

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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AA – CDU live

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Pilot customer care strategies (BOB)

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

IT requirements & design

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Continue IM/EM customer care skills development

New tools training

IT solutions development

Continued IT development of CCT/CCG formation

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Change management classes and discussion

Pilot customer care strategies (BOB)

Hone and roll out new customer care strategies (BOB)

Baseline assessment of technical skills —
Field & MO

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

IT requirements & design

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

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

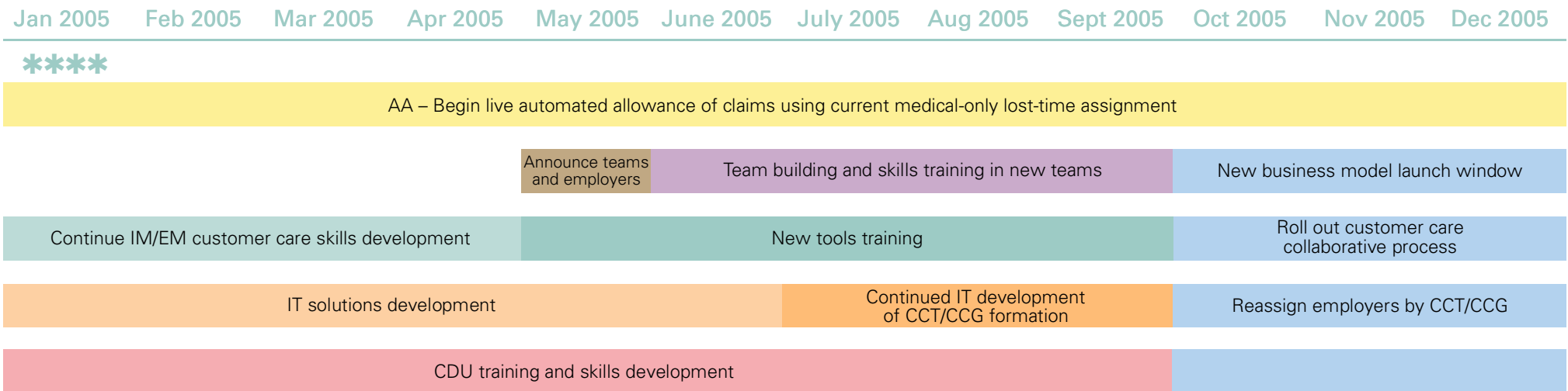
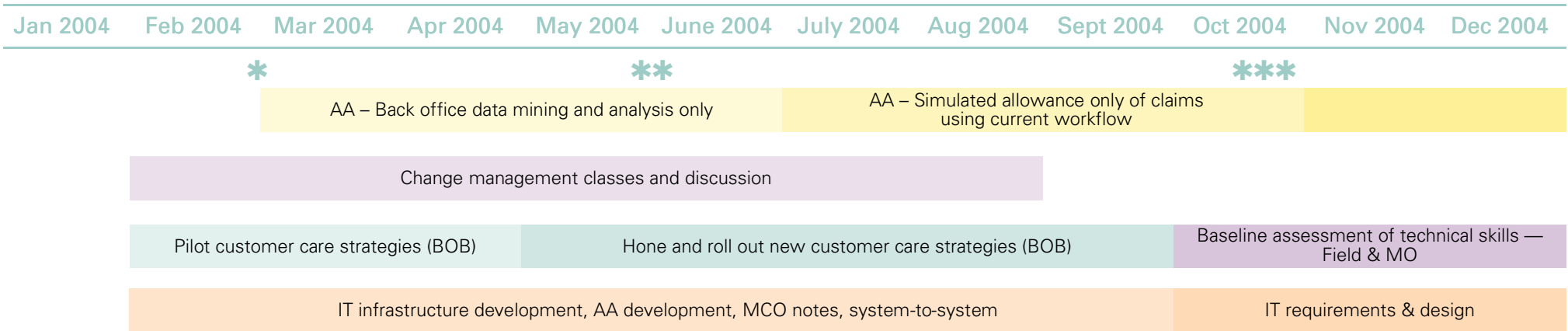
CDU training and skills development

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



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)