

# SmartShopper<sup>®</sup>

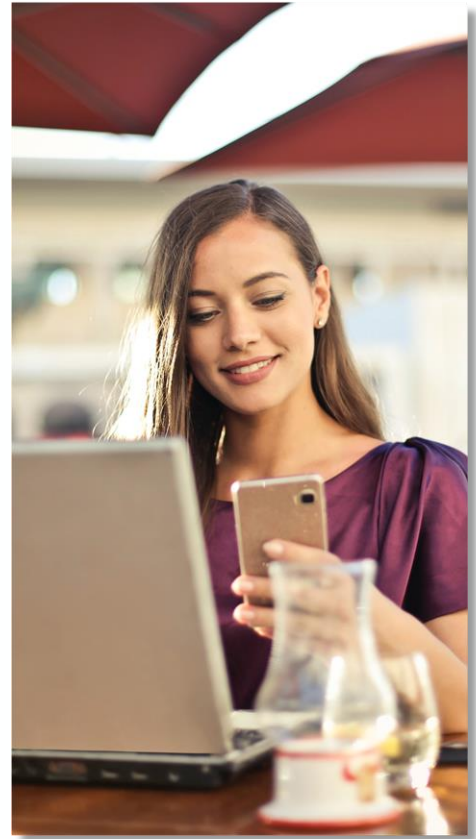
## SmartShopper 101



Commonwealth of Virginia

## SmartShopper helps you...

- Shop for routine medical care with ease!
- Find the best place for your procedure
  - Convenient
  - High quality
  - Affordable
  - Always your choice
- Save money and earn cash rewards!



# What types of procedures are included?

- Common screening exams
- Diagnostic tests
- Surgical procedures



Procedures included will vary depending on your health plan. Visit us online or contact your SmartShopper Personal Assistant for a complete list of eligible medical services.

# SmartShopper 101: How SmartShopper Works?

- ALL COVA CARE AND COVA HDHP MEMBERS ARE ELIGIBLE
- Shop BEFORE you have an eligible procedure
  - EACH TIME you need a procedure, you must shop
  - You can shop for procedure and then schedule services
  - Must be an approved covered service
- Website: [cova.smartshopper.com](https://cova.smartshopper.com)
  - Click to register and follow the prompts. Enter your Anthem ID as it is presented on your ID Card
  - Available 24/7
  - Personal Assistant Team (PAT)Chat feature available online
  - Individual profiles – keep them updated!
- Personal Assistant Team (PAT)
  - Phone: **1-844-277-8991**
- Monday - Thursday, 8:00am-8:00pm, Friday 8:00am-6:00pm
- Incentives will be issued 90 days from when Anthem processes the claim. The incentive will be deposited directly into employees' paychecks. Claim must approved by Anthem



# How It Works

1



Member's doctor recommends a medical service

2



Member has multiple SmartShopper options to find convenient high-value options

3



Member has procedure at the location of their choice

4



Once the claim is paid...

Member receives cash reward approximately **60 days** from the date of service

# Meet SmartShopper Personal Assistant!

Provides personalized “white glove” support

Helps you understand all your options

Schedules the procedure in advance at the location of your choice

Works with your provider’s office on your behalf

Helps you save money out-of-pocket and earn cash rewards

**Your dedicated Commonwealth of  
Virginia access line**

**Call 844-277-8991**

M-Th 8:00am – 8:00pm | Fri 8:00am – 6:00pm (EST)



*Members of the SmartShopper  
Personal Assistant Team*



**Thank you!**