Jan 2004	Feb 2004 Mar 2004		Apr 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004	Oct 2004	Nov 2004	Dec 2004			
	*		*			*	*		***					
	AA – Back office data			nining and analy	sis only	AA –	Simulated allow using curren	vance only of clai t workflow	ms					

Pilot customer care strategies (BOB)	Hone and roll out new customer care strategies (BOB)
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Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005		
****	***												
	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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Jan 2006 Feb 2006 Mar 2006	Apr 2006	May 2006	June 2006	July 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006
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AA – CDU live

Jan 2004	an 2004 Feb 2004		Apr 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004	Oct 2004	Nov 2004 Dec 200			
	*	* **				***							
		AA – Back office data mining and analysis only				AA –	Simulated allow using curren						

Pilot customer care strategies (BOB)

Hone and roll out new customer care strategies (BOB)

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

IT requirements & design

 Jan 2005
 Feb 2005
 Mar 2005
 Apr 2005
 May 2005
 July 2005
 Aug 2005
 Sept 2005
 Oct 2005
 Nov 2005
 Dec 2005

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Continue IM/EM customer care skills development

IT solutions development

Continued IT development of CCT/CCG formation

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

Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004	Oct 2004	Nov 2004	Dec 2004		
	*	k		*	**				***				
		AA – B	ack office data r	mining and analy	sis only	AA –	Simulated allow using curren	vance only of cla t workflow	ims				
			Change manag	gement classes	and discussion								
	Pilot custo	omer care strate	gies (BOB)	Но	ne and roll out n	ew customer ca	are strategies (B	OB)	Baseline assessment of technical skills — Field & MO				
	IT infrastructure development, AA development, MCO notes, system-to-system								IT re				
	F-1- 2005	NA 0005											
			A OOOE		L 200E		A	C + 200E	O -+ 200E		D 2001		
	Feb 2005	Mar 2005	Apr 2005	May 2005	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005		
****	Feb 2005			•		,				Nov 2005	Dec 2005		
	Feb 2005			•		,		Sept 2005		Nov 2005	Dec 2005		
	Feb 2005			•	vance of claims	using current m		time assignment		Nov 2005	Dec 2005		
****	Feb 2005		AA – Begin live	automated allov	wance of claims Team b	using current m	edical-only lost- s training in new	time assignment		Nov 2005	Dec 2005		
****		er care skills dev	AA – Begin live	automated allov	wance of claims Team b	using current mouilding and skill	edical-only lost- s training in new	time assignment v teams		Nov 2005	Dec 2005		
		er care skills dev	AA – Begin live velopment development	automated allov	vance of claims  Team b	using current mouilding and skill	s training in new	time assignment v teams		Nov 2005	Dec 2005		
****		er care skills dev	AA – Begin live velopment development	Announce teams and employers	vance of claims  Team b	using current mouilding and skill	s training in new	time assignment v teams		Nov 2005	Dec 200!		

Jan 2005 Fe	Pilot custor	AA – Bamer care strates IT infra  Mar 2005	Change managing (BOB) astructure developments Apr 2005	mining and analygement classes  Ho lopment, AA dev	and discussion one and roll out n	ew customer ca	using currer are strategies (B n-to-system		Baseline asse	essment of tech Field & MO quirements & de	
		mer care strate	Change managing (BOB) astructure developments Apr 2005	gement classes  Ho  lopment, AA dev  May 2005	and discussion one and roll out n	ew customer ca	using currer are strategies (B n-to-system	OB)	Baseline asso	Field & MO quirements & de	esign
		IT infra	gies (BOB) astructure devel	Ho lopment, AA dev	velopment, MCC	) notes, system	n-to-system		IT re	Field & MO quirements & de	esign
		IT infra	Apr 2005	lopment, AA dev	velopment, MCC	) notes, system	n-to-system		IT re	Field & MO quirements & de	esign
	Feb 2005	Mar 2005	Apr 2005	May 2005				Sept 2005			
	Feb 2005		<u> </u>	·	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005
	eb 2005		<u> </u>	·	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005
***		ı	AA – Begin live								
			AA – Begin live								
				automated allov	wance of claims	using current m	nedical-only lost-	time assignment	t		
				Announce teams and employers	Team b	ouilding and skill	ls training in nev	v teams	New busir	ness model laund	ch window
Continue IM/E	/EM custome	r care skills dev	/elopment		N	New tools trainir	ng			l out customer c llaborative proce	
		IT solutions	development			Conti	inued IT develop CCT/CCG forma	oment tion	Reassigr	n employers by (	CCT/CCG
			CDU train	ing and skills de	velopment						
Jan 2006 Fe	eb 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 if fully function	s model ional										
				Advar	nced modification	ns & tool develo	opment				

Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	June 2004	July 2004	Aug 2004	Sept 2004	Oct 2004	Nov 2004	Dec 2004	
	3	k		*	**				***			
		AA – Ba	ack office data r	mining and analy	ysis only	AA –	Simulated allow using curren	vance only of claint workflow	ims			
			Change mana	gement classes	and discussion							
	Pilot custo	omer care strate	gies (BOB)	Hone and roll out new customer care strategies (BOB)  Baseline assessment of Field & N						essment of tech Field & MO		
		IT infra	astructure devel	opment, AA de	velopment, MCC	) notes, system	ı-to-system		IT re	quirements & de	esign	
Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005	
****												
			AA – Begin live	automated allov	wance of claims	using current m	nedical-only lost-	time assignment	<u> </u>			
				Announce teams and employers	Team b	uilding and skill	s training in new	/ teams	New busir	ness model laun	ch window	
Continue	IM/EM custom	er care skills dev	relopment		N	lew tools trainir	ng			l out customer of llaborative proce		
		IT solutions	development			Conti of (	inued IT develop CCT/CCG format	ment iion	Reassign	n employers by (	CCT/CCG	
			CDU traini	ing and skills de	velopment							
								,				
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 busir fully fu	ness model nctional											

## 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)