



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

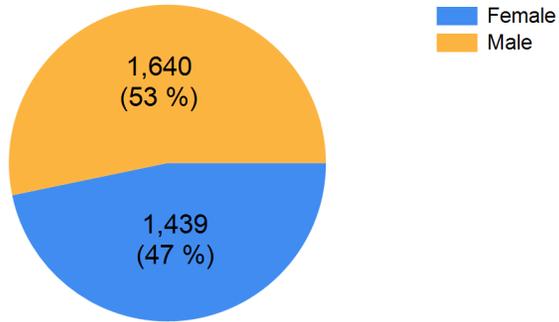
** Incentive ROI measures the return on incentive dollars and does not include any program fees

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

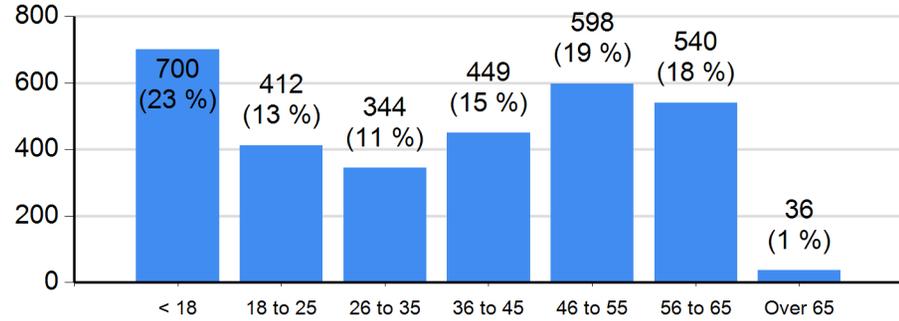
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.2 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	43.6 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
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



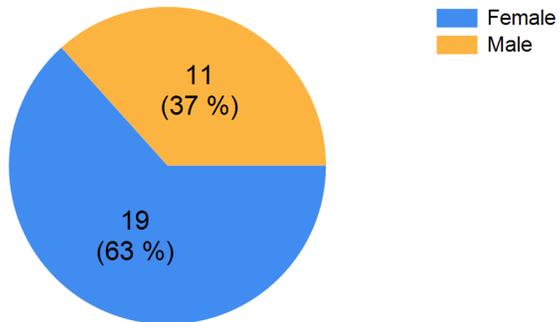
Distinct Members by Gender



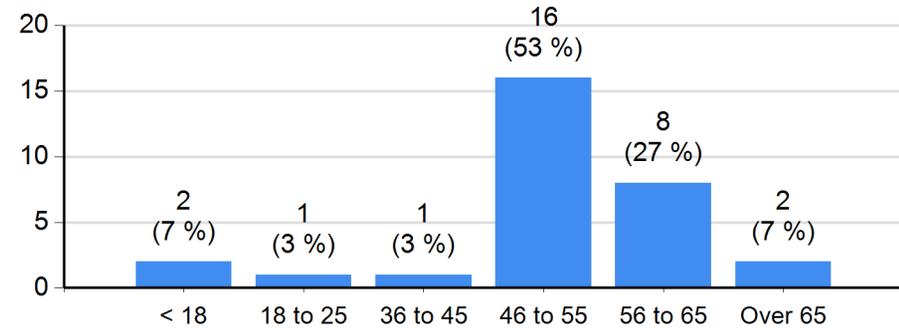
Distinct Members by Age



Distinct Shoppers by Gender

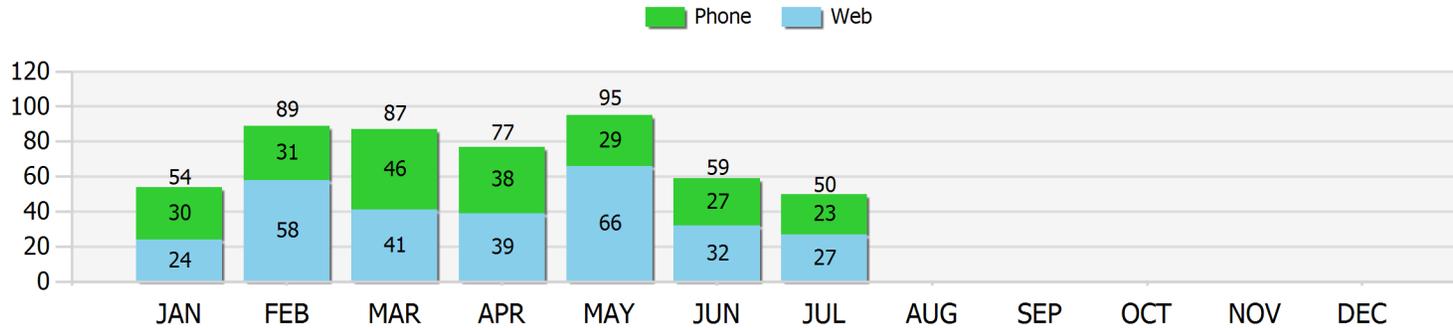


Distinct Shoppers by Age

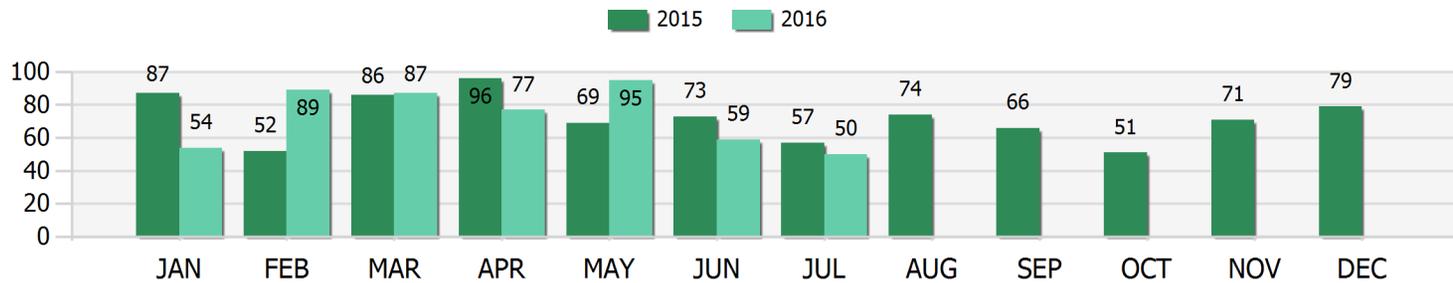




Shopping by Month this Year



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)

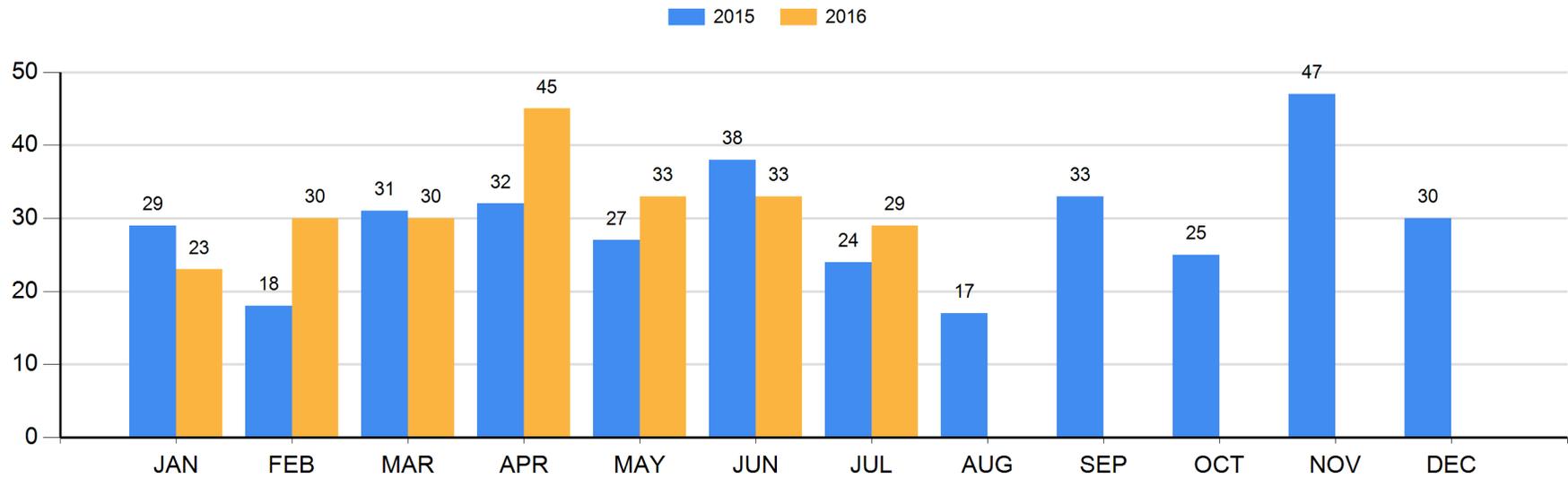
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

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

