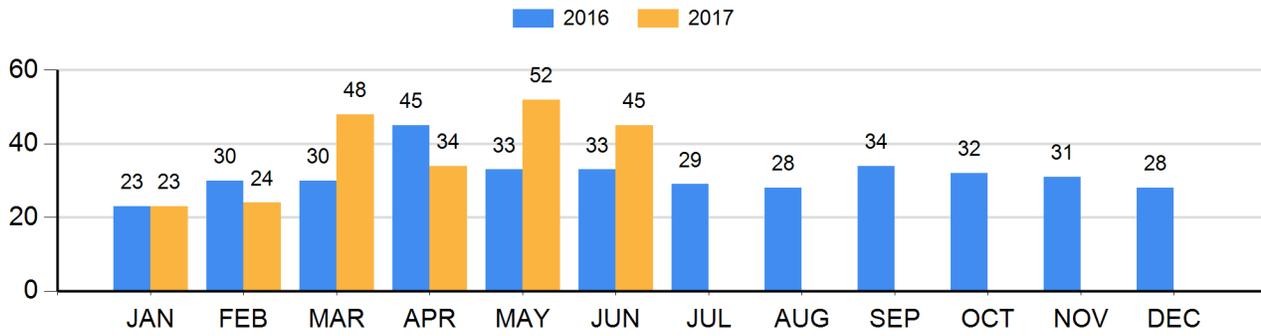
SmartShopper Service	Incurred Claims	Shopping Activity	Incentive Paid	Claims Savings	Avg Savings per Case (Actual)	Book of Business Avg Savings per Case	Missed Savings Opportunity
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0	\$0
Ear Tubes	14	2	0	\$0	\$0	\$456	\$6,383
Education Call	0	29	0	\$0	\$0	\$0	\$0
Gall Bladder Surgery	6	3	0	\$0	\$0	\$3,119	\$18,714
Hammertoe Correction	0	0	0	\$0	\$0	(\$150)	\$0
Hernia Repair	8	1	1	\$0	\$0	\$1,686	\$11,805
Hysterectomy	0	4	0	\$0	\$0	\$3,308	\$0
Hysteroscopy	3	0	0	\$0	\$0	\$2,907	\$8,720
Knee Surgery	15	12	0	\$0	\$0	\$4,065	\$60,970
Lab/Blood Work	1,699	218	121	\$27,550	\$228	\$252	\$398,250
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$5,933	\$0
Mammogram	236	60	21	\$2,171	\$103	\$58	\$12,522
MRI	159	82	18	\$5,923	\$329	\$709	\$99,987
PET Scan	0	0	0	\$0	\$0	\$2,429	\$0
Physical Therapy	25	57	19	\$37,161	\$1,956	\$1,929	\$11,574
Prostate Surgery	0	0	0	\$0	\$0	\$0	\$0
Remicade Therapy	28	19	10	\$66,548	\$6,655	\$6,091	\$109,635
Shoulder Surgery	9	4	0	\$0	\$0	\$6,282	\$56,536
Sinus Surgery	12	7	0	\$0	\$0	\$2,120	\$25,445
Spinal Fusion	0	0	0	\$0	\$0	\$0	\$0
Thyroid Removal	0	0	0	\$0	\$0	\$0	\$0
Tonsils and Adenoids	7	1	0	\$0	\$0	\$1,919	\$13,433
Tubal Ligation	2	1	0	\$0	\$0	(\$18)	(\$36)
Ultrasound	113	11	4	\$953	\$238	\$129	\$14,099
Upper GI	45	20	2	\$1,831	\$915	\$697	\$29,980
Urethra and Bladder Scope	17	6	0	\$0	\$0	\$1,655	\$28,141
Uterine Tissue Biopsy	0	0	0	\$0	\$0	\$1,843	\$0
Totals	2,812	728	226	\$168,497			\$1,195,279

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)

Monthly Summary for June 2017

Number of Monthly Incentives Paid Year Over Year



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

