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## **SMARTSHOPPER INCENTIVE PROGRAM**

### **What is Vitals SmartShopper?**

*Smart Shopper is a program offered by Blue Cross Blue Shield of Massachusetts (managed by Vitals) to engage members to shop for certain health services in an effort to choose a high quality lower cost provider. Members can earn an incentive of up to \$250 depending on service.*

### **Why offer SmartShopper?**

*MMHG is consistently working to reinforce member education on how to be better consumers of health care services. When members choose high quality lower cost providers it can help reduce future premium increases.*

### **Who is eligible for SmartShopper incentives?**

*All MMHG non-Medicare members (subscriber/dependents) currently enrolled in Blue Cross Blue Shield of Massachusetts HMO and PPO plans (Traditional, Rate Saver, Benchmark) are eligible.*

### **When can I expect to receive my payment?**

*Once you've shopped for an eligible service (online or by phone) and your claim is paid, Vitals will mail you a check within 6 to 8 weeks.*

### **How do I get started with SmartShopper?**

#### **ONLINE:**

*Register or log in to your account at [Bluecrossma.com/myblue](http://Bluecrossma.com/myblue)*

*Select the Find a Doctor & Estimate Costs box*

*On the Find a Doctor & Estimate Costs home page, click the Go to Find a Doctor & Estimate Costs Now button*

*Next, select the SmartShopper Shop for Procedures button*

#### **OR, SHOP BY PHONE:**

*Call the SmartShopper Personal Assistant Team at **1-877-281-3722***

*Monday – Thursday, 8:00 a.m. – 8:00 p.m., or Friday, 8:00 a.m. – 6:00 p.m.*

### **Can I price comparison shop for all services, not just those covered under the SmartShopper program and/or can I review my claims to see how much was paid for a service?**

*Yes, you can price comparison shop for different services as well as review your paid claims history. Register or log in to your account at [Bluecrossma.com/myblue](http://Bluecrossma.com/myblue)*

### **What health care services are eligible under SmartShopper?**

*See attached list.*

# Blue Cross Blue Shield of Massachusetts

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## **SmartShopper Incentive Program-MMHG**

Save on These Health Care Services	Reward Amount (lowest-cost)	Reward Amount (2nd lowest-cost)	Reward Amount (3rd lowest-cost)
Bladder Repair for Incontinence (sling)	\$250	\$75	\$50
Bladder Scope	\$250	\$75	\$50
Bone Density Scan	\$50	\$25	\$0
Bronchoscopy (procedure to look at airways)	\$150	\$75	\$50
Bunionectomy (bunion surgery)	\$150	\$75	\$50
Carpal Tunnel Treatment	\$150	\$75	\$50
Cataract Removal	\$125	\$75	\$50
Colonoscopy	\$250	\$75	\$50
CT Scan	\$75	\$50	\$0
Hernia Repair	\$150	\$75	\$50
Knee Arthroscopy	\$250	\$75	\$50
Gall Bladder Removal	\$250	\$75	\$50
Laparoscopic Removal of Ovaries and/or Fallopian Tubes	\$250	\$75	\$50
Lithotripsy Fragmenting of Kidney Stones(shock waves to break apart)	\$250	\$75	\$50
Mammogram	\$50	\$25	\$0
MRI	\$100	\$75	\$50
Ear, Nose, Throat (ENT)	\$150	\$75	\$50
PET Scan	\$150	\$75	\$50
Shoulder Arthroscopy	\$250	\$75	\$50
Sigmoidoscopy (procedure to look at rectum and lower colon)	\$150	\$75	\$50
Ultrasounds (non-maternity)	\$50	\$25	\$0
Upper GI Endoscopy	\$150	\$75	\$50

*Members should discuss tax considerations for the incentive rewards with their tax advisors. Vitals will issue a 1099 to any member receiving incentives of \$600 or more.*

*SmartShopper is managed by Vitals®, an independent company.*