



*State Of New Hampshire*  
**DIVISION OF PERSONNEL**  
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**To:** All Employees  
**From:** Sara Willingham, Deputy Director of Personnel  
**Date:** June 28, 2010  
**Subject:** Compass SmartShopper Program

Beginning July 1, 2010, the State of New Hampshire in conjunction with Anthem Blue Cross Blue Shield and Compass Healthcare Advisers is rolling out a new pilot program called Compass SmartShopper. The program is designed to help lower healthcare costs by providing employees with cost information for common elective medical procedures and diagnostic tests, and providing financial rewards if they choose to receive these services from a cost-effective New Hampshire provider.

This new program is designed to educate our employees on the costs of these services, and provides a cash incentive when they choose to receive care from a cost-effective New Hampshire provider as identified by Compass Healthcare Advisers. Employees are rewarded for becoming more engaged in the cost of their healthcare decisions and the State avoids additional claims costs.

All active employees and their dependents who are currently enrolled in the State of NH Employee Health Benefit Plan are eligible for this program. In addition, retirees and their dependents who are enrolled in the Under Sixty Five Retiree Health Benefit Plan (who are not eligible for Medicare) are also eligible for this program.

Here is how the program works:

- The doctor recommends that the eligible member receive a medical procedure or diagnostic test from a specific list of services. That list currently includes the following procedures: Adenoidectomy, Carpal Tunnel, Colonoscopy, CT Scan, EGD, Mastoidectomy, Hernia Repair, Knee Arthroscopy, Mammogram, MRI, Myringotomy, Shoulder Arthroscopy, Septoplasty, Tonsillectomy & Adenoidectomy, Tonsillectomy, Tympanoplasty, Tympanoplasty – Typanostomy. **Please note, if an eligible member has one of the listed procedures scheduled for the first part of July, they can call Compass at 1-800-824-9127 for the name of the most cost effective New Hampshire provider(s) in their area.**
- The eligible member calls Compass at 1-800-824-9127. A Compass Health Cost Adviser will provide information on cost-effective New Hampshire providers in their area for their service.

- If the eligible member utilizes a cost-effective New Hampshire provider as identified by Compass, they will receive a check in the mail within 60 days of the claim being paid
- The program is completely voluntary, simple and hassle-free. To qualify for an incentive, the eligible member must call Compass at least 24 hours prior to receiving the service. If the procedure is already scheduled, Compass will assist the member in rescheduling the procedure at a cost effective New Hampshire provider of their choice.

In the next two weeks, Anthem will be sending out a mailing to all eligible employees and eligible retirees that will introduce the Compass SmartShopper program. In addition, your agency Human Resource representative may schedule an educational session at your agency so that you can learn more about the program.