

Key

■

AAAuto adjudication

■

CDUCentral determination unit

■

BOBBook of business

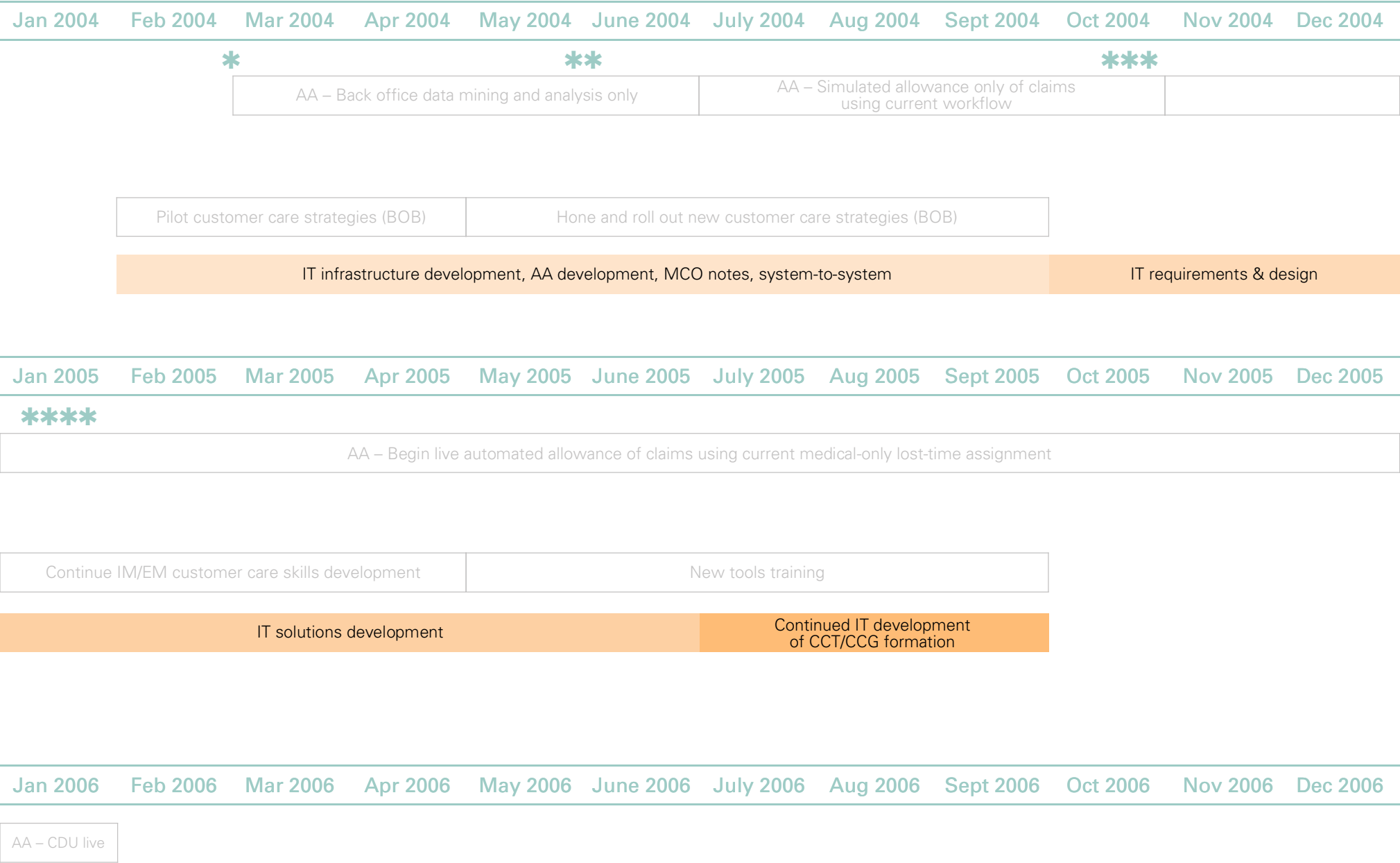
- Customer service office consolidations
- \*

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)*



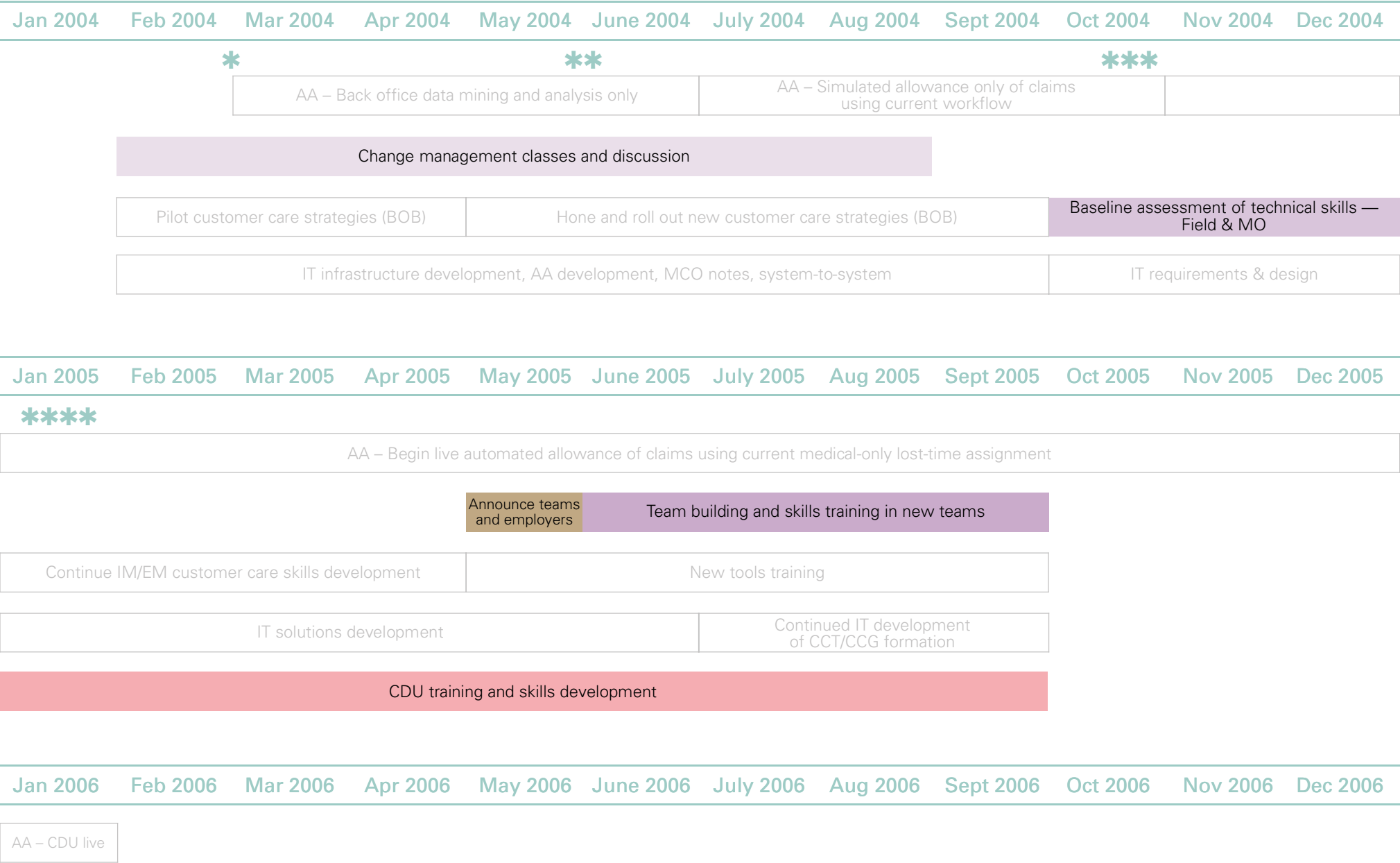
- Customer service office consolidations
- \*

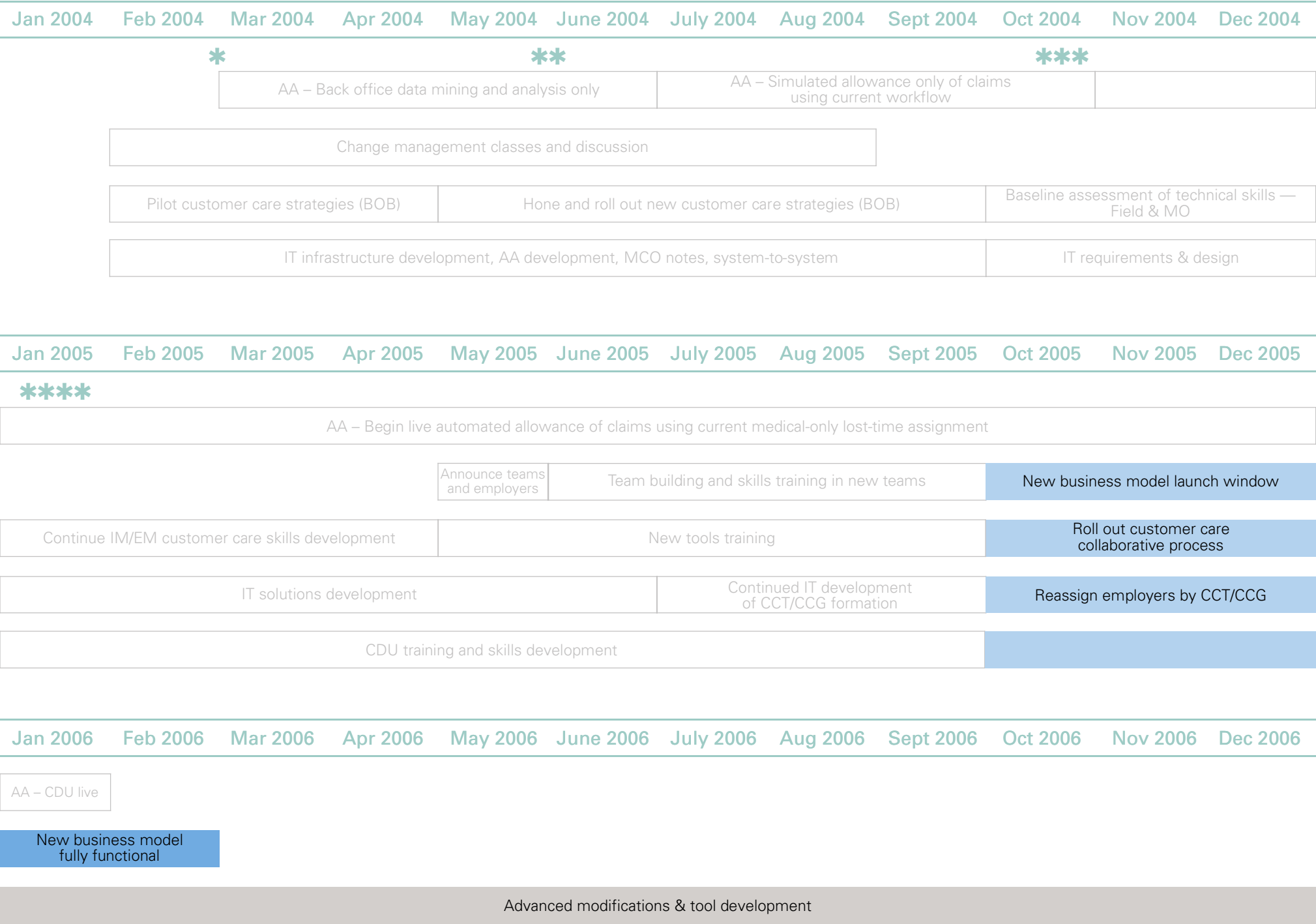
Garfield Heights customer service office  
(Richmond Heights and Independence)
- \*\*

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)





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)*



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)*