



SmartShopper Program Summary - Suncook Combo



YTD Paid Claims through December 2015

Savings Summary					
	Gross Savings	Incentives Paid	Claims Savings	Incentive ROI**	Total Cases
MTD	\$463	\$175	\$288	165 %	2
QTD	\$893	\$250	\$643	257 %	5
YTD	\$4,318	\$825	\$3,493	423 %	15

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

Population Summary		
Measure	December 2015	Year To Date
Distinct Members	319	
Distinct Members with a Claim	43 (13%)	195
Distinct Members with Shopping Activity	6 (2%)	30
Distinct Members with an Incentive Paid	2 (1%)	13

Conversion Rate Summary Year-to-Date		
Shopping Rate	43.0 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	18.1 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	7.8 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$42.08	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$232.87	The Average Savings Per Incentive is the average actual savings for each incentive earned

Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)									
SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate*	Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	0	1	0	0 %	\$0	\$0	\$5,342	\$0	0.0 %
Bariatric Surgery	0	2	0	0 %	\$0	\$0	\$12,436	\$0	0.0 %
Bladder Repair (Sling)	1	0	0	0 %	\$0	\$0	\$3,751	\$3,751	0.0 %
Bone and Joint Imaging	1	0	0	0 %	\$0	\$0	\$269	\$269	0.0 %
Bone Density	6	0	0	0 %	\$0	\$0	\$124	\$743	0.0 %
Bunionectomy	0	1	0	0 %	\$0	\$0	\$516	\$0	0.0 %
Carpal Tunnel	0	1	0	0 %	\$0	\$0	\$1,368	\$0	0.0 %
Cataract Removal	4	0	0	0 %	\$0	\$0	\$2,008	\$8,032	0.0 %
Colonoscopy	12	6	0	0 %	\$0	\$0	\$1,257	\$15,084	0.0 %
CT Scan	39	0	0	0 %	\$0	\$0	\$480	\$18,714	0.0 %



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SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate*	Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Ear Tubes	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Education Call	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	1	0	0	0 %	\$0	\$0	\$5,097	\$5,097	0.0 %
Hernia Repair	0	0	0	0 %	\$0	\$0	\$2,725	\$0	0.0 %
Knee Surgery	0	8	0	0 %	\$0	\$0	\$3,384	\$0	0.0 %
Lab/Blood Work *	0	25	4	0 %	\$1,152	\$288	\$268	\$0	33.0 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$3,217	\$0	0.0 %
Mammogram	72	12	7	10 %	\$248	\$35	\$65	\$4,194	7.1 %
MRI	27	14	1	4 %	\$0	\$0	\$747	\$19,412	0.0 %
PET Scan	0	0	0	0 %	\$0	\$0	\$696	\$0	0.0 %
Physical Therapy *	0	8	2	0 %	\$2,118	\$1,059	\$2,115	\$0	60.6 %
Remicade Therapy	0	0	0	0 %	\$0	\$0	\$7,974	\$0	0.0 %
Shoulder Surgery	3	0	0	0 %	\$0	\$0	\$4,020	\$12,061	0.0 %
Sinus Surgery	0	0	0	0 %	\$0	\$0	\$1,314	\$0	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	0	1	0	0 %	\$0	\$0	\$1,906	\$0	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	\$8,822	\$0	0.0 %
Ultrasound	21	2	1	5 %	(\$25)	(\$25)	\$133	\$2,669	-0.7 %
Upper GI	6	1	0	0 %	\$0	\$0	\$1,280	\$7,682	0.0 %
Urethra and Bladder Scope	0	0	0	0 %	\$0	\$0	\$43	\$0	0.0 %
Totals	193	83	15	4.7 %	\$3,493			\$97,709	

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. Labs and Physical Therapy are not included in this calculation.

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

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.

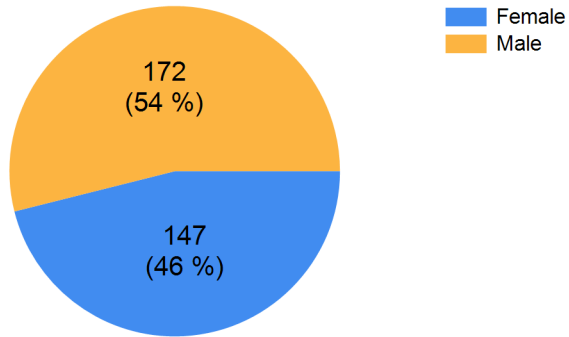
SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

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

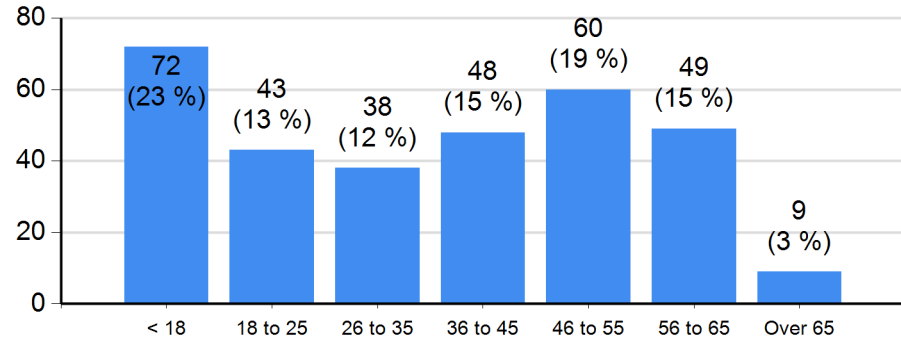


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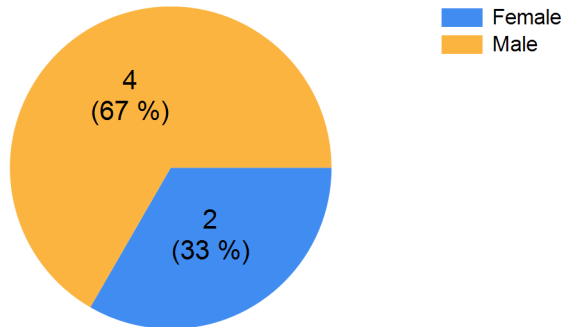
Distinct Members by Gender



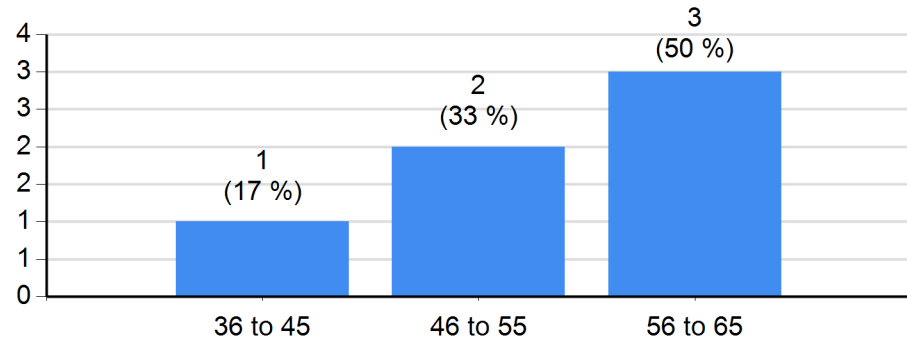
Distinct Members by Age



Distinct Shoppers by Gender

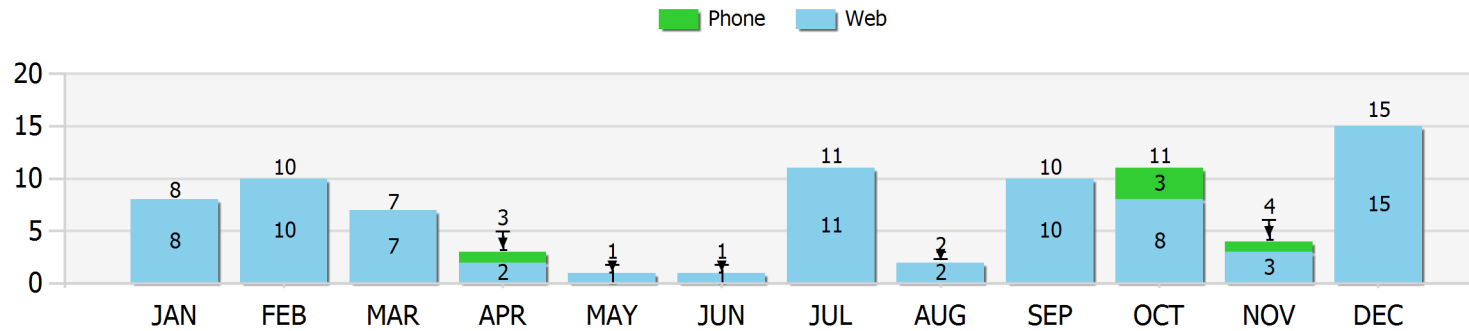


Distinct Shoppers by Age





Shopping by Month this Year



Shopping Year over Year

