

# SmartShopper Performance and Savings Report 2025



## Savings Stats



\$82.8M

Program Savings for plan sponsors



\$9.7M

Cash incentives paid to consumers



\$747

Average claim savings per incentive paid



3:1

Average ROI

## Consumer Stats

### Top shopped procedures

MRI	22%
Mammogram	15%
Colonoscopy	11%
CT Scan	10%
Ultrasound	7%



### Savings by distance (in miles)

less than 10	73%	
10-19	17%	
20-29	7%	
30-39	2%	
40-49	1%	
50+	1%	

## Quality Measures (Care Concierge Team stats):



NPS  
88



CSAT  
95%



Member Value Ratings\*  
93%

\*% of members that highly value SmartShopper as a benefit.