



# Inception Captive - Cuming County

## Compass Performance Report

Report From: 1/1/2016 to 6/23/2016

### HOW TO READ YOUR REPORT

Your Compass Performance Report provides detailed employee engagement data by solution type and by month to illustrate the overall value of the Compass program.

### UNDERSTANDING PERFORMANCE REPORT CATEGORY DEFINITIONS

#### Cost Savings

This number reflects the expected savings for both the plan and the patient. For example, if an employee requests a cost estimate for an MRI and they are planning to go to Hospital A, we will provide the claim and patient savings based on the difference between Hospital A vs. the lowest costing option that we recommend. If the employee requests an MRI, but does not have a specific provider that they would like for us to cost out, then we would provide savings based on the difference between the market normal vs. the lowest costing option recommended by Compass. If the employee is already planning to go to the lowest costing option, no savings is captured. Plan and patient savings are calculated according to the plan benefits. If the plan pays 80% and the patient pays 20%, then 80% of the overall savings is categorized as plan savings and 20% of the overall savings is categorized as patient savings.

#### Activation Rate

The percentage of unique utilizers compared to your total eligible population. Unique utilizers are defined as employees who contact Compass during a given time period. This number only counts each employee once, regardless of the number of solutions completed for each household. The All Time category calculates the engagement rate for all unique individuals since the inception of the program.

#### Productivity Savings

This number represents the financial value of the time saved when an employee utilizes Compass to complete their healthcare related research during working hours. Compass takes an estimate of this time saved and multiples it by \$35.00/hr wage rate to calculate productivity savings.

#### Solutions

The total number of services that Compass has delivered to members. Please note that one member may request multiple services. For example, a single member may request a prescription review, a cost estimate and a doctor recommendation – this would be counted as three services (solutions).

### SOLUTION CATEGORY DEFINITIONS

#### Benefit Questions

Explanation of plan benefits and coverage information.

#### Bill Reviews

Review and audit of health provider bills to ensure accurate charging and protection against overpayment.

#### Cost Estimates

Provide cost analysis comparing providers for medical, dental, or vision procedures.

#### Concierge Support Services

Assistance with the coordination of medical care, which includes the transferring of medical records and scheduling of appointments.

#### Doctor Recommendations

Identify high-quality, cost effective physicians, hospitals, and other service providers that meet each member's unique, personal preferences.

#### Prescription Reviews

Identify lower-costing alternative medications and prescription savings options.



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### YOUR KEY COMPASS INDICATORS:

	Total Savings	Savings Per Utilizer	Employee Hours Saved	Activation Rate	Solutions Per Utilizer
1/1/2016 - 6/23/2016	\$8,895	\$2,965	22 hrs	6%	2.33

### MORE DETAILED SAVINGS BREAKDOWN:

	Plan Savings	+	Patient Savings	=	Total Cost Savings	+	Productivity Savings	=	Total Savings
1/1/2016 - 6/23/2016	\$6,502		\$1,626		\$8,128		\$767		\$8,895



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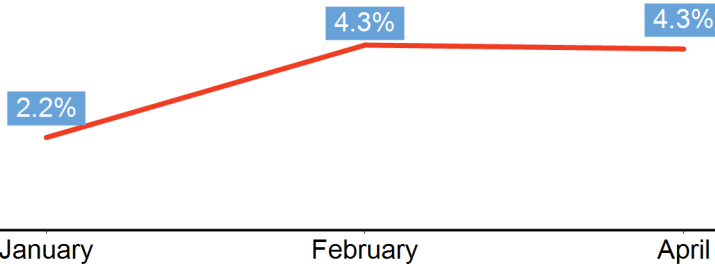
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### SAVINGS START BY CREATING ENGAGEMENT.

	Solution Count	Unique Utilizers	Activation Rate
1/1/2016 - 6/23/2016	7	3	6%

INCEPTION CAPTIVE - CUMING COUNTY MONTHLY ACTIVATION TREND FROM 1/1/2016 TO 4/30/2016



### YOUR SOLUTION MIX:

	1/1/2016 - 6/23/2016		Book of Business Solution Mix
	Count	%	%
Bill Reviews	2	29%	13%
Doctor Recommendations	2	29%	35%
Insurance Benefits Questions	2	29%	25%
Cost Estimates	1	14%	15%

### DRIVE EMPLOYEES TO COST IMPACTING SOLUTIONS.

DID YOU KNOW?



Across its Book of Business, Compass has saved **\$512** on every Cost Estimate and **\$1,201** on each Prescription Review.

Make sure your company is getting the most out of the Compass program. Contact your Compass Client Success account manager to discuss the tools and strategies that are available to you.