

GETTING STARTED WITH SHOPPING FOR CARE

Shopping for Care helps you find care based on your health plan. You can search based on things that matter to you, such as distance, quality or reviews.

1. Accessing Shopping for Care

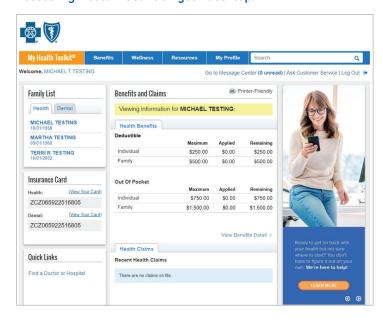
Use the My Health Toolkit mobile app:





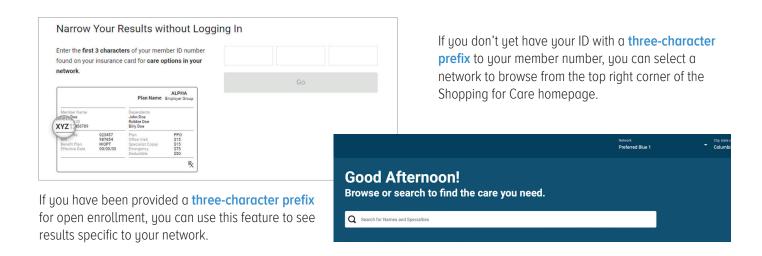
In the My Health Toolkit mobile app, select Find Care in the bottom right corner.

Access My Health Toolkit on your desktop.

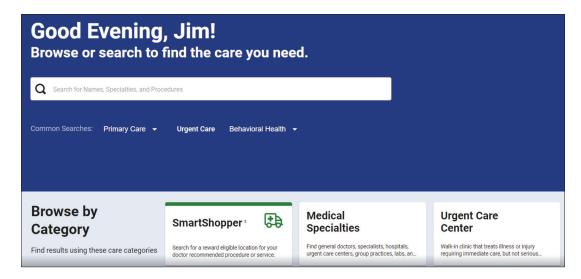


On the My Health Toolkit site, the Shopping for Care tool can be found under the **Resources** menu. Access the tool by selecting **Find Care**.

KDC: Preferred Care Blue KBU: Blue Select Plus (Narrow Network)



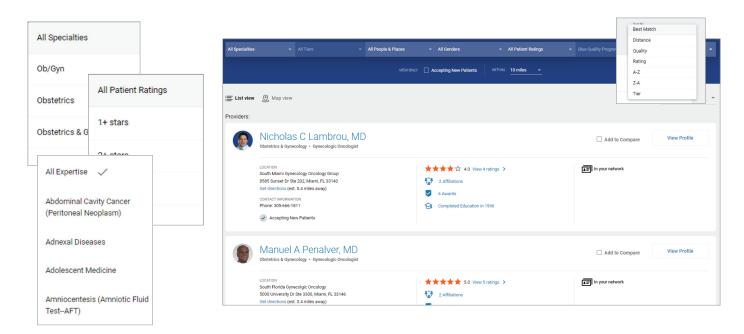
2. Finding an In-Network Provider



Once you've entered a three-character prefix or selected a network, you can search for a specific provider, specialty or procedure by name. You can also browse by selecting the common search links or using the Browse by Category tiles.

3. Filtering and Sorting Your Search Results

You'll probably want to narrow down your options. Look at the helpful categories that appear with your search results. They include specialties, gender, patient ratings and areas of expertise. Your results are automatically sorted for the best match to your original search, but they also can be sorted alphabetically and by distance, patient ratings and quality.

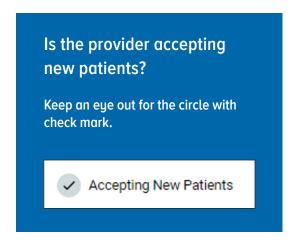


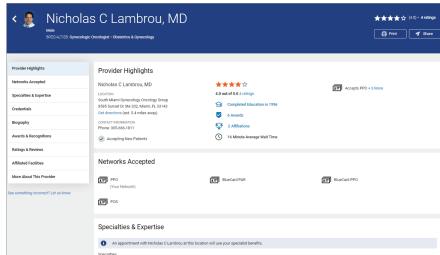
Looking for Spanish?

Use the drop-down list in the top right corner to select your preferred language.

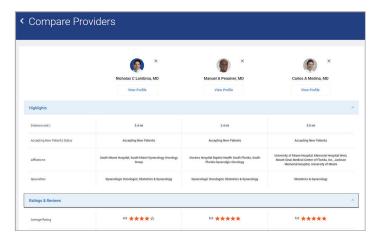
4. Viewing a Provider's Information

When you find a provider you are interested in, you can select the name or the **View Profile** button to see more details, such as patient reviews, awards, affiliations, licenses, areas of expertise and other details about the provider.

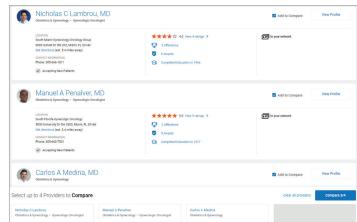




5. Comparing Providers

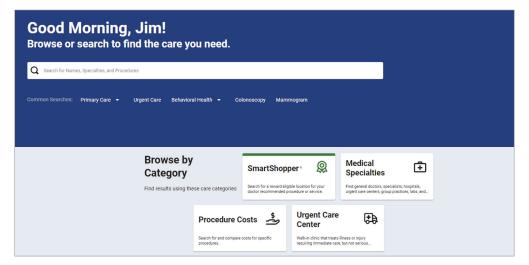


Having trouble comparing a couple of providers and choosing which one is right for you? Just select the **Add to Compare** button at the top of each provider's result card, and you can compare them side by side.

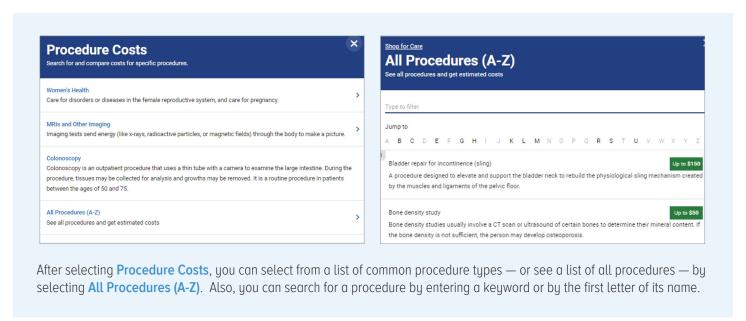


You can compare providers by distance, affiliations, whether they are accepting new patients and other factors. This takes a lot of the guesswork out of deciding which provider best meets your needs, and it ticks off the priorities that are most important to you.

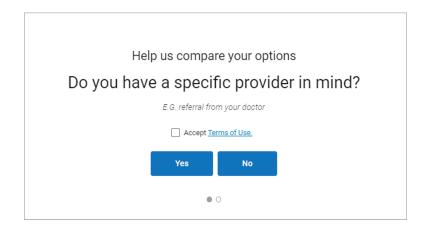
6. Estimate Procedure Costs



Shopping for Care has a built-in tool that allows you to view procedure cost estimates in an easy-to-understand way. This helps you find lower-cost, high-quality care. You'll also see how the complexity of a procedure — along with your coverage details — can affect your cost. View cost estimates for a procedure by selecting the **Procedure Costs** tile on the Shopping for Care homepage.



Choosing a Provider

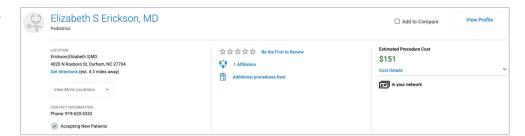


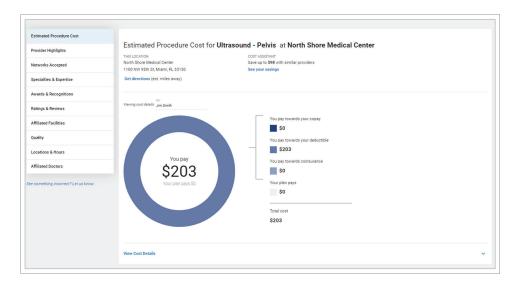
When you estimate a procedure cost, you will have the option to enter a provider's name or see a list of providers. If you have a specific provider in mind, you also can enter his or her details to search for that provider.

If you do not have a specific provider in mind, you'll be taken to a results page that lists all providers who offer the service in your area.

Viewing a Personalized Cost Estimate

Once you pick a provider who performs the procedure for which you want an estimate, you'll be able to see your estimated out-of-pocket cost.

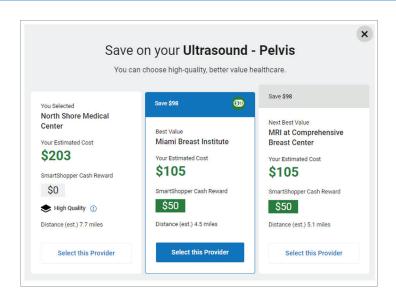




You can select the provider's name or select **View Profile** to see a detailed cost estimate. It will list the estimated amount you would pay toward your copay, deductible and/or coinsurance, as well as the estimated portion your plan would pay.

Your actual out-of-pocket costs may be higher or lower than the cost estimates the site provides as a result of changes in the provider's contract or status, additional services that arise during the course of treatment, or other reason.

Shop and Save With the Cost Assistant



The Cost Assistant is a built-in feature that automatically displays providers who offer high-quality, better-value health care. Depending on the provider you select for a procedure, you may be shown other value-based provider options in your area that might be right for you.

You have the option to select an alternative provider if you wish.

7. Leaving a Provider Review

Online reviews help people select books, movies, and restaurants — and can help them find the right health care provider, too. Other patients' experiences give you insights about a particular provider.

If you'd like to help others with their search, take a moment to rate and review the provider by answering a few easy questions. You can share your feedback by selecting **Review this provider**.

