



Service Value Stream Biweekly Connect Committee Charter

Overview:

COMMITTEE GOAL/MISSION:

This meeting resulted from the 3 in the Box collaboration amongst the Business, Automation and Call Center Technology & Operations (CCTO) teams. The objective of this meeting is to keep the communication lines open (for the business and technical teams) on projects and initiatives that impact the Service Centers. Topics of discussion include project statuses and various challenges that need to be addressed.

Our work directly impacts the following 2025 corporate strategic goals: Government, Consumer Experience, Quality and Equity, Infrastructure, Security and Admin Efficiency, People and Community.

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

The committee reviews all the projects that impact the Service Center, discusses progress, identifies challenges encountered and discuss resolutions.

The goal of this meeting is to ensure that all teams impacted (Business and ET) are aligned with the ongoing projects and are aware of project progress, challenges and resolutions.

Operating Guidelines:

EXECUTIVE SPONSOR(s): Kate Tracy, Steve Akeley, Sri Narasimhan, Mark Noonan

CHAIR(s): Kate Tracy, Sri Narasimhan

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

| Members (as of 1.27.25) | | | |
|-------------------------|-----------------|--------------------------------------|------------------|
| Name | Title | Department | Responsibilities |
| Kate Tracy | VP | Service and Ops Center of Excellence | |
| Steve Akeley | VP | Member and Provider Services | |
| Ted Burke | SVP | SVP, Service and Operations | |
| Sri Narasimhan | Senior Director | Engineering and Tech Delivery | |



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| Members (as of 1.27.25) | | | |
|-------------------------|-----------------------------------|--|------------------|
| Name | Title | Department | Responsibilities |
| Mark Noonan | VP | Cloud & Core Infrastructure Development, Security and Operations Actions | |
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| Tara Fulton | Program Director | Enterprise Readiness, Delivery, & Performance | |
| Megan Yee | Associate Director | Product, CRM | |
| deMarigny Hanstein | Associate Director | Medicare Service, Training, and Quality | |
| Kim Young | Program Manager | Enterprise Readiness, Delivery, & Performance | |
| Arlene Wallace | Business Analyst II | Omni-channel | |
| Conor Larkin | Senior Program Manager | SSL and Omni-Channel | |
| Michelle Barbin | Senior Program Manager | Integration, Service and Ops | |
| James Astrue | Senior Manager | Workforce Planning | |
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| Arun Ramakrishnan | Associate Director | Intelligent Automation Center of Excellence | |
| Batan Bensigar | Senior Manager | Engineering, Intelligent Automation Center of Excellence | |
| Julie Denio | Senior Project Manager | Scrum Master, Intelligent Automation Center of Excellence | |
| Kinshuk Kaushik | Senior Manager | Engineering, Intelligent Automation Center of Excellence | |
| Michael Lecuyer | Director | Infrastructure Delivery (Call Center Technology & Operations) | |
| Kevin Colleran | Associate Director | Infrastructure Delivery (Call Center Technology & Operations) | |
| Sonia DeCastro | Senior Network Solution Architect | Call Center Technologies | |



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|-------------------------|------------|----------------------------|------------------|
| Name | Title | Department | Responsibilities |
| Jeffrey Stanton | Consultant | Consumer Experience Design | |

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.]

Bi-weekly, Thursdays from 2-3pm (via TEAMS)

Our typical agenda includes reviewing project statuses and discussion of issues/challenges/resolutions. The agenda compiled by the collaborative efforts of Julie Denio (Automation), Kevin Colleran (CCTO), Michelle Barbin (Service and Ops) and Megan Yee (CRM).

Responsibilities:

OBJECTIVES: See objectives above.

DECISION-MAKING: This meeting is usually an INFORM meeting and does not usually make decisions. Any issue escalation will be done by the VPs and SVPs to the appropriate executive leaders.

EXPECTED OUTCOMES: Status reports from each group: Stabilize and Modernize, BlueView Impacts , Automation Service Center Portfolio items, and CCTO Service Center Portfolio items

REPORTING STRUCTURE OF COMMITTEE: All members are sent status reports at the end of each meeting.

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.



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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: N/A

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 |
|---------|---------|----------------------|
| V1.0 | 1.27.25 | New charter template |
| | | |

DOCUMENT OWNER:

| Name | Organization |
|-----------|--------------------------------------|
| Megan Yee | Service and Ops Center of Excellence |
| | |

REVIEWERS:

| Name | Division | Versions |
|--------------|------------------------|----------|
| Steve Ackley | Service and Operations | V1.0 |
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