

## What is Healthcare Bluebook?

And other frequently asked questions

### COST

#### What is Healthcare Bluebook?

Healthcare Bluebook™ has been selected by your employer as an added benefit so you can shop for care, compare facilities, save money, and get the best quality for your medical services.

Did you know that in-network prices for the same procedure can vary by over 500% depending on the facility you choose?

Bluebook's web and mobile application make it easy to save money on hundreds of common medical services and procedures by showing you the cost ranges in your area and providing you with a selection of Fair Price™ (green) facilities.

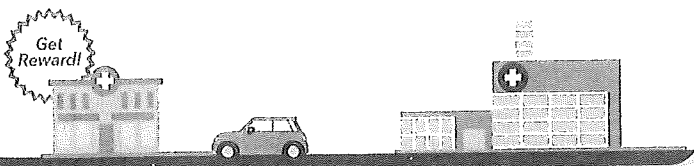
We also provide detailed information on the quality of common inpatient procedures (those that require a hospital stay). We'll help you to easily identify and select a facility that has a high-quality rating.

#### What is the "FAIR PRICE?"

The Fair Price™ is the amount you should reasonably expect to pay for a service or procedure and are based on the actual amount paid on the claim, not the billed amount, reflecting the discounts that the health plan has negotiated with the facility.

Here's an example of dramatic price differences between one facility and another.

#### Knee MRI



### QUALITY

#### Aren't all hospitals good at everything?

No, very few hospitals are good at all procedures. For example, a hospital can be among the highest performing facilities in the US for heart surgery, yet the same hospital can also be among the lowest performing facilities for joint replacement.

#### How does Bluebook assign quality ratings?

Bluebook's quality ratings are designed to help patients understand each hospital's specific level of quality for a particular inpatient clinical area or procedure. Quality ratings are calculated for each clinical area by combining a hospital's performance in several areas: patient complications, patient safety, mortality, and compliance with standards of care. Calculations are based on a statistically significant sample drawn from Centers for Medicare and Medicaid Services (CMS) data. Our methodology is validated and published in peer reviewed medical journals.

#### Can cheaper mean better quality? YES! Absolutely!

Providers with lower costs can have higher quality; there is no correlation between high cost and high quality. Healthcare Bluebook provides cost and quality ratings side-by-side for inpatient procedures, which is where quality matters most. By using Bluebook, it's easy to see which facilities offer the highest quality at the lowest costs.



**Healthcare Bluebook™**

# FAQs

## REWARDS

### How do I earn Go Green to Get Green Rewards?

You can earn up to a \$1500 reward every time you search for select procedures in Healthcare Bluebook and use a Fair Price™ facility for your care. No forms or extra steps required.

### How will I receive my reward? How long does it take?

Rewards are processed within 60-90 days, depending on when the procedure claim is processed. Your reward and a letter of explanation will be sent to the address you have on file with your employer.

### Are my family members eligible to receive rewards?

Family members who are participating in the health plan can earn rewards. However, rewards are always paid to the employee/enrollee.

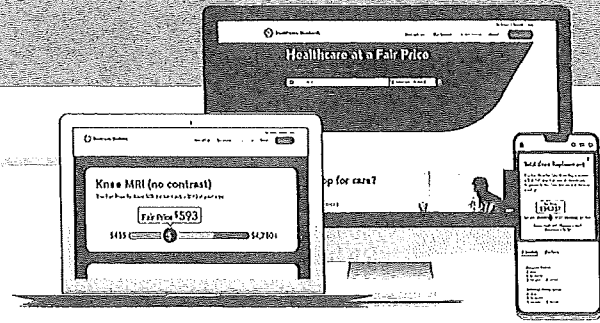
### Can I earn multiple rewards?

Yes, you may receive multiple rewards for procedures rendered on the same day. For example, if you had cataract surgery on both eyes, you would receive two separate rewards for using a Fair Price™ (green) provider.

### Is my health information kept private?

Healthcare Bluebook does not share information about individual employees or the services received with your employer. All healthcare information is kept confidential.

*Always check in-network status before scheduling.*



## EASY SETUP

### How do I access Healthcare Bluebook?

#### ON YOUR PC, LAPTOP, AND/OR TABLET:

Login to Healthcare Bluebook and bookmark the search page for quick access.

[healthcarebluebook.com/cc/dvht](http://healthcarebluebook.com/cc/dvht)

#### ON YOUR MOBILE PHONE:

Download the app and login so you'll have Bluebook with you anytime you need to schedule a procedure.

#### Mobile Code: DVHT1

Once you've logged in, search for your procedure, review the price range shown on the color bar, then scroll down the page and review the list of facility options by quality and cost.

Bluebook's convenient color codes make it easy for you to identify those providers by cost and quality.

#### COST RATINGS



At or Below  
Fair Price



Slightly Above  
Fair Price



Highest  
Price

#### QUALITY RATINGS



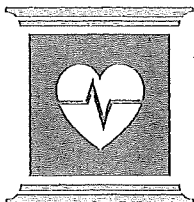
Highest  
Quality



Average  
Quality



Lowest  
Quality



DELAWARE VALLEY  
HEALTH  
TRUST

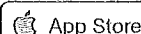


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[healthcarebluebook.com/cc/dvht](http://healthcarebluebook.com/cc/dvht)

800-341-0504

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