



Q&A

Reorganization of Operations Workflow

What is being reorganized?

The Operations team is reorganizing CSSs to better align with customer needs help us meet the company goal of closed locations per day.

Why is eHealth Technologies restructuring the workflow?

To better serve our customers and patients, manage our incoming volume, and keep our company healthy in 2020, we need to drive productivity. We're looking to create as many productivity efficiencies as possible—from technological enhancements to allocating the talents of our people where they are most needed.

How were CSSs selected to move or change job functions?

Operations leaders analyzed each individual region and determined how many people and what types of skillsets were needed for each regional team based on volumes.

How many people are impacted by the reorganization?

Of our 256 Operations employees, 18 people will be moved to a different team to better align with our customers volumes, needs, and requirements.

What are the benefits of this change?

Teams will be staffed to handle their current workload. While it's very important to hit our metrics, it is our hope that this change will also create a more manageable and enjoyable work environment.

Does the reorganization include layoffs?

No. The purpose of the re-organization is to better meet the needs of our customers and their patients. Our goal is to improve our productivity so that we can continue to grow.

When will the change occur?

Transitions will begin Feb. 3 and be completed by Feb. 5. We are eager to move forward as soon as possible in order to more evenly distribute work across all regions.