



Service Excellence in Everything We Do

luminare health



Welcome to



TEAM of TEAMS

FEB 24-26, 2026 | MARRIOTT, CHICAGO O'HARE

Delegated Ops 101



| Agenda

What is Delegated Operations?

What are the Services Offered?

Who is on the Leadership Team?





What is the product?

Health Maintenance Organization (HMO) plans often offer:

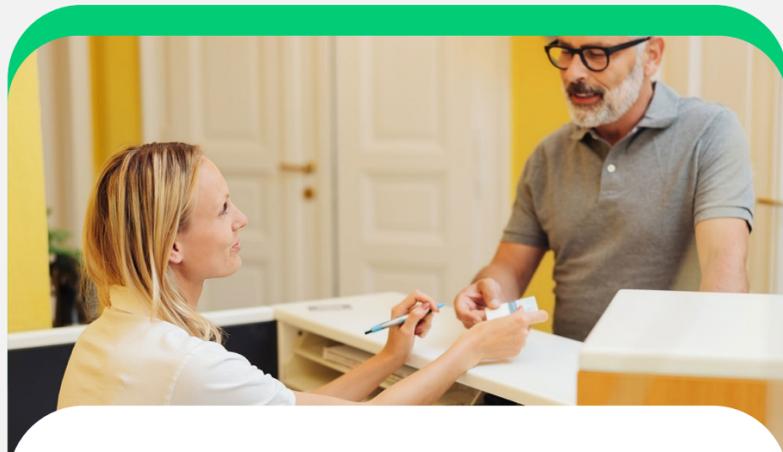




What is Delegated Operations

Delegated Operations is a form of Managed Care business. Managed Care ensures delivery of cost-efficient and quality care by utilizing a set provider network to deliver services coordinated by a Primary Care Physician (PCP).

How Does Delegated Operations Work?



Payers



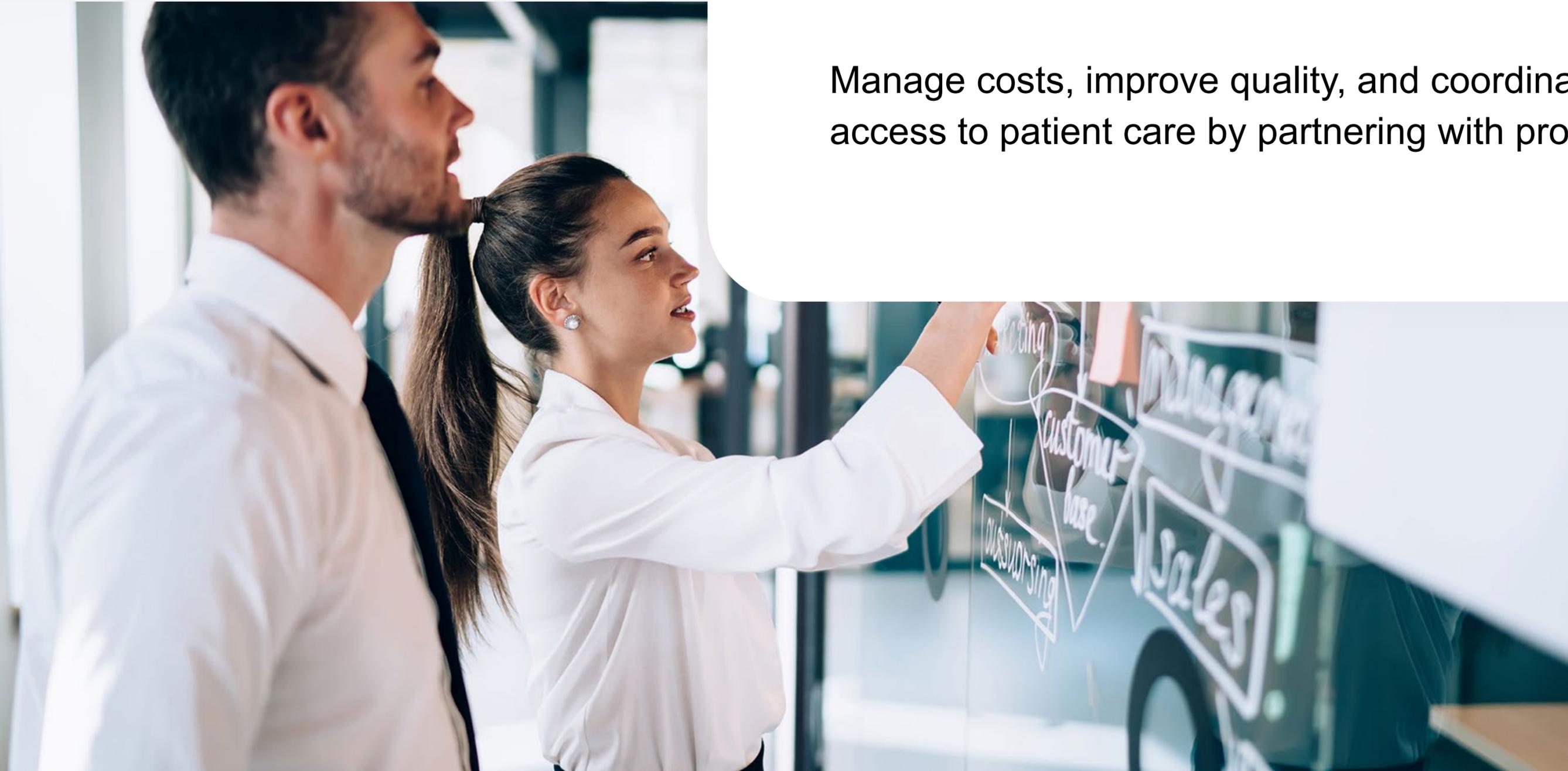
Medical Group



Luminare Health
Delegated Ops

| The Common Goal

Manage costs, improve quality, and coordinate access to patient care by partnering with providers.





80K
Members

1M
Claims

100K
Calls

70K
Authorizations

2025 at a Glance

TEAM OF TEAMS



UI Health



LAKE COUNTY
PHYSICIANS' ASSOCIATION



SOUTHERN ILLINOIS
HEALTH CARE ASSOC.



UNIVERSITY OF
ILLINOIS CHICAGO



OSF HEALTHCARE
Little Company of Mary
Medical Center



Affiliated with Essential Health Partners



SILVER CROSS
HEALTH CONNECTION

Affiliated with Essential Health Partners



Oak West
PRIMARY PHYSICIAN ASSOCIATION



OSF
HEALTHCARE



PHYSICIANS HEALTH ASSOCIATION OF ILLINOIS

Partners In Health





What are the **Services Offered** by Delegated Operations?





01

Claims Operation

Eligibility Network & Reimbursement
Claims Processing
Claims Audit



02

Customer Service

Inbound and outbound calls, faxes, emails, portals



03

Finance

Operations and Client finance



04

Client Services

Client management and provider relations



05

Utilization Mgt

Authorization & Cost Mgt for Necessary Care



06

Case Mgt

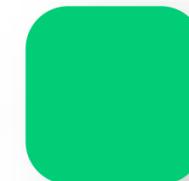
Complex Care
Disease Mgt
SODH



07

Quality Mgt

Enhance clinical workflows & Quality Projects



08

Administration

Letters, Claims Support, Reports





Claims

- Manage over **1M claims per year**
- 10 years' experience
- Manage payer files/processes



Eligibility

- Manage more than **80k delegated members**
- Manage PCP assignment
- Generate Welcome Letters



Network & Reimbursement

- Manage participating provider demographics, contracts and fee schedules
- Ensure timely updates for accurate payments.



Customer Service



Patients

Supports



Providers



Hours of Operation

Weekdays



After-hours answering service for evenings, weekends and holidays

Language

Bilingual
(English + Spanish)



Interpretation service
line for others



Finance



Claims payment & recoupments



Claims refunds



Calculating sub-capitation



Client financial statement



Compliance reporting



Audit administration

A trusted resource of our clients



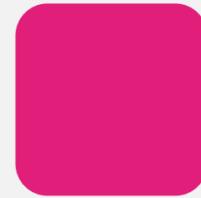
Client Services



Support for provider satisfaction



Provider credentialing submissions



Identify improvement opportunities



Facilitate provider education

The Client Services Team assists with overall client satisfaction, product performance, growth, and strategic planning





Utilization Management



Prospective Review, Pre-Authorization



Inpatient Concurrent Review



Inpatient Initial Review



Outpatient Concurrent Review

We ensure the care is...

**received in the right setting
delivered by the right provider
provided for the right time**

...for the best patient outcomes



Case Management



Emergency Room Follow-up



Complex Case Management
(Medical and Behavioral health)



Social Determinants of
Health Screening



Disease Management
(Diabetes, Asthma, CHF, COPD)



Medication Adherence



Transitional Care Management

Completed 6,615 successful communications

Achieved the highest Tier 2 and CCM enrollment thresholds

Completed 1,453 post-ED assessment calls

Quality Management



Data collection and reporting



Clinical Integration Program



Enhance clinical office workflows



Monthly 'scorecard'

Quality studies represent a significant clinical & financial opportunity for providers



Who is the Leadership Team?





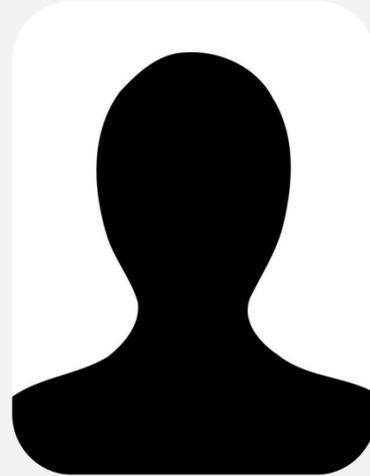
Bao Li

Executive Director
Operations



Deborah Tesar

Senior Director
Delegated Utilization
Management



Kathryn Honsowetz

Senior Director
Operations



Katie White

Senior Director
Client Finance &
Performance Strategy



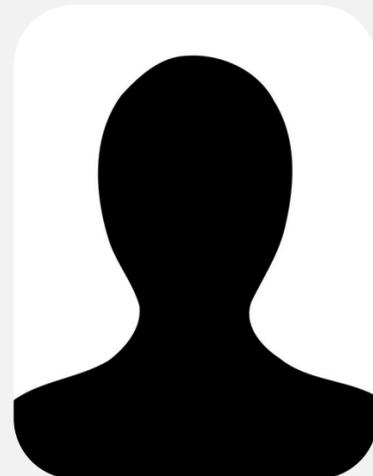
Kathe Davis

Director,
Delegated Audit
and Compliance



La Donna Brown Miller

Director Client Services



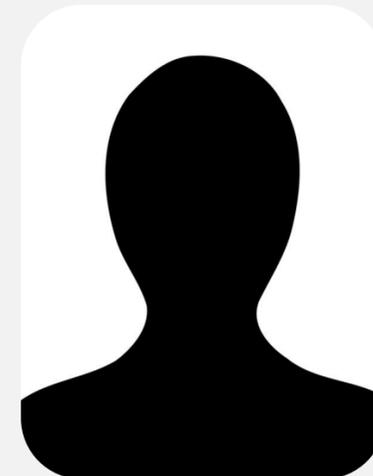
Jen Ryan

Director Client Services



Alicia Morales

Associate Director
Customer Service



Carmen Spanier-Hoar

Senior Manager Quality
Improvement



Laura McIntyre-Long

Manager Care Management





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**TEAM OF
TEAMS**

Thank You.