



## Claims Admissions Issues Workgroup Charter

**Overview:** [Sections below describe the reason for the committee including information on its purpose and whether it is supporting any corporate strategic goals, mandates or other business requirements]

**COMMITTEE GOAL/MISSION:** [Describe vision for the committee and how it supports business functions such as strategic goals, mandates or other business requirements.]

The Claim Administration workgroup is in place to ensure accuracy of our claims processing and alignment to our medical and payment policies, subscriber and account contracts through careful review and analysis of ongoing system processing issues that are identified.

The group pulls in multiple subject matter experts across all areas of the company as needed to discuss potential solutions to resolve these issues with the goal being to reduce member and account impact.

**COMMITTEE PURPOSE:** [Describe what the committee will do, and at a high level outline the work the committee is expected to accomplish.]

- Review current Claim Administrative Issues to see if there is opportunity to resolve (for example system/coding and workflow updates).
- Review recovery and impact assessments for each CAI.
- Review any new suggested CAI's to determine if there is a fix or if it is an ongoing issue that needs to be added to the log.

**Operating Guidelines:** [Sections below describe operating guidelines that will provide structure around committee meetings including membership, chairs, meeting frequency and other relevant information.]

**EXECUTIVE SPONSOR(s):** Rich Lynch

**CHAIR(s):** TBD upon retirement of Suzanne Connolly

**MEMBERSHIP:** [Can be in the document or attached as an appendix, provide a brief description of the basis or qualification for membership if applicable]

Voting Members			
Name	Title	Department	Responsibilities
Zewdu, Maraky	Audit Manager	Audit & Risk Management	



## [Name] Committee Charter

Voting Members			
Name	Title	Department	Responsibilities
Whiting, Pamela	Benefit Coding Consultant	Benefit Coding	Workgroup participant
Vick, Felicia	Sr. Operations Support Analyst	Business Operations Support	Workgroup participant
Vaz, Michelle	Claims Sr. Business Consultant	Claims Operations	Workgroup participant
Tardiff, Richard	Claims Sr. Business Consultant	Claims Operations	Workgroup participant
Talis, Kimberly	Sr. Ops Audit Specialist	Quality Assurance	Workgroup participant
Swider, Samantha	Claim Analyst II	Claims Operations	Workgroup participant
Ricci, Jessica	Sr. Ops Audit Specialist	Performance Guarantee Audit	Workgroup participant
Pollano, Charles	Sr. Manager / Vendor Intergration	Vendor Integration Audit and Operations	Workgroup participant
Pettersen, Rochelle	Claims Sr. Business Consultant	Interplan Business Support	Workgroup participant
O'Leary, Daniel	Sr. Pricing QA Analyst	QA Testing	Workgroup participant
O'Keefe, Mary	Manager / COB	Coordination of Benefits	Workgroup participant
N'Diaye, Gnagna	Claims Business Analyst	CRT, Data Mining & Credit Balance	Workgroup participant
Moore, Teresa	Sr. Manager, Medicare Advantage Claims and Appeals & Grievances	Medicare Advantage Appeals & Grievances	Workgroup participant



## [Name] Committee Charter

Voting Members			
Name	Title	Department	Responsibilities
McGourty, Emily	Claims Sr. Business Consultant	Business Effectiveness Team (BET)	Facilitator
Martin, Sarah	Claims Sr. Business Consultant	Business Process Efficiency	Workgroup participant
Macomber, Elaine	Claims Sr. Data Analyst	Medical & Dental Operations	Workgroup participant
Lee, Hong	Claims Business Analyst	CRT, Data Mining & Credit Balance	Workgroup participant
Henry, Bridget	Dental Claims Manager	Dental Claims Team	Workgroup participant
Headley, Sheila	Audit Manager	Audit & Risk Management	Workgroup participant
Greenfield, Caitlin	Manager, Business Operations Support	Business Operations Support	Workgroup participant
Gomes, Marilu	Audit Project Manager	Operations Quality Control	Workgroup participant
Dwyer, Denise	Sr. Manager – Other Party Liability & Claims Recovery	Program Performance & Measurement Reporting	Workgroup participant
Doolan, Elisabeth	Claims Business Analyst	Claims Configuration	Workgroup participant
Dahill, Nicole	Claims Vendor Integration Manager	Project Checkout Team	Workgroup participant
Connelly, Suzanne <b>TBD</b>	Associate Director, Business Effectiveness Team	Business Process Efficiency	Workgroup participant and Chair
Connelly, Jessica	Claims Operations Manager	Senior Managed Care Claims	Workgroup participant



## [Name] Committee Charter

Voting Members			
Name	Title	Department	Responsibilities
Colameco, Ashley	Manager, Quality Assurance & Audit	Quality Assurance	Workgroup participant
Cohane, Kathryn	Claims Sr. Business Consultant	Business Process Efficiency	Workgroup participant
Barros, Neuza	Sr. Compliance Audit Specialist	Program Performance & Measurement Reporting	Workgroup participant
Grant, Kendra	Associate Director, Quality Assurance and Audit Programs	Quality Assurance and Audit	Workgroup participant
Non-Voting Members			
Name	Title	Department	Responsibilities

Membership will be reviewed and updated no less than annually by the Committee Chairs.

**MEETINGS:** [Meeting cadence, meeting times and locations, description of meeting activities, agenda creation and who is responsible for recording meeting activities.]

The frequency of the meetings will be reviewed on a yearly basis. Committee members are expected to attend all meetings but may be represented by an appropriate replacement in their absence.

- CAI workgroup meetings are scheduled monthly.
- Facilitator is responsible for creating agenda items.
- Facilitator is responsible for updating the CAI document.
- Facilitator is responsible for documenting meeting minutes and distributing.

**Responsibilities:** [The sections below describe what the committee will do, how work will be measured, how work will be reported to others outside the committee and the scope of allowed committee actions and decisions.]



## [Name] Committee Charter

- The committee meets monthly to review current and new claim administration issues.
- Sub workgroups are pulled together ad-hoc to perform a more comprehensive analysis on specific issues.
- Success is measured by implementation of solutions to existing or new claims administration issues.

**OBJECTIVES:** [Outline committee scope of responsibilities based on what the committee work will and will not address, including guidelines for decision-making.]

- System issues that are not ongoing issues are excluded from the scope.

**DECISION-MAKING:** [Outline decision-making guidelines including how decisions are made, scope of decision-making authority (i.e. financial or other guardrails for decisions that the committee can make) and escalation procedure when decisions fall outside of authority for committee.]

- When the group comes up with a solution, the business decision, including potential solutions and detailed explanation of the impact will be documented and shared with senior leaders from the impacted business areas including claims operations for sign off.

**EXPECTED OUTCOMES:** [Outline deliverables from committee work including metrics for measuring progress.]

- Success is measured by implementation of solutions to existing or new claims administration issues.

**REPORTING STRUCTURE OF COMMITTEE:** [Outline reporting obligations of the committee including who will receive reports and the cadence for reporting.]

### **CONFIDENTIALITY**

In conducting its business, members of the Committee will take special care, consistent with the Company's Code of Ethics and Conduct (the Blueprint) to protect the confidentiality of sensitive information it receives.

### **CONFLICTS OF INTEREST**

Committee members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the Committee.

**POLICIES:** [To the extent the committee is governed by or responsible for oversight of any policies list those policies.]

**ANNUAL REVIEW:** The Committee Charter will be reviewed and updated annually, and when significant changes occur such as leadership changes, changes in focus to respond to revised



## [Name] Committee Charter

corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.

**Document Information:** [Version control and record of annual review and updates.]

### REVISION HISTORY:

Version	Date	Revision Summary
1.0	3.5.2025	Created in new template

### DOCUMENT OWNER:

Name	Organization
Emily McCourty	Service and Operations

### REVIEWERS:

Name	Division	Versions
Suzanne Connolly	Service and Operations	1.0
Emily McCourty	Service and Operations	1.0