

- ALL EMPLOYEES ARE ELIGIBLE – no matter the plan
- Shop BEFORE you have a procedure
 - EACH TIME you need a procedure, you must shop
- Website: www.vitalssmartshopper.com
 - Available 24/7
 - Individual profiles – keep it updated!
- Phone: **800.824.9127**
 - Monday - Thursday, 8:00 am-8:00pm, Friday 8:00am-6:00pm
 - Personal Assistants Team to help
- Incentives can be expected 45-60 days after a procedure
 - Procedure must match what was shopped for
 - Claim must be paid by Anthem, then Vitals sends incentive check

SmartShopper Example: Knee Injury



vitalssmartshopper

Example: Doctors Recommend an MRI

- **Call Anthem for approval**
- **Call SmartShopper**
- Verify location is cost-effective
- Earn up to \$150 incentive with SmartShopper

Based on MRI, Doctor Recommends Arthroscopic Knee Surgery

- **Call Anthem for approval**
- **Call SmartShopper**
- Verify location is cost-effective
- Earn up to \$250 incentive

After Surgery, Doctor Recommends Physical Therapy

- **Call Anthem for approval**
- **Call SmartShopper**
- Verify location is cost-effective
- Earn up to \$150 incentive

What happens if location is not cost-effective:

- If location is not cost-effective the members Personal Assistant can continue to search until they locate a cost-effective facility that the member is comfortable with.
- Once the members Personal Assistant locates a cost-effective facility they will contact the members physicians office, and communicate that the member would like to have their procedure done at an alternative facility and ask the physician to change the location on the order.
- A Personal Assistant will then call the new cost-effective facility and assist the member in scheduling their procedure
- A Personal Assistant will enter the members appointment in their system so they can contact the member days after their appointment to confirm the process was successful, and see if the member needs to search and schedule additional cost-effective procedures.