

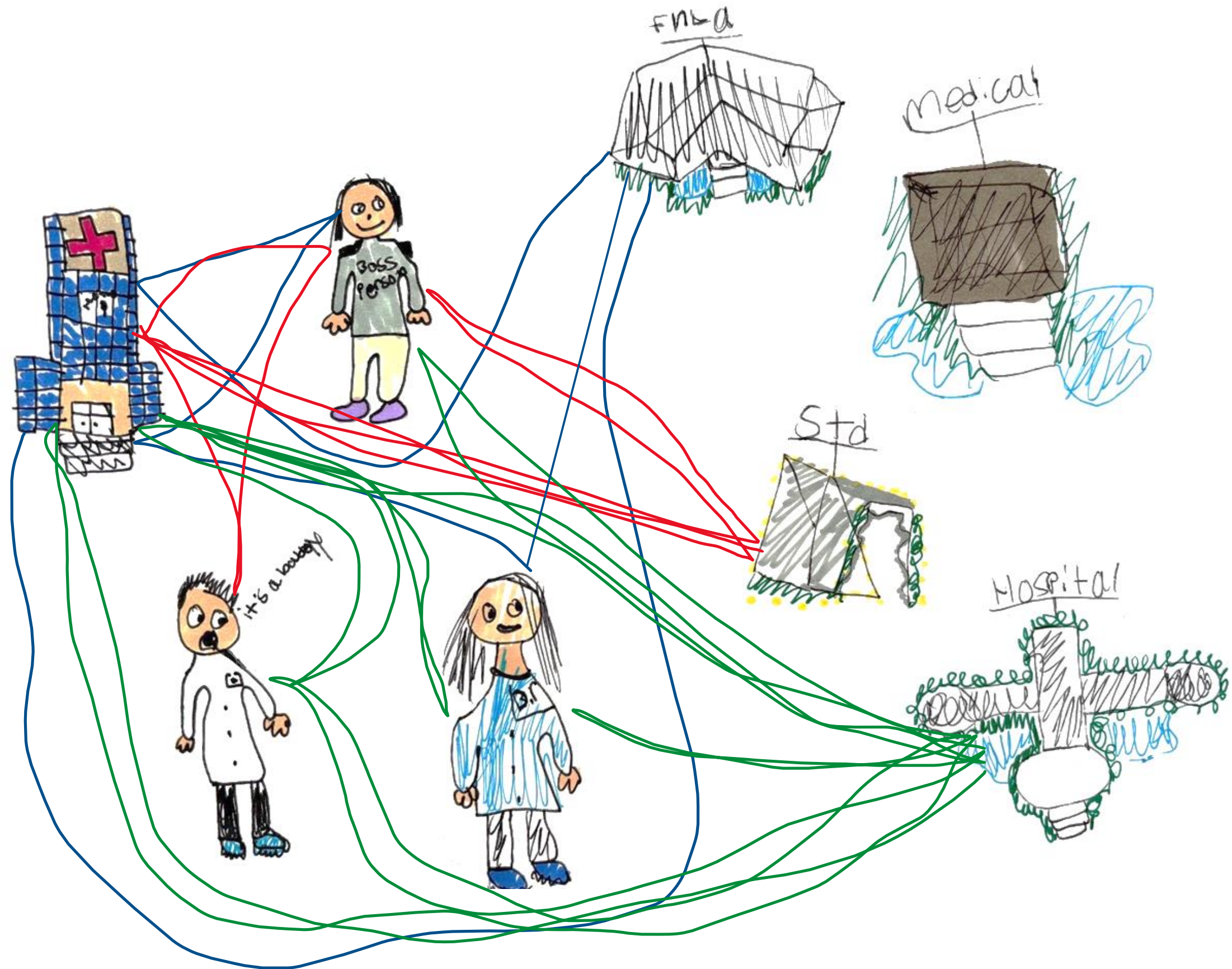
2024  
**SUPPLEMENTAL  
HEALTH, DI & LTC  
CONFERENCE**

The Winning  
Trifecta

**Stepping Away from the  
Transactional Side of  
Supplemental Health Claims**



# Beth's Journey







**Stephanie Turgeon**

*National Product Director*

MetLife



**Amanda Staples**

*Head of Group Insurance Claims*

Prudential



**Sarah Thacker**

*Vice President Enterprise Claims*

Voya

# Question 1

- Have you filed a supplemental health claim?  
Yes or No
- If yes, how would you rate the experience?  
Great  
Good  
Neutral  
Needs improvement  
Really bad

# Question 2

Does your company look at all possible products an employee may have when a claim is filed for one?

- Yes
- No

Do you think it's important to the employee that their insurance carrier looks at all possible products when a claim is filed for one?

- Yes
- No

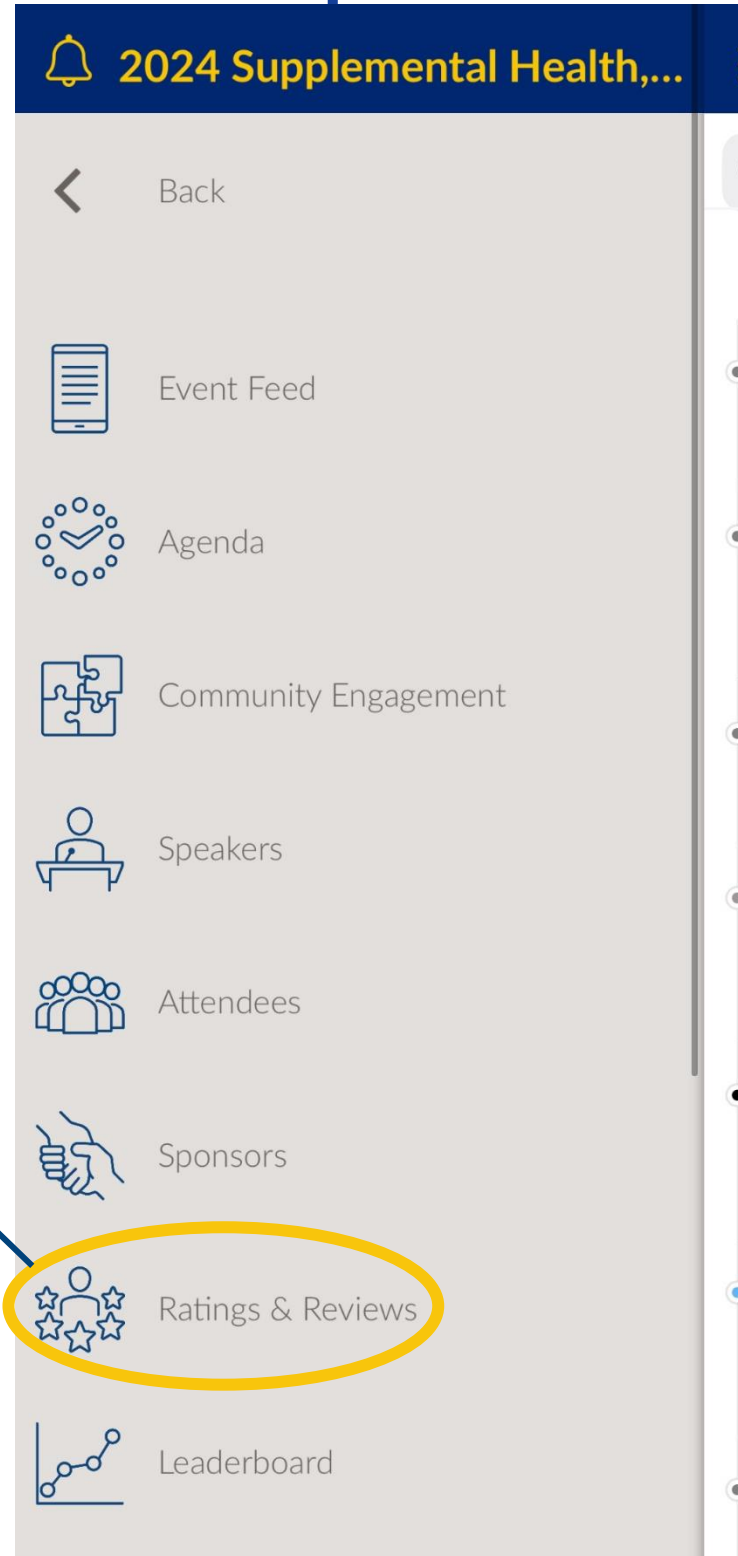
# Question 3

What do you think is the best way to improve the customer experience when it comes to filing a supp health claim?

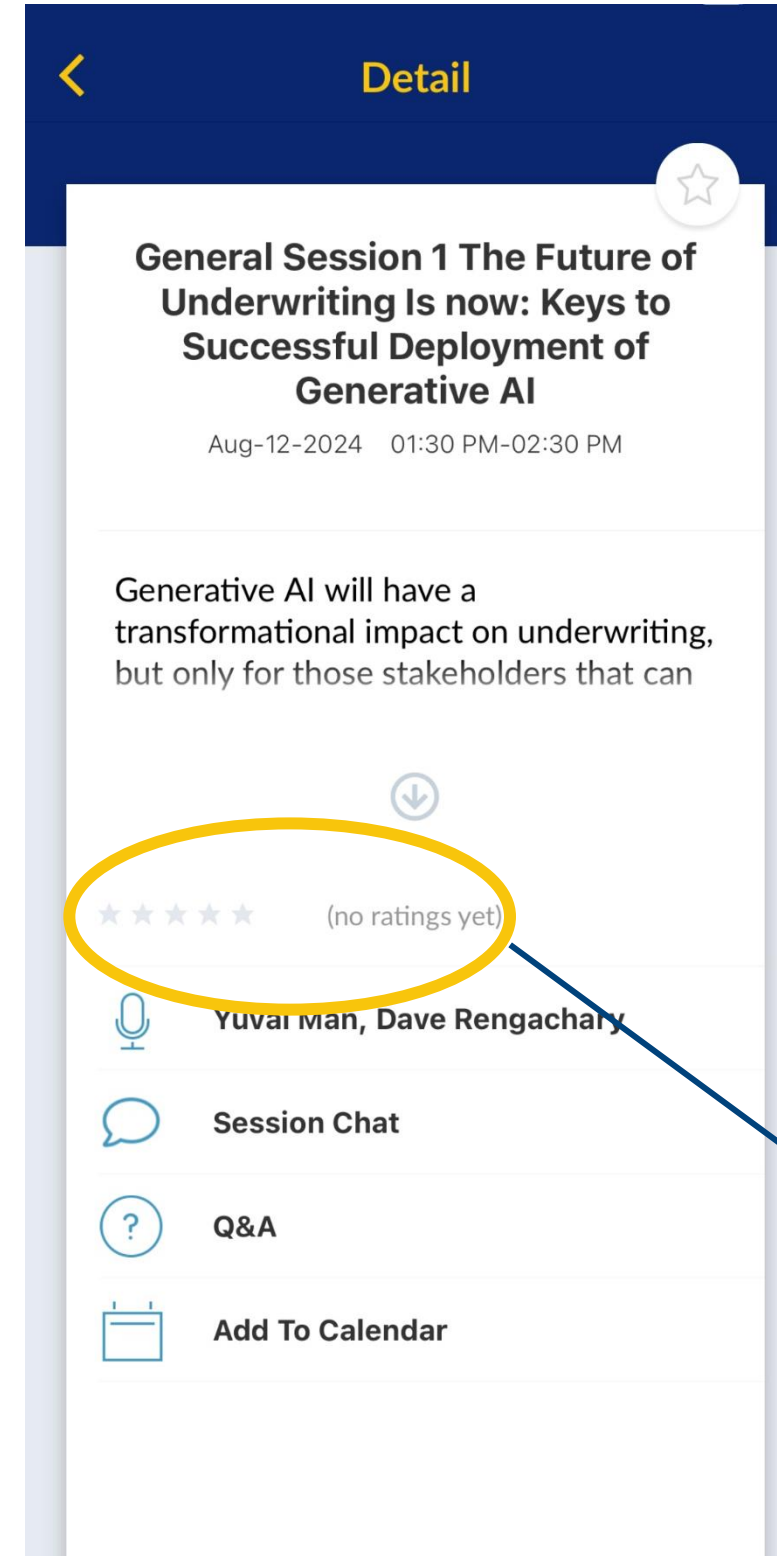
- Easy to understand cert language
- Cross product review
- Clear instructions to explain what is needed to review for benefits
- Availability of a claim advocate to walk the employee through the process
- Extended call center hours to allow employees access to a real person to discuss questions

# We Want to Hear From You. Leave a Rating & Review.

## Module Option



## Agenda Option





# Thank You

