

Most frequently asked questions about SmartShopper

1. What is SmartShopper? SmartShopper is a program that helps you be a savvy medical consumer by reminding you that you have choices when it comes to your health care. If your doctor recommends a particular medical service, SmartShopper can tell you how much that test or procedure costs at different facilities in Massachusetts. If you choose a cost-effective option, you can qualify for a cash reward. SmartShopper does not offer medical advice and is not a substitute for medical care from your doctor, but it can help you optimize your health care by making you aware of your options.

2. How do I know if I am eligible for SmartShopper? All Massachusetts, non-Medicare UniCare members are eligible for the SmartShopper program and are automatically enrolled in it at no cost. You can contact SmartShopper anytime to research care options by calling 866-285-7460 or signing in to your secure login at unicare.vitalssmartshopper.com.

3. How can I qualify for a reward? Qualifying for a reward is simple and fast. If your doctor recommends a particular medical procedure, service or test, contact SmartShopper either by telephone or online before having the service. If you call SmartShopper, a customer service expert will tell you if the service is eligible and, if it is, will give you options in your area that qualify for an incentive. If you go online, you can view a list of eligible medical services and the cost-effective options in your area. In either case, if you choose one of the options identified by SmartShopper, you can qualify for a reward.

4. How do I know the cost-effective options suggested by SmartShopper are also high-quality options? All health centers on your SmartShopper list are well-known and fully licensed to provide services. Consult your doctor, or log in to unicarestatementplan.com for more information regarding quality.

5. What medical services qualify for a reward? You can get rewards through SmartShopper by choosing cost-effective options for common screening exams (colonoscopy, mammogram), diagnostic tests (CT scans, MRIs), certain surgical procedures (including carpal tunnel surgery, hernia repair surgery, knee or shoulder surgery) and more. For a complete list of covered medical services, visit unicare.vitalssmartshopper.com. The program includes a core set of services, but may grow over time to cover more.

6. How much money can I get as a reward? SmartShopper offers up to three levels of incentives, based on where you live, the choice of location and the costs within the area. You will always have the option to qualify for the highest reward. Where possible, a second incentive option will also be provided. Rewards currently range from \$25 up to \$500.

7. How will I get my reward? If you qualify for a reward, a check will be mailed to you within 45 to 60 days of claim payment. If 60 days pass and you have not gotten your check, please call SmartShopper at 866-285-7460.

8. Can my covered family members use SmartShopper themselves or do I have to shop for them? As the plan enrollee, you can shop for medical services for yourself and your covered dependents under age 18. Dependents age 18 and older need to shop for their own services in order to get a reward.

9. Who can I contact if I have questions about the status of my reward check or about the SmartShopper website? Call SmartShopper at 866-285-7460, or email your questions to SmartShopperSupport@vitals.com.

10. Am I obligated to use the most cost-effective facility after shopping with SmartShopper? No. SmartShopper is completely voluntary. You can get a reward by choosing any of the incentive options suggested by SmartShopper. If you prefer to go to a facility that does not offer an incentive, you can do that, too. You will not get a reward, but you will have the benefit of knowing that there are lower cost options available to you if you want them.

11. What if my doctor already scheduled me to go to a facility not on the SmartShopper list? Call SmartShopper (866-285-7460) to find out if the service qualifies for a reward. If not, you may need to reschedule your appointment to qualify for a reward, and possibly to obtain a new referral from your PCP.

12. What if the facility I usually go to is already the most cost-effective option? If you are already scheduled at a facility on the SmartShopper list, you still qualify for a reward simply for making the phone call or going online and exploring your options. You must shop to get the reward.

13. Do I have to pay taxes on my cash rewards? If you get cash rewards of \$600 or greater in one year, SmartShopper will send you a 1099 tax form to file with the IRS.

14. Will anyone have access to my personal health information if I use SmartShopper? No. SmartShopper does not share personal information about you or your dependents with anyone. It is completely confidential. SmartShopper may send UniCare aggregate data (such as how many people used the program in a given year), but your personal, identifiable information will not be shared.

15. Can I access SmartShopper from my smart phone? Yes. SmartShopper is a fully mobile platform. You can use it with any mobile device.

16. Can I shop for more than one service at a time? Yes. If your doctor has referred you for more than one type of service (for example, knee surgery and an MRI), you can shop for all services at the same time, or opt to shop for each individually. The choice is yours.