

Figure 6b: Fee-for-Service Member Workflow

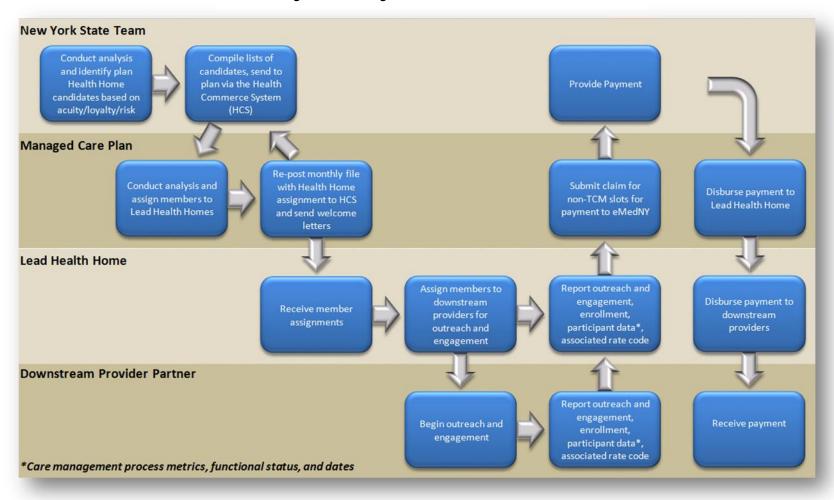


Figure 6c: Managed Care Plan Member Workflow