



Part of the Healthcare Revolution



Solution Inventor



Unique Innovator

NEW CUSTOMER-DEDICATED SUPPORT STRUCTURE

1

A 3D-rendered signpost with six directional arrows pointing in various directions. The arrows are labeled with the words: SUPPORT, HELP, CUSTOMER, ADVICE, SERVICE, and CARE. The signpost is set against a blue background.

KEMPTON EVOLUTION

- Enhancement of our service
- Emphasis on what you value
- Customer-focused and results-driven

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PRESENTER INTRODUCTION

- Troy Stillwagon, Chief Information Officer
 - 35 years of experience in the planning, management and control of information technology and business processes.
 - Worked with Baylor Scott & White for 28 years and VP of Information Systems for 14 years at the Baylor Scott & White Health Plan.
 - Strength is in helping the business to optimize and control technology in order to improve operating efficiency and enhance the value of the business.
 - Native Texan who grew up in Houston, Texas and currently resides with his wife of 34 years in Edmond, OK.
 - He has 3 grown children and 2 grandsons ages 10 & 6.
- Focus on team experience and enhancement with new team members and technology.

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PROGRAM & SERVICE ENHANCEMENTS

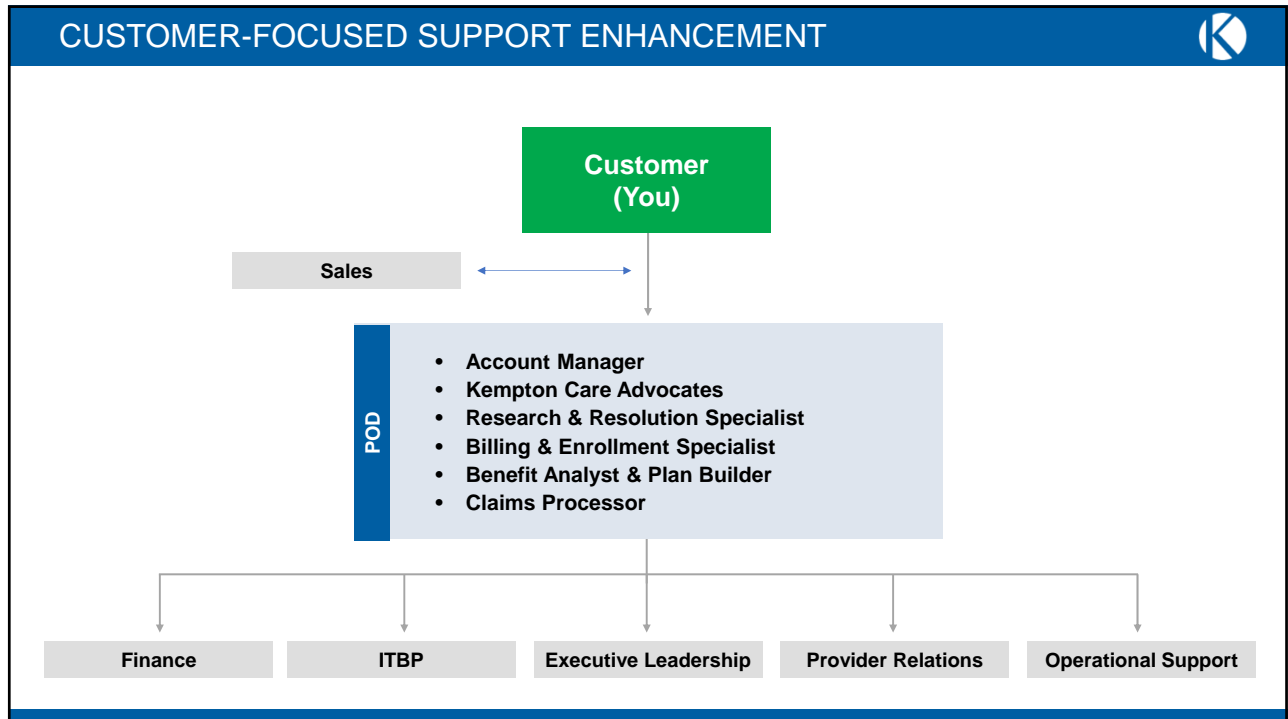


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CUSTOMER-FOCUSED CORPORATE STRUCTURE

- Flip the hierarchy.
- Customer is the focus of the pod.
- The customer's satisfaction is the responsibility of the pod.

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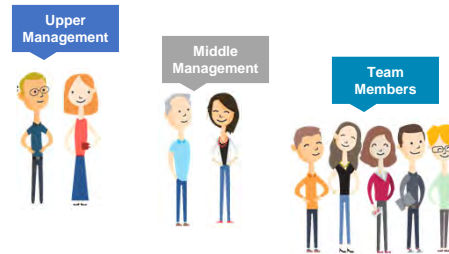
NEW STRUCTURE – CUSTOMER-DEDICATED TEAM (POD)



What is a “Pod?”

- Customer-centric service model.
- Smaller full-service team replaces individualized departments.
- Team is empowered to solve issues quickly and creatively.
- Increased agility to pivot based on the need.
- Become the expert on the specific employer and their members.
- Relationship with the customer is enhanced.

Traditional Approach



Pod Approach



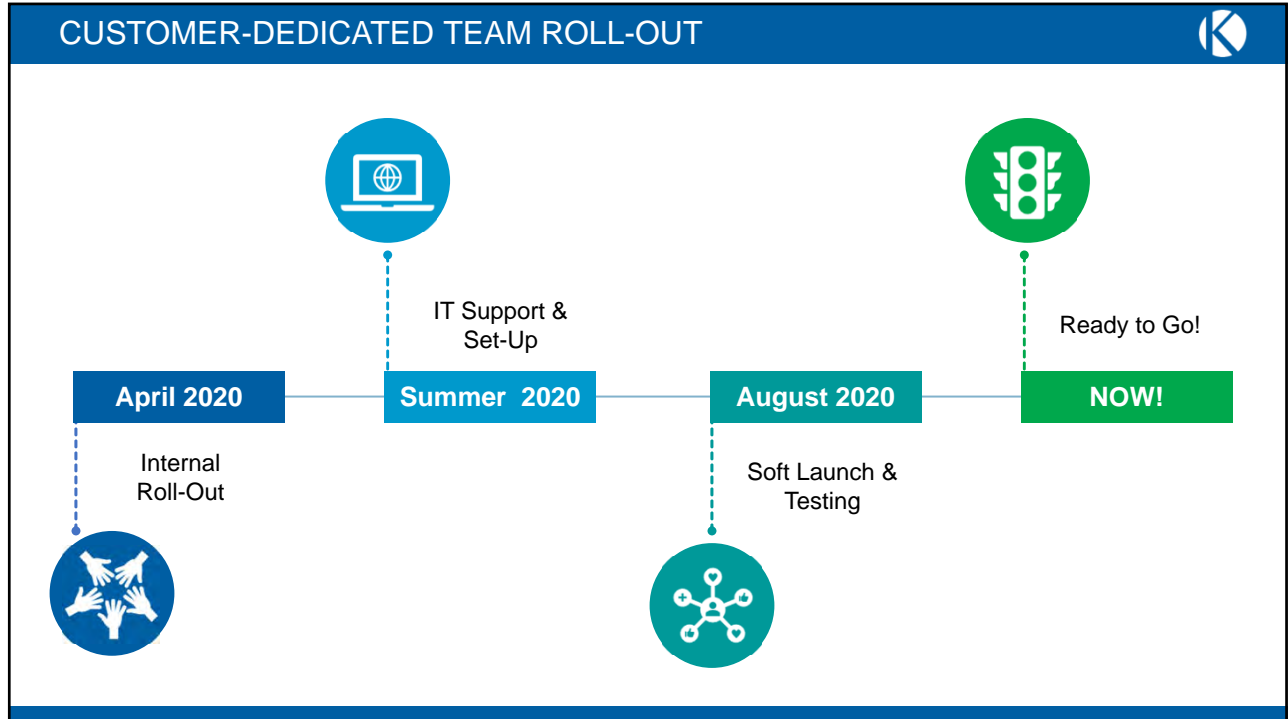
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NEW CUSTOMER EXPERIENCE

- Customer experience is enhanced
- What will the customer's new interaction look like?




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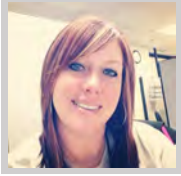
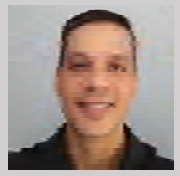
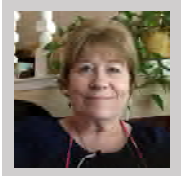


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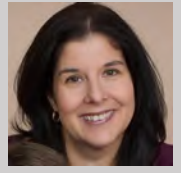
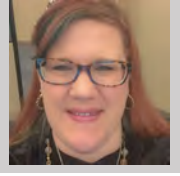
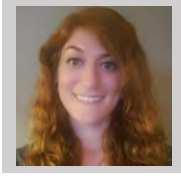
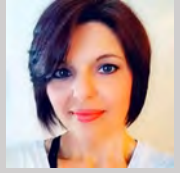

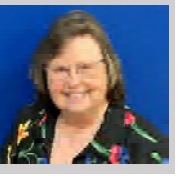
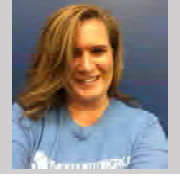
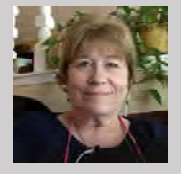
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KGA POD 1 


<p>Laura Jorgensen Account Manager</p> 	<p>Kristyn Martin Kempton Care Advocate</p> 	<p>Arial Trotter Kempton Care Advocate</p> 
<p>Kristel Jeffers Billing & Administration</p> 	<p>George Baltic Research & Resolution</p> 	<p>Leslie Dunn Plan Building</p> 

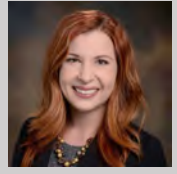

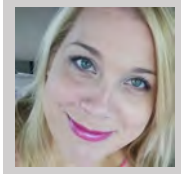
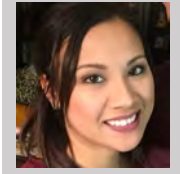

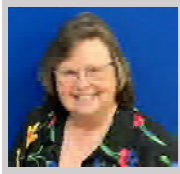
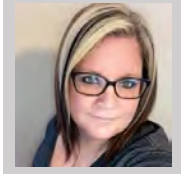

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KGA POD 2 

<p>Lori Craun-Nuzum Account Manager</p> 	<p>Stephanie Derby Account Manager</p> 	<p>Eva Peterson Kempton Care Advocate</p> 	<p>Susan Hasselbring Kempton Care Advocate</p> 
<p>Andrea Thetford Kempton Care Advocate</p> 	<p>Robin Gentry Billing & Administration</p> 	<p>Natanya Thom Research & Resolution</p> 	<p>Leslie Dunn Plan Building</p> 

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KGA POD 3 

<p>Meg Freedman Account Manager</p> 	<p>Linda Housley Account Manager</p> 	<p>Briana Mitchell Kempton Care Advocate</p> 	<p>Ana Haverstock Kempton Care Advocate</p> 
<p>Kristel Jeffers Billing & Administration</p> 	<p>Robin Gentry Billing & Administration</p> 	<p>Johnna Dickensen Research & Resolution</p> 	<p>Kristi Novak Plan Building</p> 

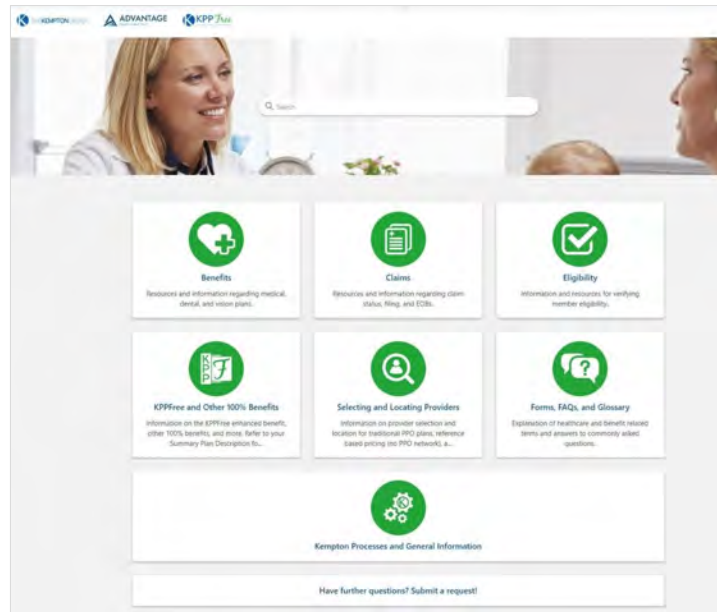
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HELP CENTER – MEMBER PORTAL

- New Help Center connects Members to our customer service resources through the existing, secure portal.
 - Browse resources
 - Find solutions
 - Locate answers to common questions.
- Initiate a service request
 - Online form that ensures all needed info is captured.
 - 100% secure and confidential.
 - Users can specify their preferred contact method (electronic vs phone).
 - Users can view, reply, and close their current and historical service requests.



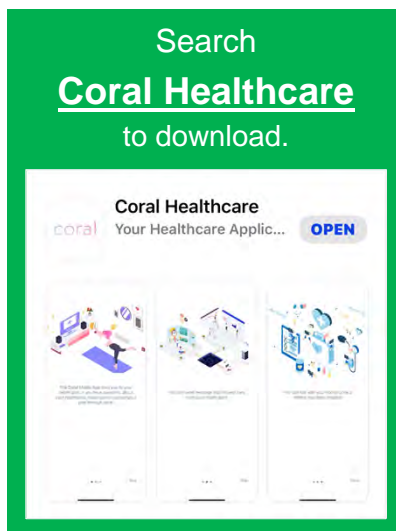
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NEW MOBILE APP FOR KPPFREE™!




New mobile app makes using KPPFree™ even easier!

- View upcoming appointments.
- View KPPFree™ Vouchers.
- Request a new procedure.
- Search for qualified procedures.
- Stay in contact with the Kempton Care Advocates and the KPPFree™ provider.



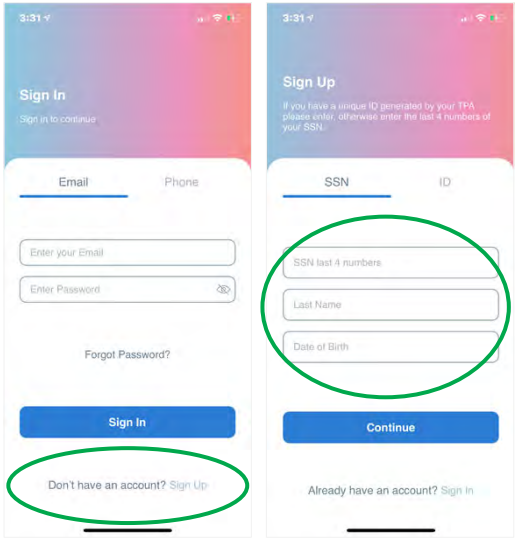
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NEW APP FOR KPP FREE!



1. Search Coral Healthcare in the app store to download.

2. Choose Sign Up to create your account.



3. Use your name, date of birth, and last 4 of your social to create your account. You can also create an account by using your member ID.

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YOUR FEEDBACK IS VALUABLE!

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Part of the Healthcare Revolution



Solution Inventor



Unique Innovator

Have Questions? Please reach out to your Account Manager for assistance.