

zellis

SmartShopper[®]

from Zelis[®]

 **dhrm** Commonwealth of Virginia

 **COVA** HealthAware

Did you know?

\$600

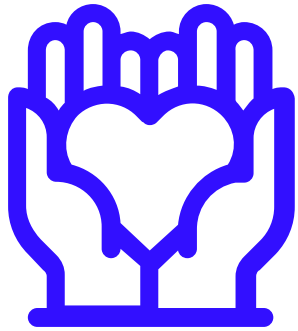


The price of a procedure can vary greatly depending on **where** it is performed.

\$2,100



SmartShopper helps you...



**Find the
right care**



**at the
right place**



**for the
right price**



SmartShopper is a reward-based care redirection solution.

Shop and compare costs for your medical procedures the same way you shop for anything else! Best of all, you'll earn a reward if you shop and select a cost-effective location!

What types of procedures can I shop for?

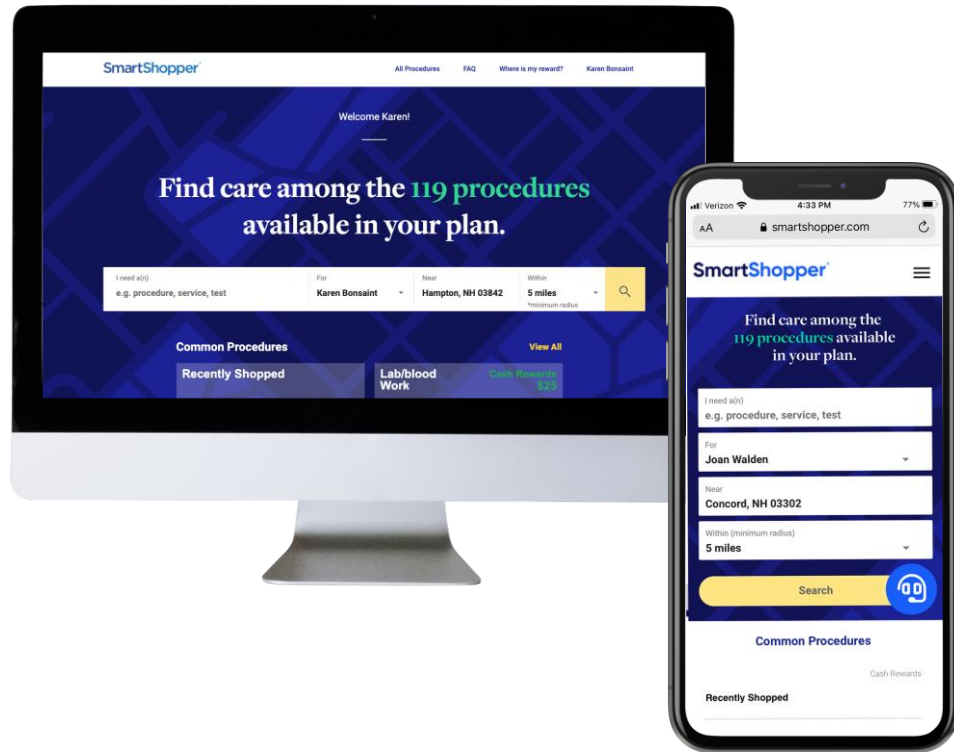
- ✓ Common screening exams
- ✓ Diagnostic tests
- ✓ Surgical procedures
- ✓ ...and more!

Procedures included will vary depending on your health plan. Visit us at cova.smartshopper.com or contact your SmartShopper Care Concierge for a complete list of eligible medical services.



Multiple ways to shop!

Shop online 24/7



cova.smartshopper.com

Speak with a Care Concierge



Members of our Care Concierge Team

833-849-0567

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

How SmartShopper works

1

Member's provider recommends a medical test or procedure



2

Member shops for procedure online or with a Care Concierge



3

Member has procedure at the location of their choice



4

Member receives reward in their payroll once claim is approved and paid



Meet your Care Concierge!



Members of our Care Concierge Team

Provides personalized “white glove” support

Helps you understand all your options

Schedules the procedure at the location of your choice

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

Your dedicated Commonwealth of Virginia access line

Call 833-849-0567

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

Additional Information

- ALL COVA HEALTHAWARE MEMBERS ARE ELIGIBLE
- Shop BEFORE you have an eligible procedure
 - Each time you need a procedure, you must shop to earn an incentive
 - Shop up to 1 year prior to the procedure
 - Must be an approved covered service
- Incentives will be issued 90 days from when the claim is processed. The incentive will be deposited directly into the employees' paychecks. Claim must be approved by the health plan
- Website: **cova.smartshopper.com**
 - Click or scan and follow the prompts
 - Enter your Aetna ID as it is presented on your ID card
 - Available 24/7
 - Chat feature available online
- Care Concierge Team (CCT)
 - Phone: **833-849-0567**
 - Mon - Thu 8am to 8pm | Fri 8am to 6pm

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