

Company Town Hall

August 24, 2023



**NATIONAL
SEATING &
MOBILITY**

Today's Agenda

- Opening Comments & State of the Company
- Revenue Cycle Process Change Update
- Employee Total Rewards
- Q&A
- Closing Comments



State of the Company

- NSM continues to deliver solid results in a challenging environment .
- July was another strong month in both the US and Canada.
- AEBITDA is \$1M ahead of Budget and we have strong operating margins of 30% vs. the previous year.
- August is CLOSE to being GREAT . . . **We need your help to make it happen. Please push hard in the final week of August!**
- We have listened to your feedback . . . Help is on the way!!
- **Together we have the ability to make a big difference in the lives of our clients**



Focus Areas: People & Process Focus

Continue to build a culture of listening

- Employee Advisory Groups
- Training Programs
- Pulse Surveys



Continue to keep the client at the center

- **Focus on Client Care Management**
- Learn and drive a change for appointments in our service centers
- Advocate for seat elevation
- Financial stewardship with client product selection



Revenue Cycle Process Changes Update



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What have we been doing?

- **Staffing:** Hired ~ 30 Funding Specialists in past 30 days
- **Building support structure:** Leaders, Trainer and Quality Assurance teams
- **Created Funding Specialist I position** to assist with document collection
- **Getting Ready to Launch Coding & Pricing of New Equipment to NSM Pilot:**
 - Identified Funding Specialists to pilot future model for New Equipment funding
 - Building program parameters to facilitate pilot launch
 - Competing IT requirements, development and UAT



What has changed?

- We cannot move fast enough to pull back New Equipment Funding
- Document Collection needs support now
- Adjusting our plans to help provide critical support where needed
 - With Ops support, developing and implementing plan to support critical needs for Document Collection
 - Align our newest Funding Specialist I and Funding Specialist II teammates to areas of needed support



What's Next for AGS Transition for New Equipment

**What you
will see
shortly**

- **Over next few weeks:**
 - Complete UAT for Coding & Pricing for New Equipment
 - Launch Documentation Collection initiatives
- **September:**
 - Launch of Coding & Pricing pilot
 - Continue building on system requirements needed to scale pilot
 - Begin to transition Coding & Pricing of New Equipment to NSM Funding Specialists as capacity allows
- **October – December:**
 - As we build staff, first transition Coding & Pricing as the foundation of the order.
 - Continue to shift additional activities within the funding process
 - Test and learn between each rollout phase








Employee Total Rewards



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Employee Total Rewards Highlights

- 1** **Holiday**  Starting with Friday, November 24th of 2023, we will have the day after Thanksgiving as an NSM paid company holiday.
- 2** **BCBS**  Move to Blue Cross Blue Shield for network, claims administration, FSA, COBRA, and Advocacy.
- 3** **Voya**  True open enrollment! Elect up to Guarantee Issue (\$200k EE & \$50k Spouse) and Short Term with no medical paperwork.
- 4** **Life Insurance Increase**  Increase in company paid life insurance from \$20k to \$40k!!
- 5** **OE 2024**  Open Enrollment starting in late October. New and improved benefits platform.

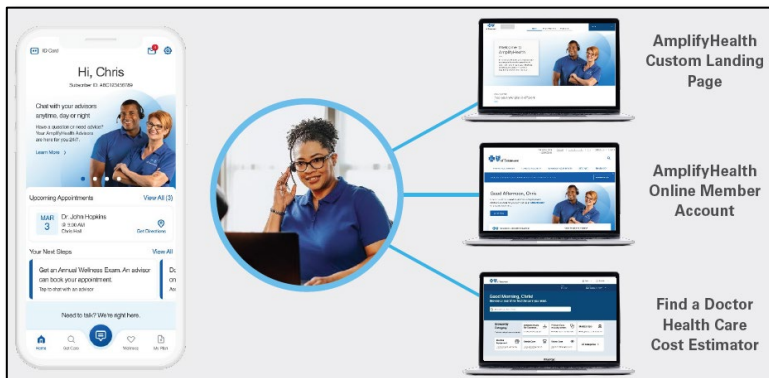


Employee Total Rewards

- **Additional Holiday:** Beginning this Thanksgiving and moving forward, all employees will have the Friday after Thanksgiving off as a paid NSM company holiday. **We will be closed on November 23rd and November 24th, 2023.**
- **Company Paid Life Insurance:** NSM is doubling the coverage on our company paid life insurance policy. Coverage will move from \$20,000 to \$40,000 of coverage effective January 1, 2024. Again, this coverage is at no cost to full time NSM employees.



Blue Cross Blue Shield of TN Overview



Pros

Network Discounts – network discounts run deeper than UHC.

Network Coverage – network coverage is better than UHC. (Only 2% of 2023 claims would have been OON.)

Customer Service – consistently recognized for excellent service - both ER admin & EE claims experience.

Amplify Health – Integrated Member Experience



Blue Cross Blue Shield Details

Effective January 1, 2024, we will move our self-insured medical plan from UHC/UMR to Blue Cross Blue Shield.

- **Blue Card PPO Network** – Better/deeper network discounts and better network footprint/coverage across the country.
- **Claims Administration** - BCBS is consistently recognized for excellent customer service. In addition, we will have the network, claims and advocacy (Amplify Health) all under the BCBS umbrella which will make for a more integrated member experience.
- **Plan Designs** – We will continue to offer two high deductible health plan options and one copay plan option.
- **Health Savings Accounts** - We will continue to partner with HSA Bank for our Health Savings Accounts. New cards will be issued for all members.
- **Flexible Spending Accounts** – We will partner with BCBS and HSABank to continue and offer three FSAs (healthcare, dependent care, and limited purpose.)
- **Kaiser CA** – Employees in California have the option to join the new BCBS medical plan, but they will also continue to have a medical option with Kaiser of CA as well. More to come on Kaiser CA next month.



Voya Overview

VOYA

- Life Insurance
- Short Term Disability
- Long Term Disability
- Critical Illness
- Accident Coverage
- Hospital Indemnity



Doubling company
paid life to \$40,000



True Open Enrollment



No medical paperwork
for GI Life & Short Term



Match *or better* payout on
Critical Illness & Accident Plans



Leave of Absence Management



Voya Details

NSM will partner with Voya for life, disability, absence management, and voluntary insurance plans as of January 1, 2024.

- **True Open Enrollment & Disability** – Employees can *newly elect* short term disability without completing any medical questionnaires or paperwork. New enrollees will have a 12 month pre-existing condition clause, but any new diagnosis would be covered from the start of the year. As a reminder, all full time NSM employees are automatically enrolled in company paid long term disability.
- **True Open Enrollment & Life Insurance** – Employees can elect up to the guarantee issue (GI) for additional life insurance. For employee coverage, the GI is five times your salary, up to \$200,000. For spouses the GI is \$50,000. Anyone with a current coverage level more than the GI will be grandfathered for their current coverage amount.
- **Improvement in CI, Acc, and HI** – Voya will also have our business for Critical Illness, Accident, and Hospital Indemnity plans. Compared side-by-side with our current offering, the Voya plans are the same (or less) in terms of premium costs, and the Voya plans pay out more when it comes to claims dollars. This change will be a nice step up over our current offering.
- **Leave Management** – Voya will be NSM's third party administer assisting on Leave of Absence Management. Employees who need to take FMLA or a personal leave of absence will be able to work with Voya on the leave paperwork, the disability paperwork, and any other voluntary plans that may come into consideration. Employees will have a single point of contact at Voya that will make for a simpler and smoother claims process.



LET'S GET *moving*

