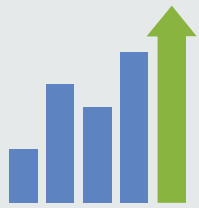
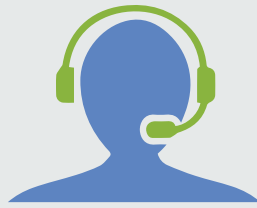


ADAPTIVE OUTSOURCING

ON-DEMAND SERVICES THAT ADAPT WITH YOUR BUSINESS



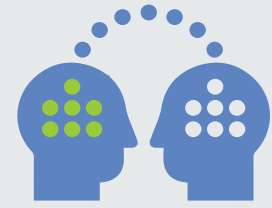
**SALES &
MARKETING**



**CUSTOMER
SERVICE**



CLAIMS



CONSULTING

ADAPTABILITY TO MEET YOUR NEEDS

BroadPath partners with health plans and payers nationwide to manage surges in workload, overcome marketplace volatility and prepare for future challenges. We do this by providing flexible on-demand business process as a service (BPaaS) solutions, overflow capacity, and surge project support in the commercial, Medicare and Medicaid sectors.

Our focus is solely on healthcare, so we understand our clients' issues in a way few others can. And since we work with the country's top healthcare organizations, we have unique insight into the industry's best practices and the regulations affecting operations.

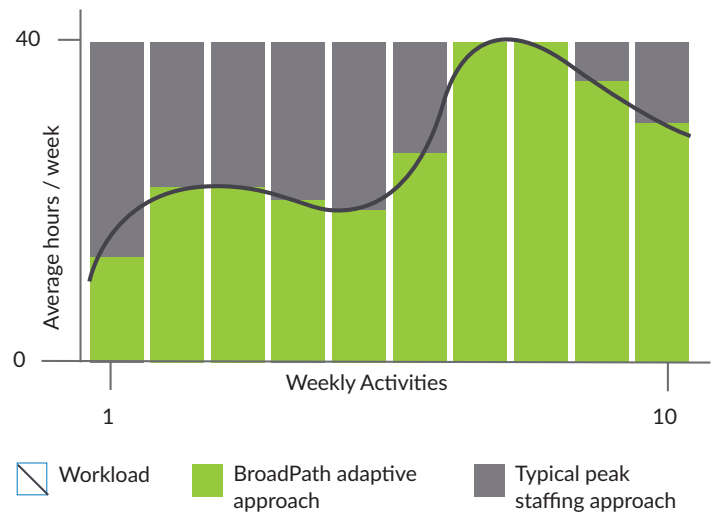
WHAT WE DO

- Telesales and Field Sales
- Member Retention
- Member and Provider Customer Service
- CRM Development
- Claims Adjusting, Recoveries, Appeals, & Medical Review
- Clinical Review and Case Management
- Provider Enrollment and Credentialing
- Clinical Support and Data Analytics

Available on-demand, we can ramp our services up or down to adjust to your business needs.

And BroadPath's flexible contracting doesn't require a long-term commitment. You are free to expand or reduce capacity and duration as your needs evolve.

SERVICES THAT MATCH DEMAND

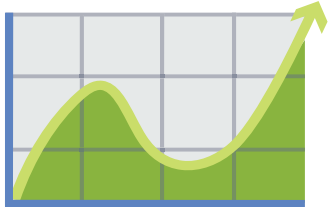


Our capacity can increase on-demand by 80-100%, resulting in greater efficiencies and 25-30% cost-savings over traditional outsourcing models.

ADAPTIVE OUTSOURCING

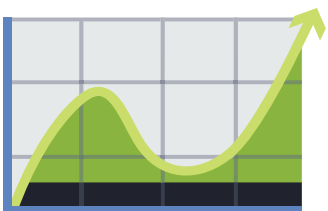
HOW WE DO IT

At BroadPath we have designed three adaptive models that provide us with the flexibility to accommodate any client need.



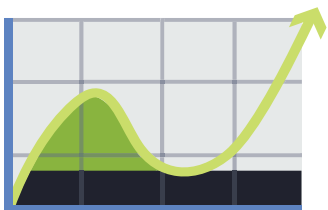
Business Process as a Service

Flexible and adaptive administration of sales, service, and claim-related business processes. Our solutions are integrated into your organization and designed to work for you – providing support when, where, and how you need it.



Overflow Capacity

With a small but continuous presence, we take the peaks and valleys out of your equation so you can work on important strategic initiatives.



Surge Projects

Short-term, managed capacity for telesales, customer service, claims, appeals, and other functions. Think call center or claims shop in a box.

Our Difference

- **Highly Flexible Services**
Our model is scalable, ramping up or down to meet our clients' needs. It's what we do best.
- **Virtual Workforce Experts**
Our work-at-home model means we provide superior levels of agility and responsiveness.
- **National Sourcing Model**
We have thousands of associates spanning 47 states. Each specializes in a particular function and system.
- **Experienced and Advanced**
We only recruit people with 5+ years of experience.
- **Exclusive Healthcare Focus**
We focus exclusively on the healthcare sector. No overseas outsourcing.

Model Descriptions

BroadPath Service Model	Location	Duration	Presence	Scope
Business Process as a Service	Virtual	Long-term	Continuous	Turnkey
Overflow Capacity	Virtual	Long-term	Continuous	Partial & Turnkey
Surge Projects	Onsite & Virtual	Short & Long-term	On-demand	Partial & Turnkey

To learn more about our payer services, visit www.broad-path.com/payers