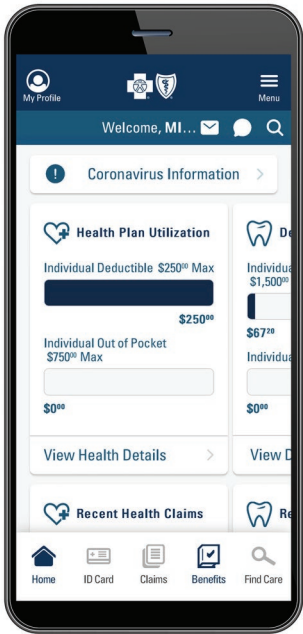


# GETTING STARTED WITH SMARTSHOPPER

The cost of health care services can vary a lot depending on where you go. For example, an MRI at one provider might cost \$1,500 but only \$300 at another. It's the same procedure and quality care, but very different prices.

From routine care to more complex procedures, SmartShopper rewards you when you choose better-value care. It gives you more control over your out-of-pocket costs. When you use SmartShopper to choose a more cost-effective provider, you'll get a reward check in the mail. It could range from \$15 to \$750, depending on the procedure and provider.

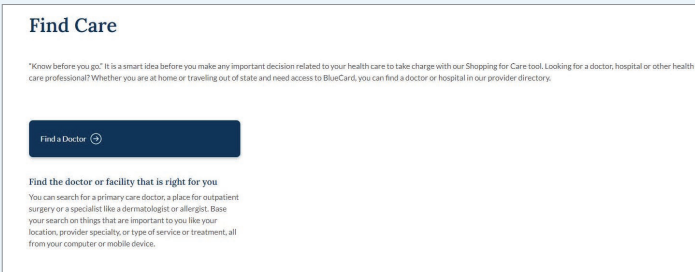
## 1. Accessing SmartShopper



### myHEALTH toolkit®

SmartShopper is a feature of Shopping for Care. To use it, log in to your My Health Toolkit account, select **Find Care**, then **Find a Doctor**, and search for the recommended procedure or service.

Or call the SmartShopper Care Concierge Team at **888-216-8138** for help finding the most cost-effective in-network providers and scheduling appointments. You can reach the team Monday through Thursday from 8 a.m. to 8 p.m. or Friday from 8 a.m. to 6 p.m. Eastern time.

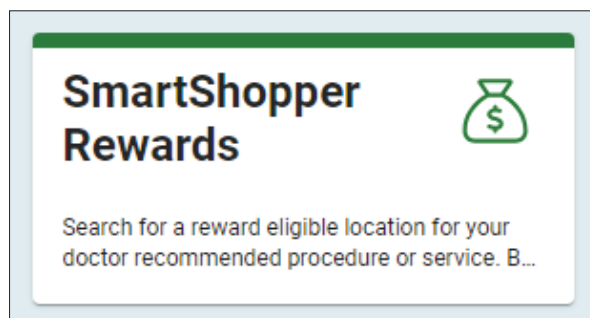
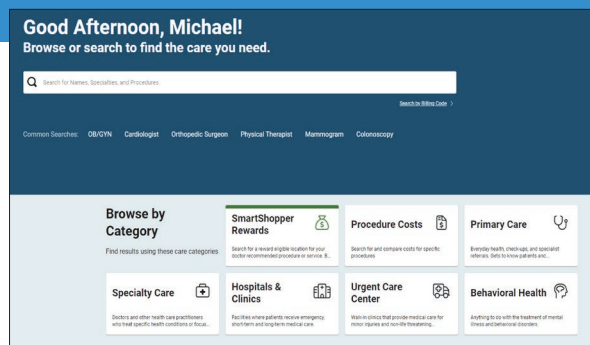


## 2. Searching for a Procedure

From Shopping for Care, type the procedure into the search bar or select one of the Browse by Category tiles. You'll know if a service or procedure is eligible for a reward when you see **SmartShopper Cash Reward** above a green box.

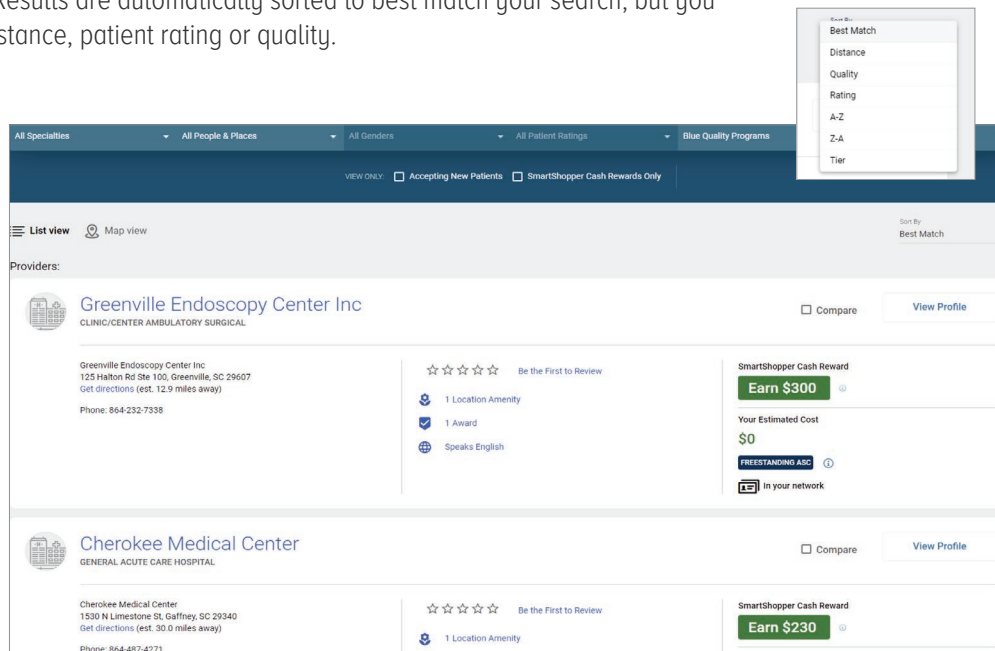
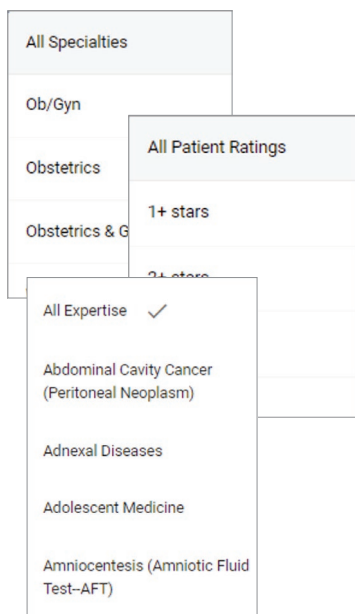
If your provider recommends an eligible service or procedure included in the SmartShopper program, search SmartShopper before you have the service or procedure. Then choose a reward-eligible provider to earn a cash reward.

If your doctor already scheduled a service or procedure for you, call the SmartShopper Care Concierge Team at **888-216-8138**. A team member will determine whether your scheduled provider qualifies you for a cash reward. If your scheduled provider isn't eligible, you can reschedule your appointment with a reward-eligible provider. The Care Concierge Team can help you schedule or reschedule appointments and help you with any associated paperwork.



## 3. Filtering and Sorting Results

Refine your search using the options at the top of the search results. These include specialties, gender, patient ratings, areas of expertise and more. Results are automatically sorted to best match your search, but you can also sort alphabetically and by distance, patient rating or quality.




Looking for Spanish?  
Use the drop-down list in the top right corner to choose your preferred language.

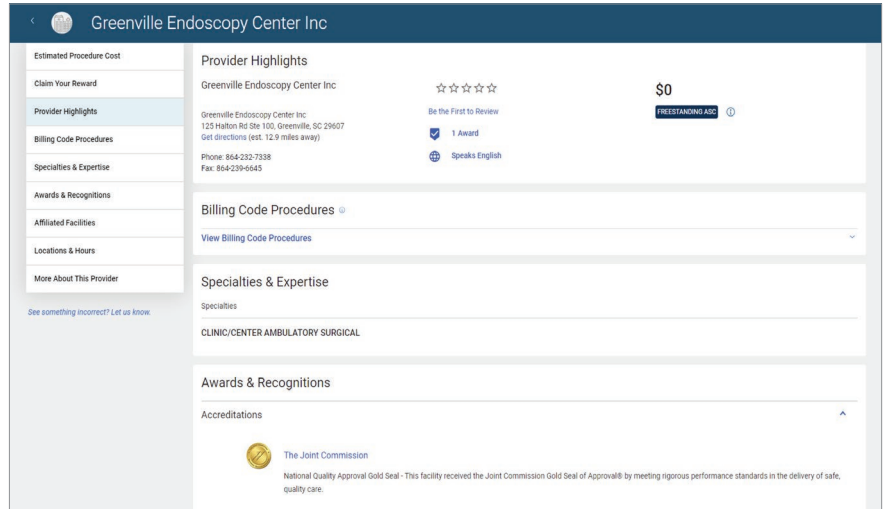
## 4. Viewing a Provider's Information

When you find a provider you're interested in, select the name or the [View Profile](#) button to see more details, such as patient reviews, awards, affiliations, licenses and areas of expertise.

Is the provider accepting new patients?

Keep an eye out for the circle with a check mark.

 **Accepting New Patients**



**Greenville Endoscopy Center Inc**

**Estimated Procedure Cost**  
Claim Your Reward  
**Provider Highlights**  
Billing Code Procedures  
Specialties & Expertise  
Awards & Recognitions  
Affiliated Facilities  
Locations & Hours  
More About This Provider

**Provider Highlights**  
Greenville Endoscopy Center Inc  
125 Halton Rd Ste 100, Greenville, SC 29607  
Get directions (est. 12.9 miles away)  
Phone: 864-232-7338  
Fax: 864-239-6645

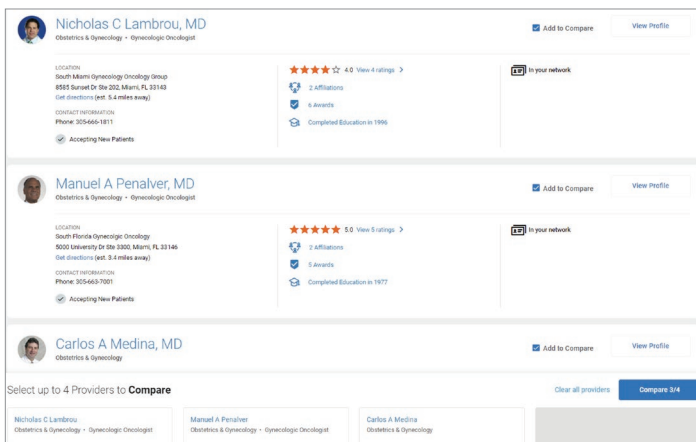
☆ ☆ ☆ ☆ ☆  
Be the First to Review  
1 Award  
Speaks English

**Billing Code Procedures**  
View Billing Code Procedures

**Specialties & Expertise**  
Specialties  
CLINIC/CENTER AMBULATORY SURGICAL

**Awards & Recognitions**  
Accreditations  
The Joint Commission  
National Quality Approval Gold Seal - This facility received the Joint Commission Gold Seal of Approval® by meeting rigorous performance standards in the delivery of safe, quality care.

## 5. Comparing Providers

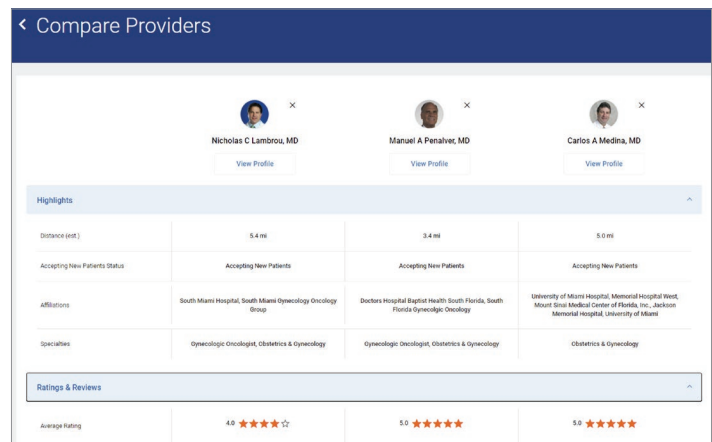


**Nicholas C Lambrou, MD**  
Obstetrics & Gynecology - Gynecologic Oncologist  
4.0 View 4 ratings  
2 Affiliations  
5 Awards  
Completed Education in 1996

**Manuel A Penalver, MD**  
Obstetrics & Gynecology - Gynecologic Oncologist  
5.0 View 5 ratings  
2 Affiliations  
5 Awards  
Completed Education in 1977

**Carlos A Medina, MD**  
Obstetrics & Gynecology

Select up to 4 Providers to Compare  
Clear all providers  
Compare 3/4

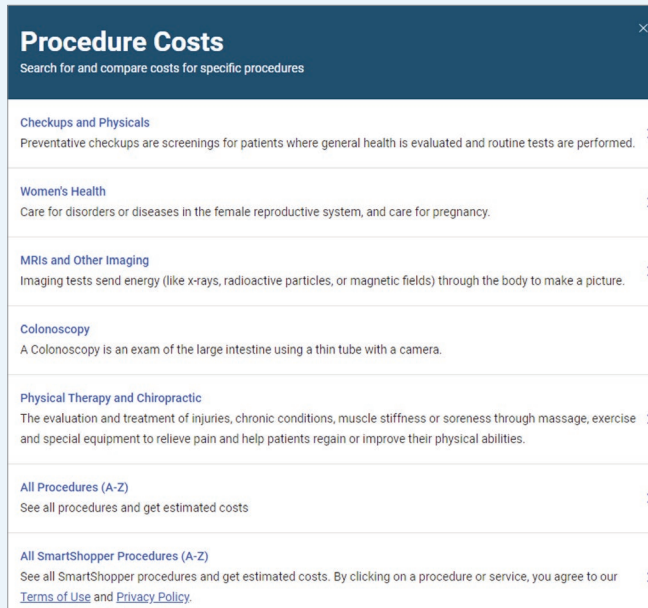


	Nicholas C Lambrou, MD	Manuel A Penalver, MD	Carlos A Medina, MD
<b>Highlights</b>			
Distance (est.)	5.4 mi	3.4 mi	5.0 mi
Accepting New Patients Status	Accepting New Patients	Accepting New Patients	Accepting New Patients
Affiliations	South Miami Hospital, South Miami Gynecologic Oncology Group	Doctors Hospital Baptist Health South Florida, South Florida Gynecologic Oncology	University of Miami Hospital, Memorial Hospital West, Mount Sinai Medical Center of Florida, Inc., Jackson Memorial Hospital, University of Miami
Specialties	Gynecologic Oncologist, Obstetrics & Gynecology	Gynecologic Oncologist, Obstetrics & Gynecology	Obstetrics & Gynecology
<b>Ratings &amp; Reviews</b>			
Average Rating	4.0 ★★★★★	5.0 ★★★★★	5.0 ★★★★★

Not sure which provider is right for you? Select [Add to Compare](#) at the top of each provider's result card to compare them side by side.

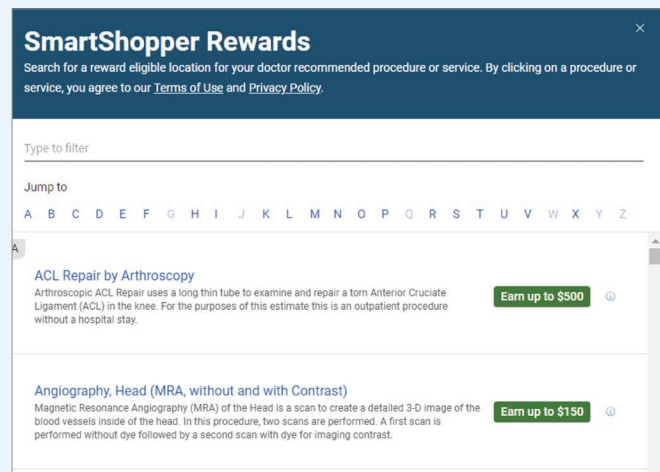
Compare providers by distance, affiliations, whether they're accepting new patients and more to help you choose the provider that best meets your needs.

## 6. Estimate Procedure Costs



**Procedure Costs**  
Search for and compare costs for specific procedures

- Checkups and Physicals**  
Preventative checkups are screenings for patients where general health is evaluated and routine tests are performed.
- Women's Health**  
Care for disorders or diseases in the female reproductive system, and care for pregnancy.
- MRIs and Other Imaging**  
Imaging tests send energy (like x-rays, radioactive particles, or magnetic fields) through the body to make a picture.
- Colonoscopy**  
A Colonoscopy is an exam of the large intestine using a thin tube with a camera.
- Physical Therapy and Chiropractic**  
The evaluation and treatment of injuries, chronic conditions, muscle stiffness or soreness through massage, exercise and special equipment to relieve pain and help patients regain or improve their physical abilities.
- All Procedures (A-Z)**  
See all procedures and get estimated costs
- All SmartShopper Procedures (A-Z)**  
See all SmartShopper procedures and get estimated costs. By clicking on a procedure or service, you agree to our [Terms of Use](#) and [Privacy Policy](#).



**SmartShopper Rewards**  
Search for a reward eligible location for your doctor recommended procedure or service. By clicking on a procedure or service, you agree to our [Terms of Use](#) and [Privacy Policy](#).

Type to filter

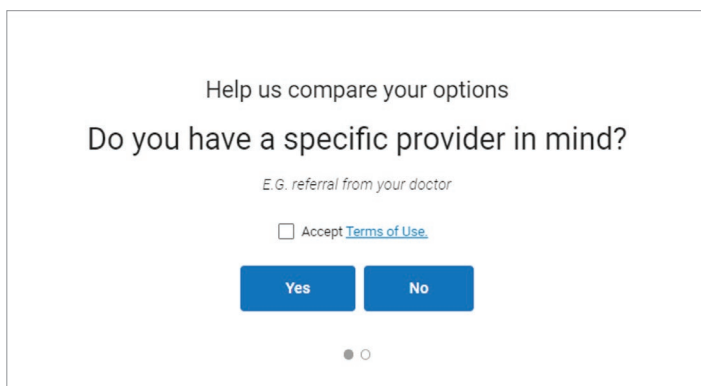
Jump to  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**ACL Repair by Arthroscopy**  
Arthroscopic ACL Repair uses a long thin tube to examine and repair a torn Anterior Cruciate Ligament (ACL) in the knee. For the purposes of this estimate this is an outpatient procedure without a hospital stay. **Earn up to \$500**

**Angiography, Head (MRA, without and with Contrast)**  
Magnetic Resonance Angiography (MRA) of the Head is a scan to create a detailed 3-D image of the blood vessels inside of the head. In this procedure, two scans are performed. A first scan is performed without dye followed by a second scan with dye for imaging contrast. **Earn up to \$150**

Select the **Procedure Costs** tile on the Shopping for Care homepage to view cost estimates for a procedure or service. Choose from a list of common procedure types or see a complete list by selecting **All Procedures (A-Z)**. In **All Procedures (A-Z)**, you can search for a procedure by entering a keyword or the first letters of its name. Or select the **SmartShopper Rewards** tile on the Shopping for Care homepage to see a list of or choose from all reward-eligible procedures.

## 7. Choosing a Provider



Help us compare your options

**Do you have a specific provider in mind?**

*E.G. referral from your doctor*

Accept [Terms of Use](#)

**Yes** **No**

● ○

When you select **Procedure Costs** or **SmartShopper Rewards**, you have the option to enter a provider's name or see a list of providers. If you have a specific provider in mind, enter his or her details to search for him or her. If you don't have a specific provider in mind, you'll see a list of all providers in your area who offer the selected service or procedure.

If the provider you are already using or scheduled to use is the most cost-effective option, you can still get a cash reward, but you'll need to call the SmartShopper Care Concierge Team at **888-216-8138** before your service or procedure.

## 8. Viewing a Personalized Cost Estimate

Once you choose a provider, you'll be able to see an estimate of your out-of-pocket cost and SmartShopper reward amount.

The screenshot shows a provider profile for "Internal Medicine Assoc-Im" with the following details:

- Provider Name:** Internal Medicine Assoc-Im
- Address:** 1025 Verdae Blvd Ste A, Greenville, SC 29607
- Phone:** 864-242-4683
- Specialties:** MULTI-SPECIALTY
- SmartShopper Cash Reward:** Earn \$150
- Your Estimated Cost:** \$20
- In your network:** Yes
- Additional Info:** 1 Location Amenity, Blue Distinction + 1 More Award, Speaks Romanian + 4 More languages

The screenshot displays the "Estimated Procedure Cost for Ultrasound - Pelvis at North Shore Medical Center". It includes a breakdown of costs:

- You pay:** \$203
- Your plan pays:** \$0
- Total cost:** \$203

The breakdown is as follows:

- You pay towards your copay: \$0
- You pay towards your deductible: \$203
- You pay towards coinsurance: \$0
- Your plan pays: \$0

Select the provider's name or [View Profile](#) to see a breakdown of your cost estimate. It will detail the amount you may pay toward your copay, deductible and/or coinsurance in addition to the portion your plan might pay.

Your actual out-of-pocket costs may be higher or lower than the cost estimates the site provides. Changes in the provider's contract or status, additional services that arise during the course of treatment, or other reasons, such as the billing codes a provider selects, might affect the estimated cost.

## 9. Shop and Save With the Cost Assistant

The screenshot shows the "Cost Assistant" interface for an MRI. It displays three provider options:

- Carolina Orthopaedic And Neurosurgical:** SmartShopper Cash Reward \$150, Your Estimated Cost \$50, Distance (est.) 3.8 miles.
- Prisma Health Med Ctr Boiling Spring:** SmartShopper Cash Reward \$150, Your Estimated Cost \$20, Distance (est.) 26.7 miles.
- Emergency Md Llc:** SmartShopper Cash Reward \$150, Your Estimated Cost \$50, Distance (est.) 3.0 miles.

The interface also shows "Your Plan Saves \$126" and "Save \$30" for the selected provider.

The Cost Assistant automatically shows providers who offer quality, better-value health care and are eligible for SmartShopper cash rewards. Depending on the provider you select, you may see other value-based provider options in your area who might be right for you. You always have the option to choose a different provider.

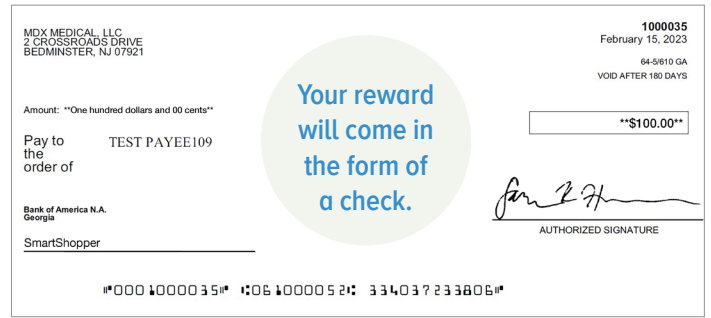
If you need more than one service or procedure, you will need to shop for each service separately. For example, if your doctor orders an MRI followed by knee surgery, you'll need to shop for the MRI and then shop for the knee surgery.

## 10. Claiming Your Reward

Simply shop for a procedure and schedule an appointment at any reward-eligible provider within 13 months. Once you've had your procedure at a cost-effective provider, you don't need to do anything else. SmartShopper will receive your claim, process your reward payment and mail the check to the address listed on your account. Typically, you'll get your payment within 60 days from the date of service.

Your reward check will come from SmartShopper's headquarters. The memo line on the check will say "SmartShopper Incentive Payment."

Any dependent who is covered by your health plan can earn rewards with SmartShopper. If the dependent is over the age of 18, he or she can shop for care. You can shop for dependents under 18.



All cash rewards are considered taxable by the IRS. If you receive total cash rewards of \$600 or more in one year, SmartShopper will send you a 1099 tax form to file with the IRS.

For questions related to SmartShopper rewards, call the SmartShopper Care Concierge Team at **888-216-8138**.

## 11. Leaving a Provider Review

A screenshot of a provider review interface. The main heading is "Tell us about your experience with Lawrence J Menditto DPM PC". There are three sections: "Experience\*", "Recommend\*", and "Communication". The "Experience\*" section asks "How would you rate your overall experience and satisfaction with this provider?" and shows a 4.5-star rating. The "Recommend\*" section asks "Would you recommend this provider to your friends/ family?" with radio buttons for "Yes" and "No". The "Communication" section asks "How well did the provider's staff communicate with you about your concerns?". To the right, there is a "Ratings & Reviews" panel showing a 100% recommendation rate and a 4.5-star average rating. Below this, there are "Individual Member Reviews" with a list of reviews and a "Review this provider" button. On the far right, there is a "Promptness" section with three sub-sections: "Promptness" (5-star rating), "Wait Time" (20 minutes), and "Appointment Time" (3-7 days). A "Submit" button is at the bottom right.

Online reviews help you pick books, movies and restaurants — and they can help you find the right health care provider, too. You can learn about a provider based on other patient experiences.

If you'd like to help others with their search, take a moment to rate and review the provider by answering a few easy questions. You can share your feedback by choosing [Review this Provider](#).



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