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# Fort Bend County Podcasts

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## Podcast Episode 10- Healthcare Bluebook with Audrey MacIver

August 1, 2024

**Gina:** Welcome to this week's Benefit Detective Podcast. I'm Gina.

**Wendy:** And I'm Wendy and today, we're having a special guest.

\*doorbell\*

**Wendy:** Perfect timing! \*giggling\* Let's welcome Audrey McIver. She is with HealthCare Bluebook.

**Gina:** Hi, Audrey.

**Audrey:** Hi, ladies. Thanks so much for having me. Very excited to be on the podcast today and get the opportunity to talk a little bit about Blue Book.

**Gina:** Audrey, can you tell us a little bit about yourself before we get started?

**Audrey:** Yeah. Sure. I'd be happy to. So, I've been a part of the Healthcare Bluebook team for about three and a half years, and I help support our TPA partners and their clients with all things regarding Bluebook. A lot of that revolves around education and helping to make sure people understand the value of our platform and, you know, what we do as our core business. And so, my entire career in the employee benefit space and really love getting the opportunity to work directly with employers on their benefit strategies. I'm originally from New Jersey, but happily now call Chicago home.

**Wendy:** So, Audrey, what is HealthCare Bluebook and why do I need it?

**Audrey:** Great question. So, Healthcare Bluebook is a cost and quality transparency platform that provides pricing and quality data as well as out of pocket estimates for members who health care services. Navigating the health care space can be challenging and Bluebook is here to help make that process easier. Unlike other goods and services you might be used to buying, health care is the only industry where you don't know how much something is going to cost before purchasing and paying more for that service does not mean that you were getting the best quality care.

**Audrey:** Oftentimes, we find that higher cost actually results in lower quality care. And this paradox makes it very hard to know where to go, for a procedure or, you know, who to see for something that you might need to have done. And that's where Healthcare Bluebook can help you. As our goal is really to help you save money and help you understand who the high quality facilities and doctors are in your area. Our mission is to make sure that you aren't overpaying for care while getting to the highest quality facilities and doctors, all up all while providing you with out of pocket cost estimates.



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**Audrey:** We use industry leading objective data to identify those high quality providers and rank them using a simple stoplight style approach with red, yellow, green icons. Green meaning good, yellow meaning average, and red being bad. Our intuitive search capabilities allow you to search by procedure name, doctor, or facility. So in a few simple clicks, you can get an out of pocket estimate giving you more insight into your cost and health care options that will help you make informed decisions for you and your family.

**Wendy:** And how can I get access to HealthCare Blue Book? Do I have to sign up for this?

**Audrey:** There is no separate sign up if you are enrolled on the health plan. You can access Health Care Bluebook through your Boon Chapman portal. Simply log in to the Boon Chapman portal, and you should see a link to Health Care Bluebook or cost estimator tool, which will bring you to our homepage where you can begin a search. You can also download the health care bluebook app to have access to the information on the go and even when you're in your doctor's office.

**Audrey:** The app is available for iPhones and Androids. No need to purchase. Just download it, and you can use the mobile code bcc, that's a "b" as in boy, to gain access.

**Wendy:** That's good information.

**Gina:** Yes. Where can one go if they have additional questions about health care bluebook?

**Audrey:** So for anyone that has additional questions, make sure to check out the help section that is linked at the top right hand corner of the site. This page includes FAQs and a bunch of other information that will hopefully help get you the answers that you're looking for. But if you still can't find what you need there, please reach out to your Boon Chapman service team for additional support.

**Gina:** Now a little birdie told us there is a reward or incentive for using the health care blue book. Can you tell us how we can earn a reward and what is the process in order to receive it?

**Audrey:** Yes. Subscribers and their dependents are eligible to earn rewards by shopping for care and going to a green rated facility. Green rated facilities charge a fair price for the procedure and have high quality scores. In order to receive the reward, you'll need to shop in advance of care and then have your procedure done at a green rated facility for cost or a green for cost and green for quality for more complex procedures. You can shop via web on your desktop or through the app. Just make sure you're logged in so you get credit for the search requirement, which is required to be eligible for a reward. The reward amounts are listed on the results page for applicable procedures so you can see exactly how much you will earn. There are no additional steps you need to take to earn the reward. HealthCare Bluebook will verify that a search has been completed and then that care was performed at a green cost facility or get a green cost and green quality facility.



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At then which point, we will send that reward directly to you via mail. And as a heads up, it can take between 60 to 90 days following the date of the procedure for processing times. You also have the ability to track your rewards qualification and any earned rewards on the health care Blue Book site under the rewards tab at the top.

**Wendy:** That's some helpful information.

**Gina:** Yes, it is.

**Gina:** Well, thank you, Audrey, for being a part of our podcast today.

**Audrey:** Well, thanks so much for inviting me. I really appreciate being included and hope that everyone finds the information helpful.

**Gina:** And remember, this is a free benefit service to those on the Fort Bend County Medical plan

**Wendy:** And we've been recently informed that instead of receiving a check, you will receive a prepaid Mastercard that can be used everywhere Debit Mastercard is accepted.

**Gina:** Yes, and that wraps this week's Benefit Detective Podcast. I'm Gina.

**Wendy:** And I'm Wendy and be sure to listen next week for our podcast.

**Gina:** And remember, the Benefit Detectives are here to help.