

SmartShopper[®] Care Concierge Team

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



The SmartShopper Care Concierge Team 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



Care Concierge Team chat

- Quick, easy online access to a Care Concierge Team member
- Employees can also talk live and text with Care Concierge Team members



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



BlueCross BlueShield
Kansas

SmartShopper[®]

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The SmartShopper program is offered by MDX Medical, LLC, a Zelis company. Reward-eligible options and reward amounts are subject to change. Rewards are available for select procedures only. Rewards may be a taxable form of income. MDX Medical, LLC, a Zelis company, does not provide tax advice. Rewards may be delivered by check or an alternative form of payment. Members with coverage under Medicaid or Medicare are not eligible to receive incentive rewards under the SmartShopper program. MDX Medical, LLC and Zelis are not affiliated with Blue Cross and Blue Shield of Kansas.

Here's what our SmartShoppers are saying:

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

"My Care Concierge Team member 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 Care Concierge Team member 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 (Care Concierge Team member) 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 Care Concierge Team's help."

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

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

95% SmartShopper Customer Satisfaction Score (CSAT) among those surveyed who interacted with the Care Concierge Team

2024 SmartShopper Performance and Savings Report

83% Rate at which an appointment was scheduled when users contacted the Care Concierge Team

2024 SmartShopper Performance and Savings Report

Visit us at bcbsks.com



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