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		TIO	ne and roll out n	ew customer ca	re strategies (B(	OB)			
IT ir	frastructure devel	opment, AA dev	velopment, MCC	) notes, system-	-to-system		IT requirements & design		
2005 Mar 2008	Apr 2005	May 2005	June 2005	July 2005	Aug 2005	Sept 2005	Oct 2005	Nov 2005	Dec 2005
	AA – Begin live	automated allov	vance of claims	using current m	edical-only lost-t	ime assignment			
ustomer care skills o	evelopment		N	lew tools trainin	g				
IT solution	s development			Contin	nued IT develop	ment			
	ustomer care skills d		AA – Begin live automated allov ustomer care skills development	AA – Begin live automated allowance of claims ustomer care skills development	AA – Begin live automated allowance of claims using current me ustomer care skills development New tools training	AA – Begin live automated allowance of claims using current medical-only lost-t ustomer care skills development New tools training	AA – Begin live automated allowance of claims using current medical-only lost-time assignment ustomer care skills development New tools training	AA – Begin live automated allowance of claims using current medical-only lost-time assignment ustomer care skills development New tools training	AA – Begin live automated allowance of claims using current medical-only lost-time assignment ustomer care skills development New tools training

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AA – CDU live

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AA – Back office data mi	ning and analysis only	AA – Simulated allowance only o using current workflow	f claims					
Change manage	ment classes and discussion							
Pilot customer care strategies (BOB)	Hone and roll out ne	ew customer care strategies (BOB)	Baseline assessment Field &					

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			AA – Begin live	automated allow	vance of claims	using current m	edical-only lost-	time assignment			
				Announce teams and employers	Team b	ouilding and skill	s training in nev	v teams			
Continue	IM/EM custom	er care skills dev	velopment	New tools training							
		IT solutions	development			Conti of (	nued IT develop CCT/CCG forma	oment tion			
			CDU traini	ing and skills de	velopment						
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AA – CDU live

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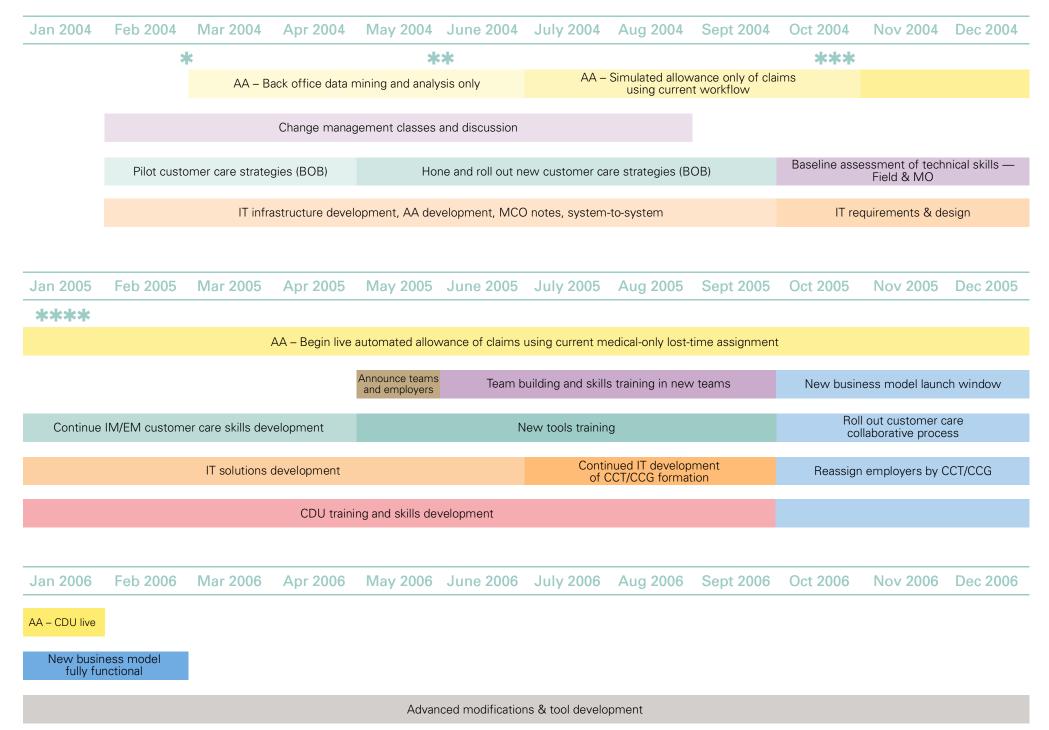
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	AA – Back office data m	ining and analysis only	AA – Simulated allowance only of using current workflow	claims					
	Change manage	ement classes and discussion							
Pilot customer	care strategies (BOB)	Hone and roll out ne	w customer care strategies (BOB)		sment of technical skills Field & MO				
	IT infrastructure develo	pment, AA development, MCO	notes, system-to-system	IT requi	irements & design				

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			AA – Begin live	automated allov	vance of claims	using current m	edical-only lost-	time assignment			
				Announce teams and employers	Team b	ouilding and skill	s training in nev	v teams	New busir	ness model laun	ch window
Continue	Continue IM/EM customer care skills development					lew tools trainir	Ig			ll out customer o Ilaborative proce	
	IT solutions development						nued IT develop CCT/CCG forma	oment tion	Reassig	n employers by (	CCT/CCG
			CDU train	ing and skills dev	velopment						

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 AA - CDU live
 Image: Aug 2006
 Nov 2006

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)