

# SmartShopper Performance and Savings Report 2026

Smart savings. Meaningful rewards. Stronger engagement.

## SAVINGS STATS

SmartShopper continues to deliver value for plans and members alike.



**\$81.6M**

Program Savings for plan sponsors



**\$9.7M**

Cash incentives paid to consumers



**\$815**

Average claim savings per incentive paid



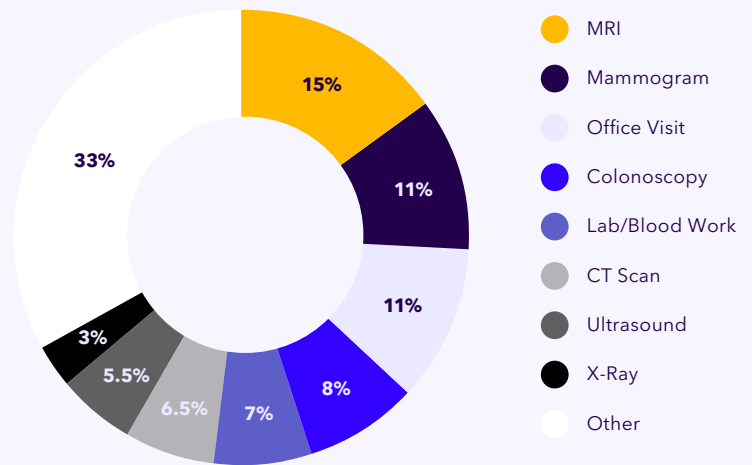
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Program ROI



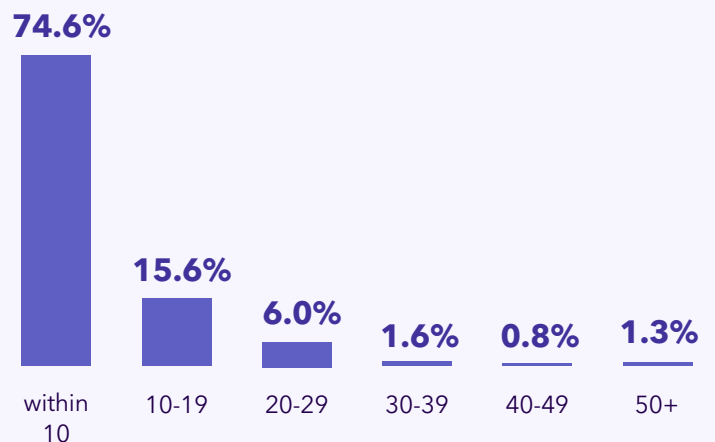
## CONSUMER STATS

Top Shopped Procedures by Volume  
Most-shopped procedures included:



## Savings by Distance (in miles)

Most savings happen close to home.

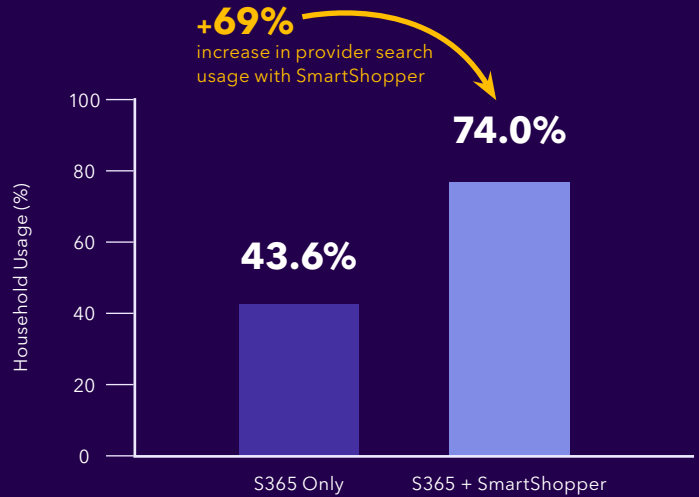


**SMARTSHOPPER DRIVES ENGAGEMENT**

SmartShopper does more than drive savings; it can also increase engagement with other digital tools.

S365 is Zelis' digital provider search and navigation experience, helping members find the right care more easily. In a study that Zelis conducted, it was found that having a rewards solution increased the usage of a provider finder by 69%.

For plans without SmartShopper, the percent of households that used S365 at least once in the last 12 months was 43.6%. For plans with both S365 and SmartShopper, average household usage of S365 was 74.0%. That's more than a one and-a-half times increase in adoption. Rewards programs drive value in all areas of the member journey.



Plans offering rewards drive materially higher engagement in the member care journey.



**CARE CONCIERGE TEAM METRICS**

Members continue to rate the Care Concierge Team highly for the support they provide throughout the care journey, including a high value placed on the SmartShopper program itself:

NPS **90**

CSAT **93%**

Member Value Ratings\* **94%**

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

**LEARN MORE**

To find out more about any of these member solutions, visit our website at [zelis.com/solutions/member-engagement/](https://zelis.com/solutions/member-engagement/)