

SmartShopper® Personal Assistant Team

High-touch, personal help for shopping and saving on healthcare



The SmartShopper Personal Assistant Team (PAT) helps your employees shop and save on routine healthcare procedures for themselves and their families. And when employees save money with better-value care, employers save money on their medical spend.

Personalized service

- 1:1 support helps employees understand options, with a focus on reasonably priced quality care
- Builds a trusted relationship with employees that results in repeat shopping

Scheduling

- Changes authorizations and schedules/reschedules appointments

PAT chat

- Quick, easy online access to a Personal Assistant
- Employees can also talk live and text with Personal Assistants

In-bound

- Registers employees for the program
- Motivates cost-effective shopping by confirming cash reward available

Out-bound

- Welcomes new users
- Conducts post-procedure follow-up and supports outreach campaigns

Transportation

- Provides directions
- Offers help scheduling transportation to/from facility



SmartShopper®

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Here's what our SmartShoppers are saying:

"What fabulous service! I feel like I am the only person in the world to them. Karen (Personal Assistant) was professional, educational and friendly."

"My Personal Assistant was not 'playing a role.' She was genuine in wanting to assist me. I wish everyone in general had the same attitude and personality as Deb. The world would be a better place with more people like her around."

"Every time I call, every Personal Assistant has been very pleasant and helpful."

"Pleasantly surprised and continually impressed by my first two SmartShopper experiences. You saved the health care system, myself and family thousands of dollars and did it in a professional and friendly way."

"I wanted to tell you how much I appreciated receiving a hand-written note from you. I've never received a note from any of my health care providers."

"I called before my colonoscopy and the person on the phone was very helpful and accommodating... very pleasant and I will use the service again."

"I have used the service several times and each time the Assistant was very helpful and did not rush the process and answered all my questions."

"Joe (Personal Assistant) makes it an enjoyable experience calling Vitals SmartShopper for help finding and selecting medical procedures and personnel. I will let all my contacts know how good your service is and how easy it is to achieve success with your Personal Assistants' help."

"I was very satisfied with SmartShopper, location was convenient plus I received \$50, which was fantastic for me."

The SmartShopper Personal Assistant Team makes it easy for your employees to shop for cost-effective medical care. Whether it's a live conversation, text or chat, PAT is there with expert, personalized help every step of the way.

81% Consumers would find it helpful to have a person they can call

Sapphire Digital commissioned survey April 2020

85% Procedures converted to better-value options when consumers schedule appointments with a SmartShopper Personal Assistant

2020 SmartShopper Performance and Savings Report

Visit us at bcbsks.com



1133 SW Topeka Blvd, Topeka, KS 66629