

Service Center Updates

- Training Review and Revision
 - Targeted for August Completion
- Ensure that all processes and procedures are in alignment with regulatory guidelines
 - Review of new regulatory guidelines
 - Incorporation into current processes
- Escalations Taskforce
 - In progress
- Broker/Member Ticket History Summary Page
 - Targeted for May 2018
- Service Center Operations Review
 - Kick-off May 2018
- 2019 Cost Savings Initiatives
 - May 2018