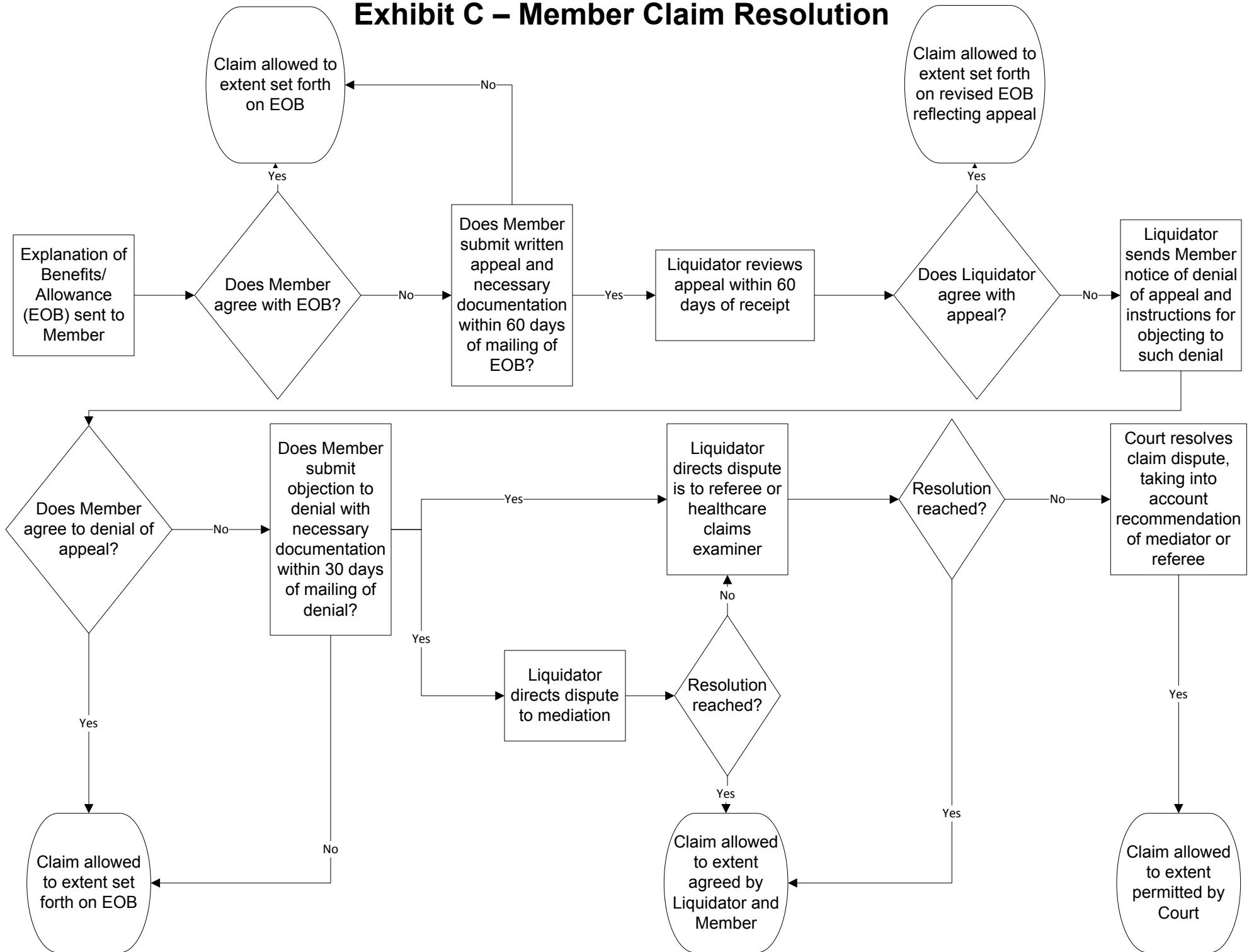


**Exhibit C**

**Process Maps for Members and Providers**

# Exhibit C – Member Claim Resolution



# Exhibit C – Provider Claim Resolution

