**10-4-23 Processes Track Kick-off Call Minutes**

**Goals**

1. Identify the Processes that cause the most pain for members
2. Identify which members have the best solutions for these process- efficient and accurate
3. Determine how to leverage these best solutions across all members, understanding that we use varying admin systems, document systems, CRMs etc.
4. Create an RFP to find the best vendor to help us with this
5. Understand how the work we are doing might dovetail with what the Tech tand/or Products and Service track is working on.

**Roles of the Team**

* Lead- leads the calls, delegates responsibilities, sets timelines for deliverables
* ED- takes minutes and books calls, reports back to Tech Track on what other tracks are working on that may impact what we are working on, works wot Lead to develop project plans

**Next Steps**

* Discuss how to move forward
* How do we the collect the data we need
* Timing for next call

Discussion

1. **Identify the Processes that cause the most pain for members**

* We will create a short list first and run it by the members during our 10/9 TCG Call
* Once we have the final list, Ann will send it out to the team and ask them to rank their choices by the top 3. Will give them until the end of the week (10/13) to do that
* We will meet again the week of Oct 16 to flesh out the next steps- who will call each member for each pain point and what questions will we ask for each of them
* We need to figure out what questions to ask to determine who has the best process
* Do we need to hire someone to help us do that- too soon to tell
* Once we have the top 3, each of us can share our processes to help us figure out what questions we want to ask during the phone interviews
* Ann will send a doodle to book our next meeting – it will be during the week of Oct 16
* Ann will connect with Amy prior to our next call to create the agenda

**Pain Points Administration**

* Distributions
* Client Terminations- we fire them, they discontinue the plan, they move to another TPA
* Data collection follow-ups
* Scanning PBA statements to create trust reconciliation for reporting
* Data Scrubbing
* Plan Implementation
* Merges & Acquisitions
* RK changes

**Pain Points Operations**

* Dealing wth Clients that don’t pay the bill
* Onboarding new hires