

Jan 2004 Feb 2004 Mar 2004 Apr 2004 May 2004 June 2004 July 2004 Aug 2004 Sept 2004 Oct 2004 Nov 2004 Dec 2004

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AA – Back office data mining and analysis only

AA – Simulated allowance only of claims using current workflow

Pilot customer care strategies (BOB)

Hone and roll out new customer care strategies (BOB)

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AA – Begin live automated allowance of claims using current medical-only lost-time assignment

Continue IM/EM customer care skills development

New tools training

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IT solutions development

Continued IT development of CCT/CCG formation

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Change management classes and discussion

Pilot customer care strategies (BOB)

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Baseline assessment of technical skills —  
Field & MO

IT infrastructure development, AA development, MCO notes, system-to-system

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AA – Begin live automated allowance of claims using current medical-only lost-time assignment

Announce teams and employers

Team building and skills training in new teams

Continue IM/EM customer care skills development

New tools training

IT solutions development

Continued IT development of CCT/CCG formation

CDU training and skills development

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Announce teams and employers

Team building and skills training in new teams

New business model launch window

Continue IM/EM customer care skills development

New tools training

Roll out customer care collaborative process

IT solutions development

Continued IT development of CCT/CCG formation

Reassign employers by CCT/CCG

CDU training and skills development

Jan 2006   Feb 2006   Mar 2006   Apr 2006   May 2006   June 2006   July 2006   Aug 2006   Sept 2006   Oct 2006   Nov 2006   Dec 2006

AA – CDU live

New business model fully functional

Advanced modifications & tool development

Jan 2004   Feb 2004   Mar 2004   Apr 2004   May 2004   June 2004   July 2004   Aug 2004   Sept 2004   Oct 2004   Nov 2004   Dec 2004

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Change management classes and discussion

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AA – CDU live

New business model fully functional

Advanced modifications & tool development

## Key

- AA Auto adjudication
- CDU Central determination unit
  
- BOB Book of business
  
- IT solutions
- CCT Customer care team
- CCG Customer care group
  
- Training
- CDU Central determination unit
- Announce customer care teams and assigned employers
  
- New business model launch window
- Advanced development of IT solutions and skills training

## Customer service office consolidations

- \* Garfield Heights customer service office  
*(Richmond Heights and Independence)*
  
- \*\* Governor's Hill customer service office  
*(Portions of Cincinnati will merge with Governor's Hill)*
  
- \*\*\* Cambridge customer service office  
*(Bridgeport and Zanesville)*
  
- \*\*\*\* Youngstown customer service office  
*(Warren and Youngstown)*