

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)

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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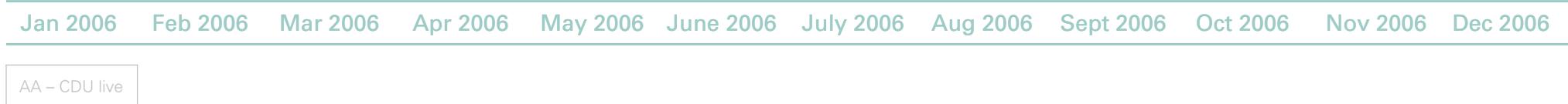
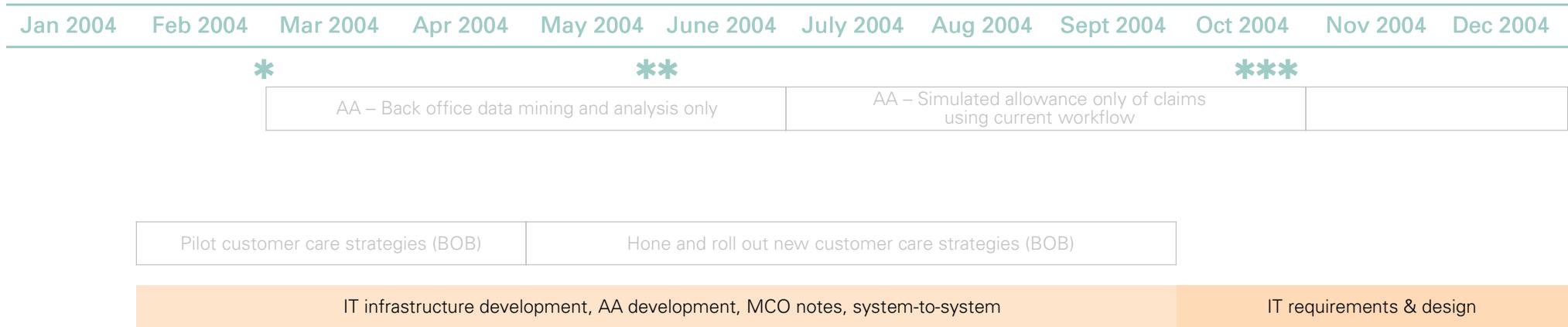
AA – CDU live

Key

- AA Auto adjudication
- CDU Central determination unit
- BOB Book of business

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)

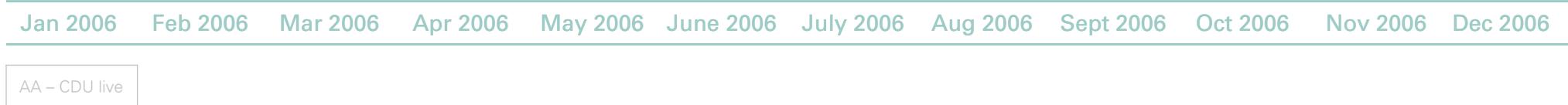
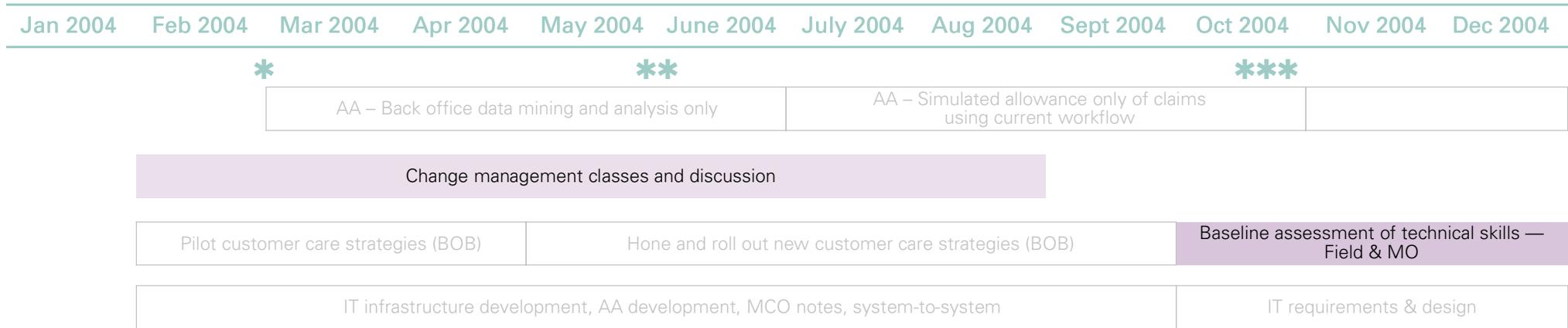


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- IT solutions
 - CCT Customer care team
 - CCG Customer care group

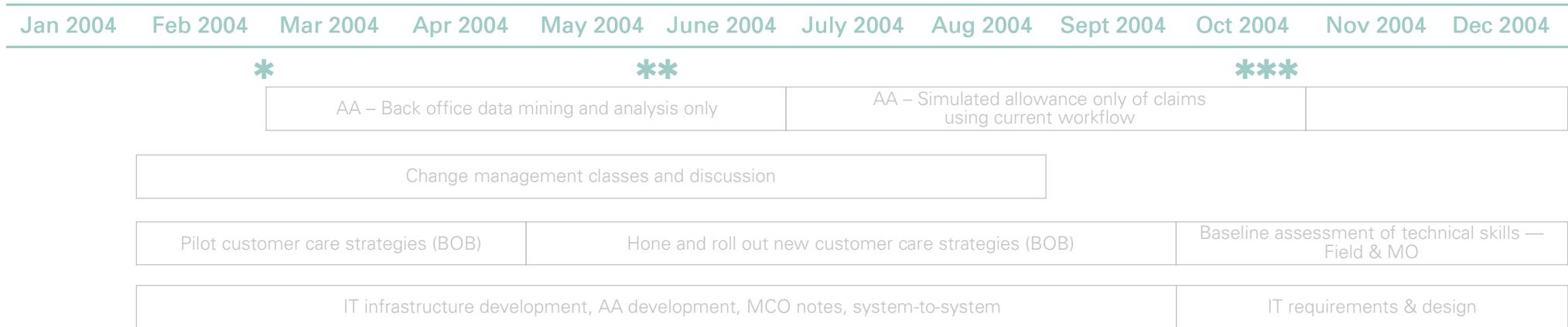
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 - Training
 - CDU Central determination unit
 - Announce customer care teams and assigned employers

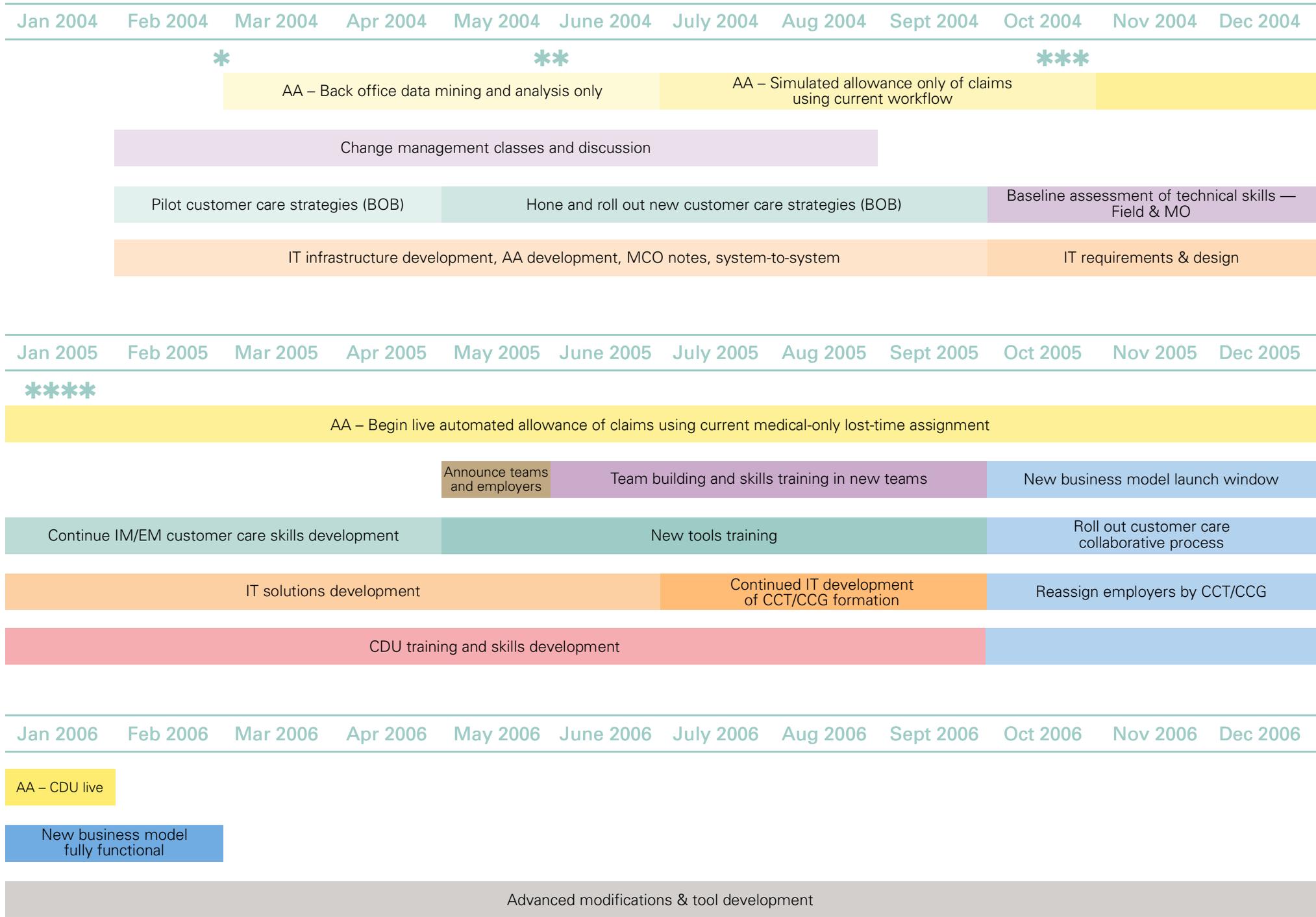
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 - Advanced development of IT solutions and skills training

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