



FCoR Council 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: The FCoR Council's goal is to track progress of initiatives to improve FCoR which contributes to our STIP incentive yearly.

COMMITTEE PURPOSE: The FCoR Council reviews work completed by FCoR monthly workgroup and will provide direction and/or elevate requests for funding for larger projects.

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): Steve Akeley, Ted Burke

CHAIR(s): Tracy Dietel Program Manager, Center of Excellence and Jennifer Fallon, Senior Manager Service and Operations

MEMBERSHIP: The FCoR Council is the leadership team of those who participate in FCoR Workgroup and track the day-to-day metrics/initiatives in their specific area related to FCoR.

| Voting Members | | | |
|----------------|-----------------|--|--|
| Name | Title | Department | Responsibilities |
| Tracy Dietel | Program Manager | Center of Excellence, Service & Operations | Complete the reporting requirements and gather accomplishments by business area to report up via slide deck to Council |



[Name] Committee Charter

| Voting Members | | | |
|-----------------------|--------------------------------|--|---|
| Name | Title | Department | Responsibilities |
| Jennifer Fallon | Senior Manager | Member, Account and Provider Service | Work in conjunction with Tracy Dietel to synthesize accomplishments, create work plan for future opportunities |
| Letitia Howard | VP Medical & Dental Operations | Service & Operations | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Ted Burke | Senior Vice President | Service & Operations | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| MaryJo Coady | Director | Account Service | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Ellen Doherty | Senior Manager | Customer Financial Management | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Michael Ludlow | Associate Director | Account Service Commercial Market | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Eileen Alexopoulos | Senior Director | Performance Management and Improvement | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| deMarigny Hanstein | Associate Director | Member, Account and Provider Service | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Deb Vona | Vice President | Health Management Operations | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |



[Name] Committee Charter

| Voting Members | | | |
|----------------------------------|---|--|---|
| Name | Title | Department | Responsibilities |
| Jennifer Grey | Senior Manager | Care Management Business Operations | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Steven Akeley | Vice President | Member, Account and Provider Service | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Jamie Allen | Associate Director | Medical & Dental Claims Service & Operations | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Paula Shane | Director | Member and Provider Appeals & Grievances, Center of Excellence | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Jean Guan | Vice President, Chief of Staff for Operations | Office of Transformation | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Josiane Oliveira | Associate Director | Member, Account and Provider Service | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Johanna Mendez Desjardins | Associate Director | Member, Account and Provider Service | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |
| Mary Beth Erwin | Vice President, Chief Pharmacy Officer | Health and Medical Management | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |



[Name] Committee Charter

| Voting Members | | | |
|---------------------------|----------------|---|---|
| Name | Title | Department | Responsibilities |
| Christopher Olivar | Senior Manager | Service Analytics, Center of Excellence | Receive report out of area's Quarterly accomplishments, remove any roadblocks uncovered, provide escalation for funding if required |

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

MEETINGS: Quarterly – 30 minutes total

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.

Responsibilities: The Council is the reporting structure for the FCoR Workgroup (front line leads who do the day-to-day work) to report on their quarterly accomplishments toward improvement of FCoR, the uncovering of roadblocks, and escalating projects/initiatives for funding

OBJECTIVES: The objective of the Council is to continue work to support our Short-Term Incentive Plan bonus lever (Phone FCoR)

DECISION-MAKING: When we present a funding request, a request to change process this team will vote to accept or reject the request

EXPECTED OUTCOMES: This governance structure has supported our performance on FCoR and will continue to ensure that we have the best possibility to achieve our STIP Goal.

REPORTING STRUCTURE OF COMMITTEE: The full committee is provided the deck on a quarterly basis which outlines their individual area accomplishments to support FCoR and our STIP goal.

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.]



[Name] Committee Charter

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 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 | 2.17.2025 | Created new Charter Template |
| | | |

DOCUMENT OWNER:

| Name | Organization |
|---------------|--------------|
| Tracey Dietel | Operations |
| | |

REVIEWERS:

| Name | Division | Versions |
|--------------|------------------------|----------|
| Tracy Dietel | Service and Operations | 1.0 |
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