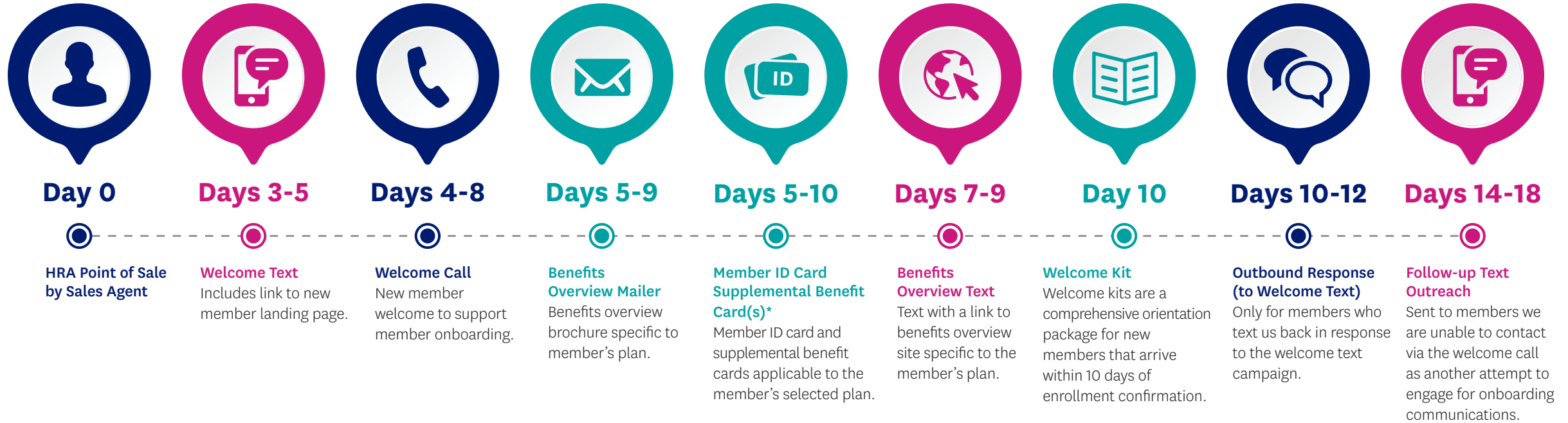


New Member Onboarding Experience



Type of Touch Point	Timeline	Key
Health Risk Assessment (HRA)	Completed at POS by sales agent	📞 Outbound Call
Welcome Text	3-5 days after application date	
Welcome Call	Within 5 days of welcome text being sent out	✉️ Mail Piece
Benefits Overview Text	5 days after welcome text	
Benefits Overview Mailer	Sent within 9 days of enrollment confirmation	📱 SMS Message
Member ID Supplemental Benefit Cards	Within 5-10 calendar days of receipt of CMS confirmation of enrollment or by last day of month prior to effective date, whichever is later	
Welcome Kit	Within 10 calendar days of receipt of CMS confirmation of enrollment or by last day of month prior to effective date, whichever is later	

All member communications begin after CMS enrollment confirmation. Once CMS enrollment confirmation occurs, the timeline of communications begins.

*Timeline is dependent on enrollment date, which can lead to variations. Members could receive additional communications after their onboarding experience – quality communications, clinical information, and other plan communications.