

Member Navigation Concierge



Healthcare Bluebook™

CareConnectSM, powered by Healthcare Bluebook, gives members access to a personal concierge to guide them through every step of the care process, from identifying a high-quality, low-cost provider, to scheduling care, to earning rewards¹—all with the goal of limiting costs for both employers and members.



HOW IT WORKS

1. Member calls CareConnect.



2. Concierge helps member find local, high-quality, low-cost providers to choose from.



5. Concierge provides support throughout member's care, including any questions relating to navigating follow-up care.

6. Member earns cash rewards for using high-quality, lower-cost providers for eligible procedures.¹



3. Concierge schedules appointments and procedures on member's behalf.

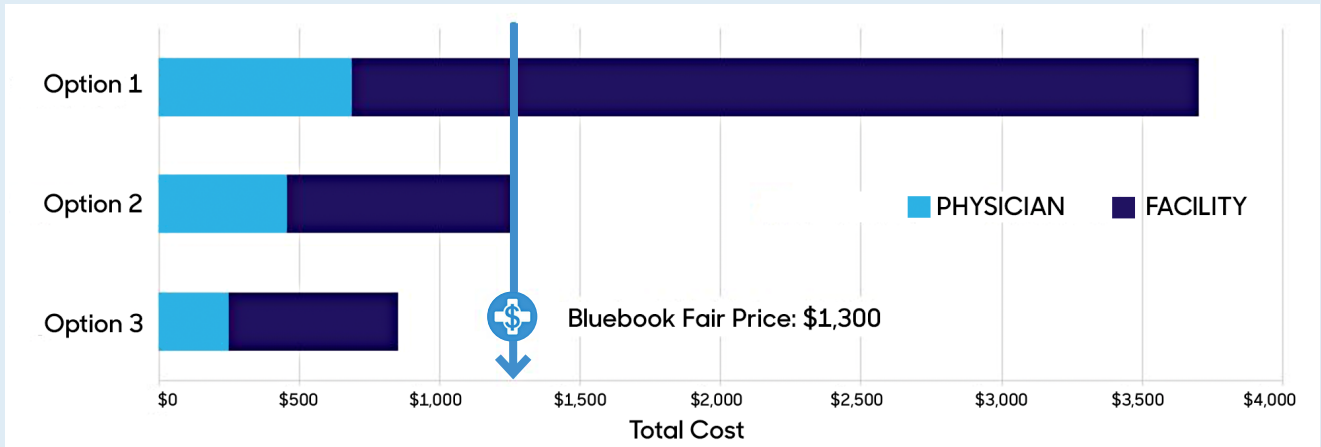


4. Concierge manages the transfer of member medical records.



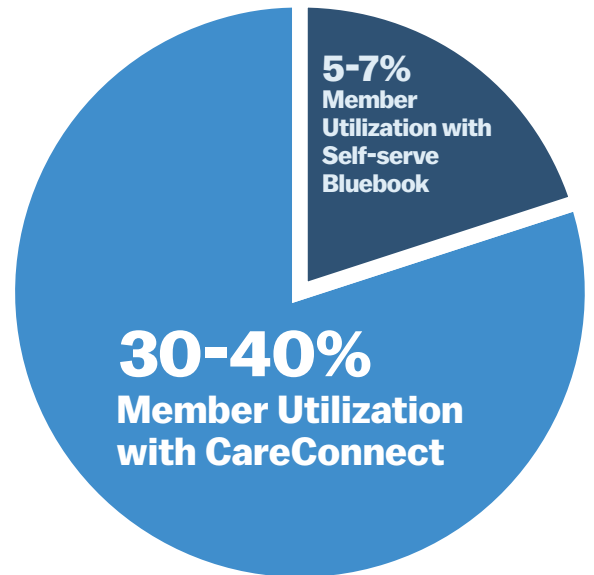
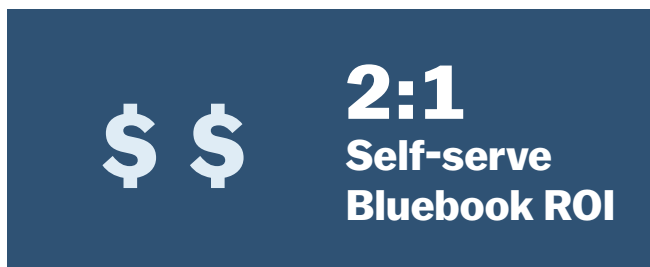
SIGNIFICANT SAVINGS

Price Variability Colonoscopy (no biopsy)²



By guiding members to cost-effective care settings with proven outcomes, CareConnect can bring real cost savings, especially given the vast difference in facility costs.

CareConnect also creates savings by helping members with existing physician relationships explore which facilities would be the most cost-effective for care if their doctor has access to different options.



¹Rewards are funded by the employer through Healthcare Bluebook's Engagement Rewards program.
²Employer group located in the Midwest within the last 5 years. Data supplied by Healthcare Bluebook.

