

Introducing Bluebook CareConnectSM In-Network Navigation

Guiding Enrolled Members to
High-Value Providers



High Value: High-Quality Care at a Fair PriceTM

In a perfect world, all in-network facilities and physicians would offer high-quality, affordable care.

Yet, Bluebook data prove that provider costs and quality vary dramatically. In fact, prices between facilities in the same market, even in the same network, can vary by more than 1,000%.

Currently, less than one-third of enrolled members who require complex procedures choose high-value in-network physicians and facilities—without direction, selecting high-quality affordable care is guesswork, at best.

To ease the burden for patients requiring these high-cost procedures, a Bluebook CareConnect *member concierge* walks a member through the process of identifying and scheduling care with the highest-value physicians and facilities.

Personal guidance from a real person who listens, empathizes, and provides peace of mind during a stressful time.

Member Concierge Support

Leveraging our objective, market-leading cost and quality data, a Bluebook CareConnect member concierge:

- Identifies the highest-value providers for your members
- Works directly with your member's chosen provider to schedule appointments and procedures, and coordinate all essential details including medical records transfer
- Stays connected with your member throughout their care journey, from the first appointment to follow-up post procedure

One call to Bluebook helps members find—and use—the best providers for common outpatient procedures and more complex inpatient procedures.

*Bluebook CareConnect - formerly VCP (Value-Certified Program)

The Member Concierge Experience with one call to Bluebook





Members Love Bluebook CareConnect

100% of Bluebook CareConnect users who work with a member concierge scored Bluebook 5 out of 5 in member satisfaction surveys citing our member-centric approach through personal interaction.

Testimonials from members demonstrate the value of this one-on-one guidance to high-value care.

Bluebook CareConnect in Action

"Bluebook CareConnect changed my life. My concierge, Jami, walked alongside me ... helped me find a neurosurgeon and encouraged me. She did all the busy work, the hard grunt work that honestly I didn't have the energy for anymore ... From start to finish ... they go above and beyond and restore hope and humanity at a moment in one's life that feels dehumanizing. Jami found the right surgeon for my situation, which led to the right procedure for my circumstances. The best part was hearing how much the staff of the facility enjoyed working with Healthcare Bluebook."

- Bluebook CareConnect member

Bluebook CareConnect Outcomes



5/5 stars in member satisfaction



Savings and safety on every case, guaranteed



Increase total savings by 50% or more by navigating the clinically complex hard-to-move cases



Healthcare Bluebook.

Contact us to learn more about Bluebook CareConnect



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