



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

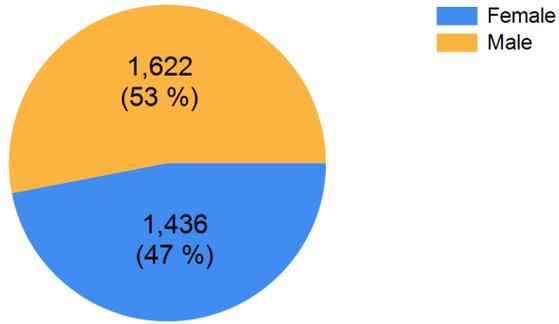
\*\* Incentive ROI measures the return on incentive dollars and does not include any program fees

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

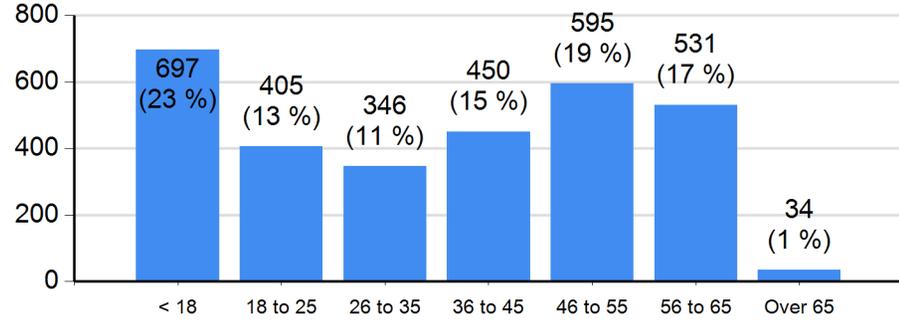
Conversion Rate Summary Year-to-Date		
Shopping Rate	15.8 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	41.5 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
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



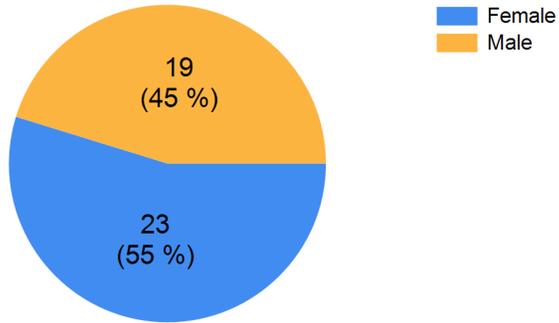
Distinct Members by Gender



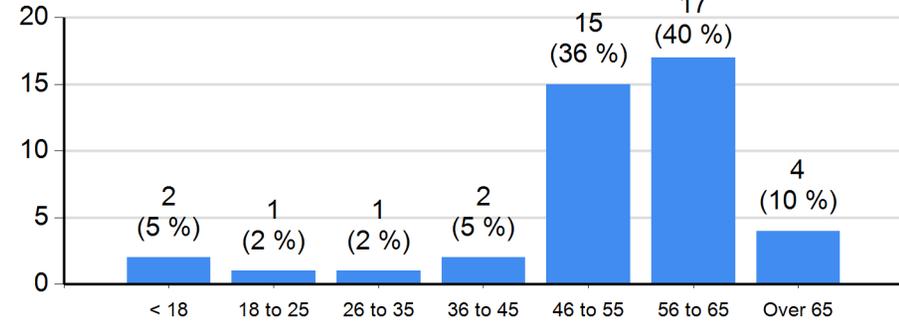
Distinct Members by Age



Distinct Shoppers by Gender

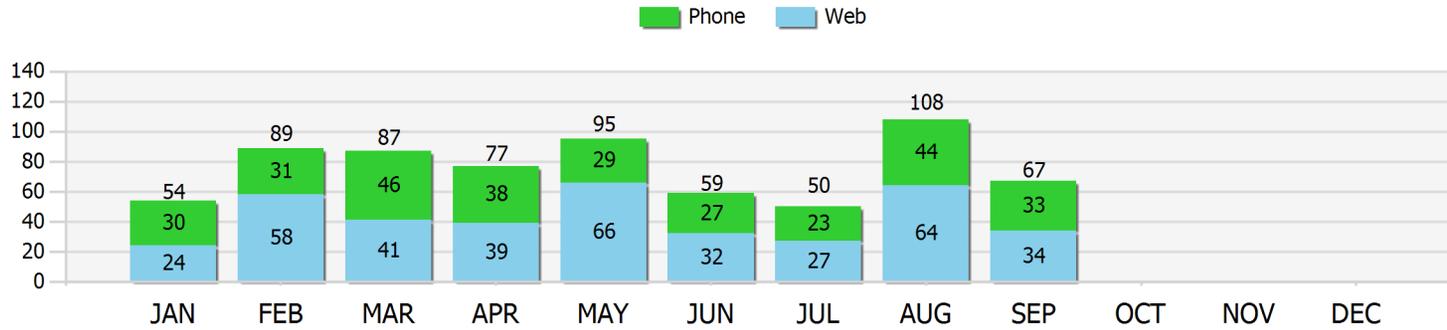


Distinct Shoppers by Age

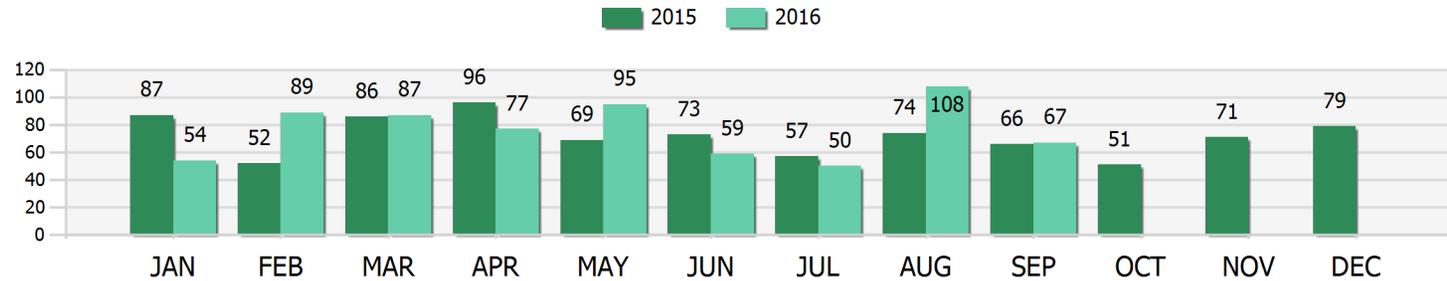




Shopping by Month this Year



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 %
<b>Totals</b>	<b>4,348</b>	<b>686</b>	<b>285</b>	<b>6.6 %</b>	<b>\$259,835</b>			<b>\$2,328,674</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)

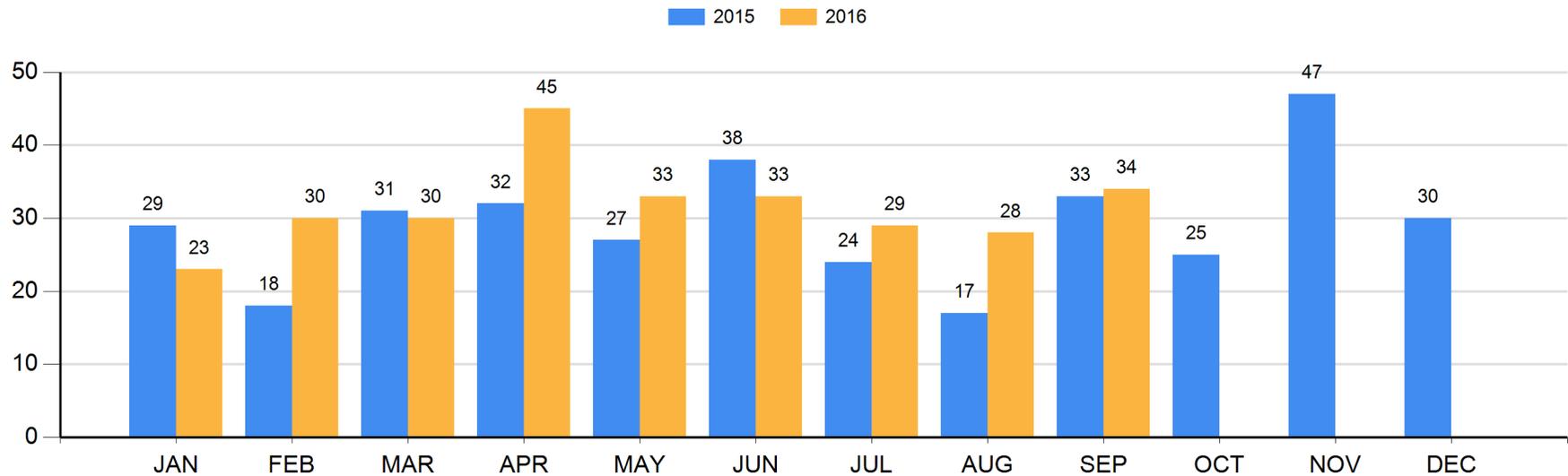
**Average Savings per Case (Actual):** Savings/Incentives Paid for Grouping

**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**





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



Claims Savings Year Over Year

