



# 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

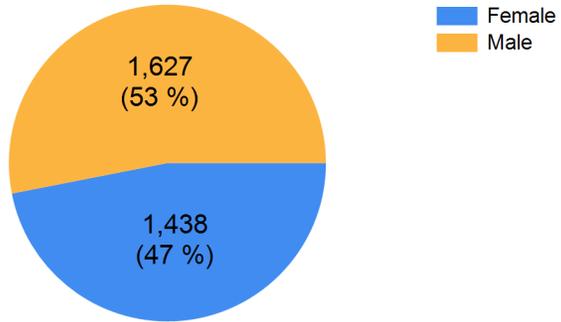
\*\* Incentive ROI measures the return on incentive dollars and does not include any program fees

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

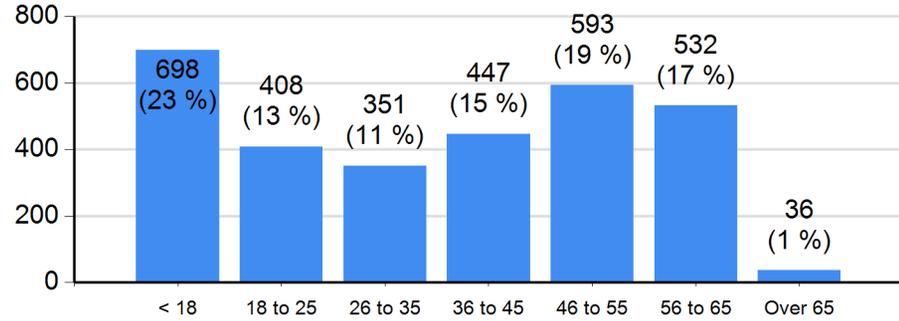
Conversion Rate Summary Year-to-Date		
Shopping Rate	16.0 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	40.5 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
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



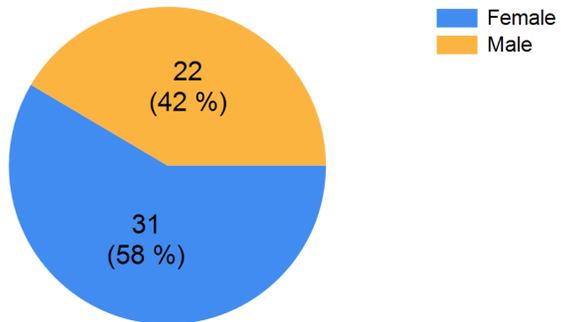
Distinct Members by Gender



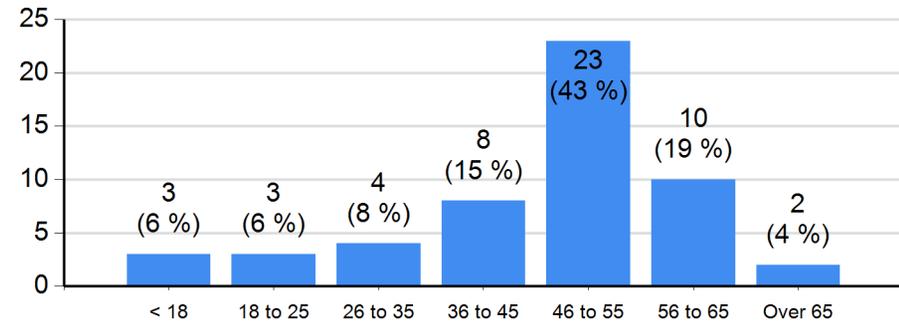
Distinct Members by Age



Distinct Shoppers by Gender

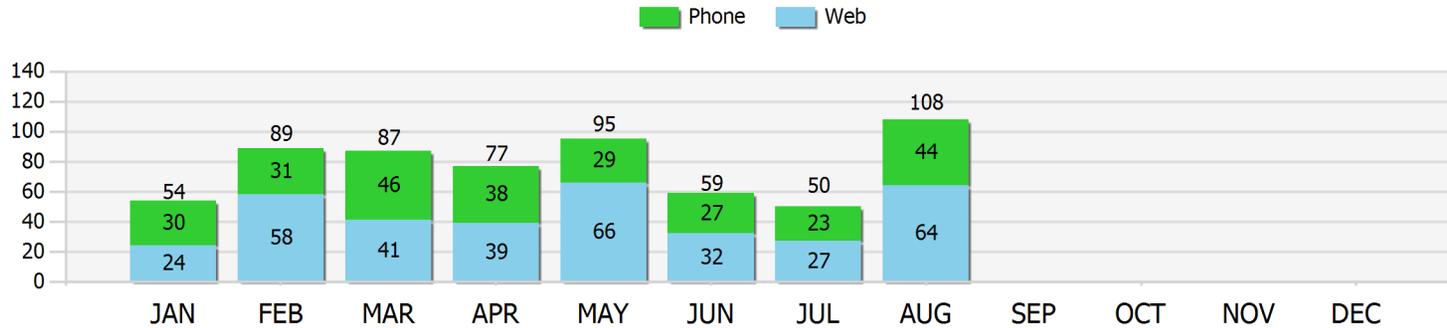


Distinct Shoppers by Age

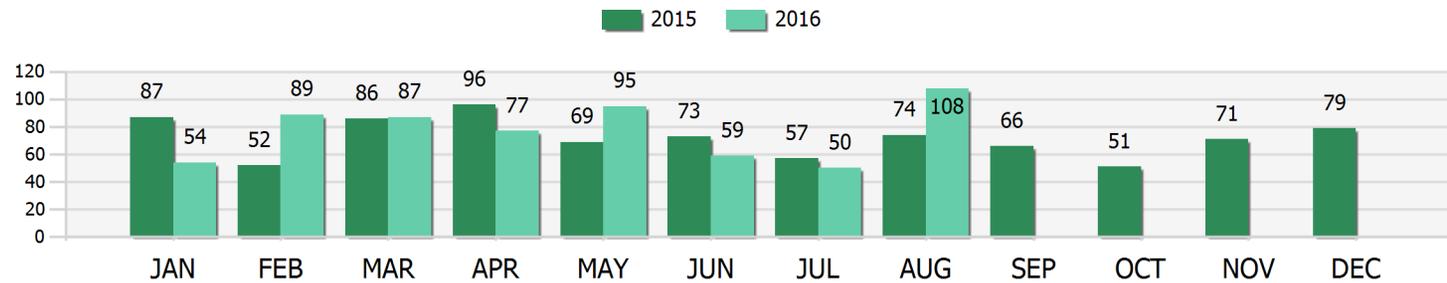




Shopping by Month this Year



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 %



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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 %
<b>Totals</b>	<b>3,876</b>	<b>619</b>	<b>251</b>	<b>6.5 %</b>	<b>\$224,299</b>			<b>\$2,062,251</b>	



**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)

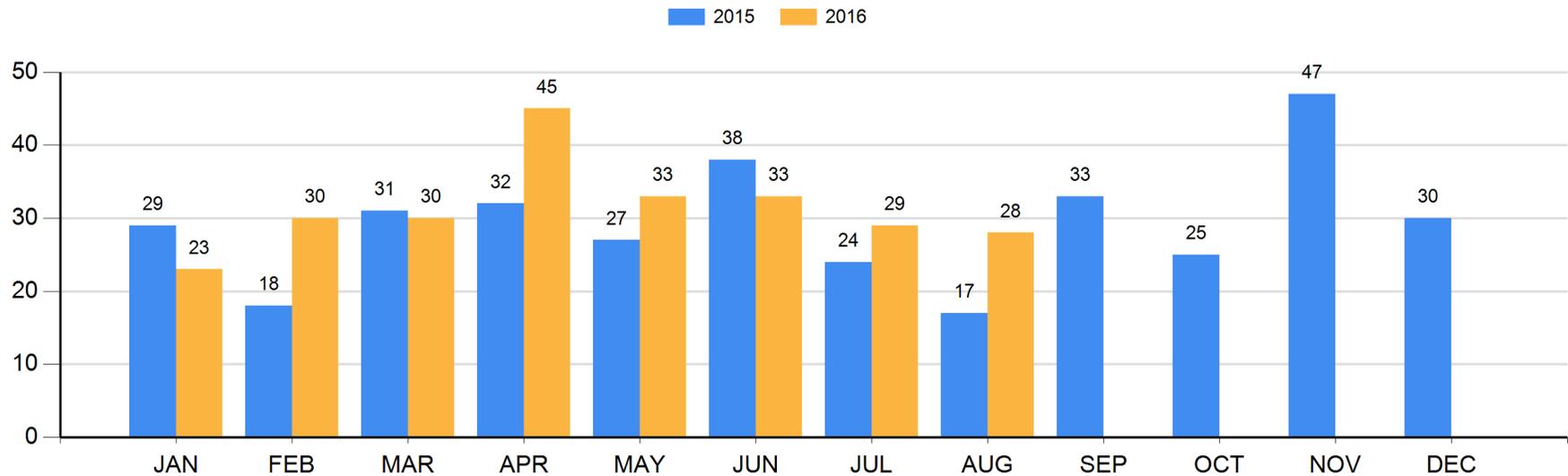
**Average Savings per Case (Actual):** Savings/Incentives Paid for Grouping

**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**





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Claims Savings Year Over Year

