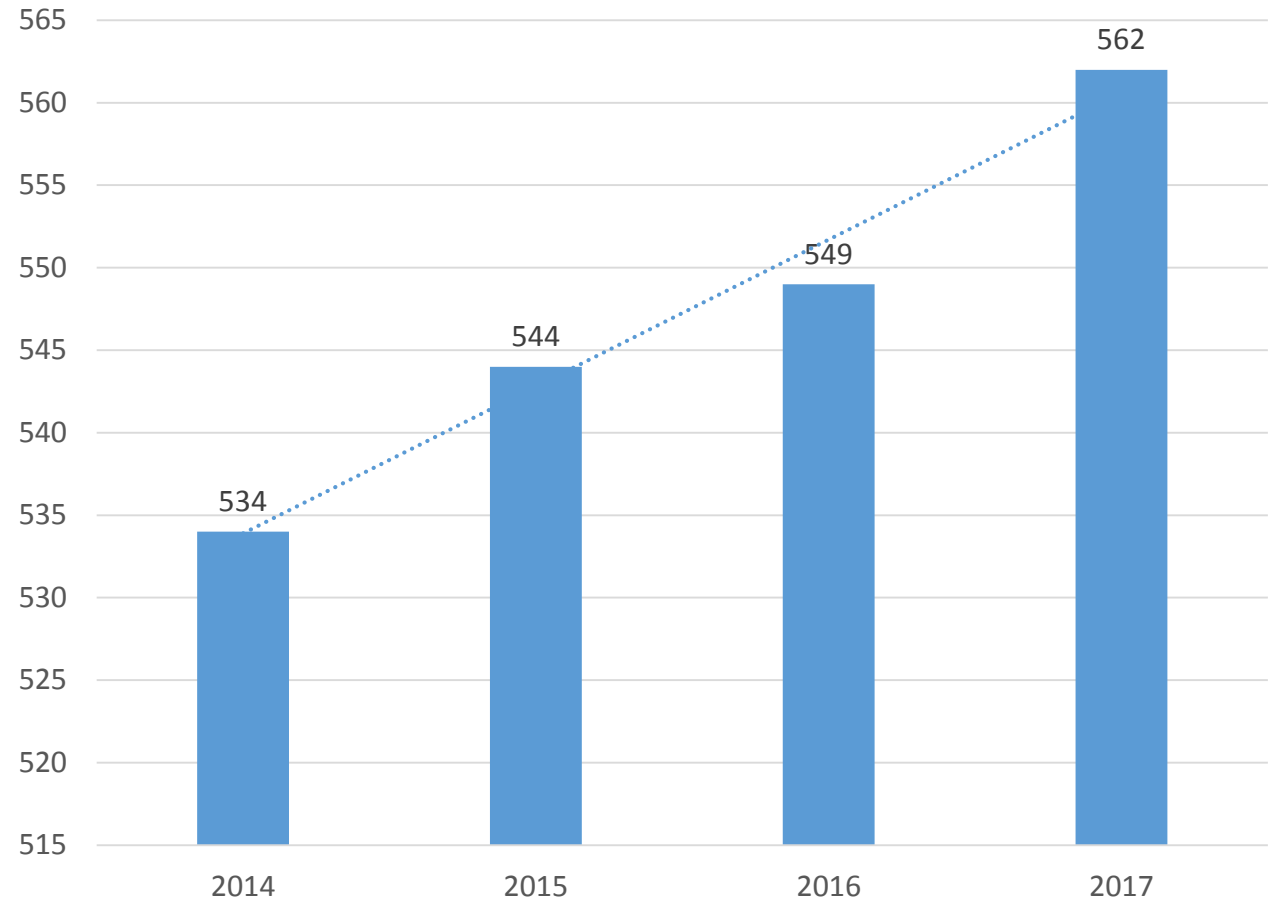


Cornerstone Membership by Year

Membership would be those providers who are members as of December 31st of each year. This number would include physicians, nurse practitioners as well as physician assistants.

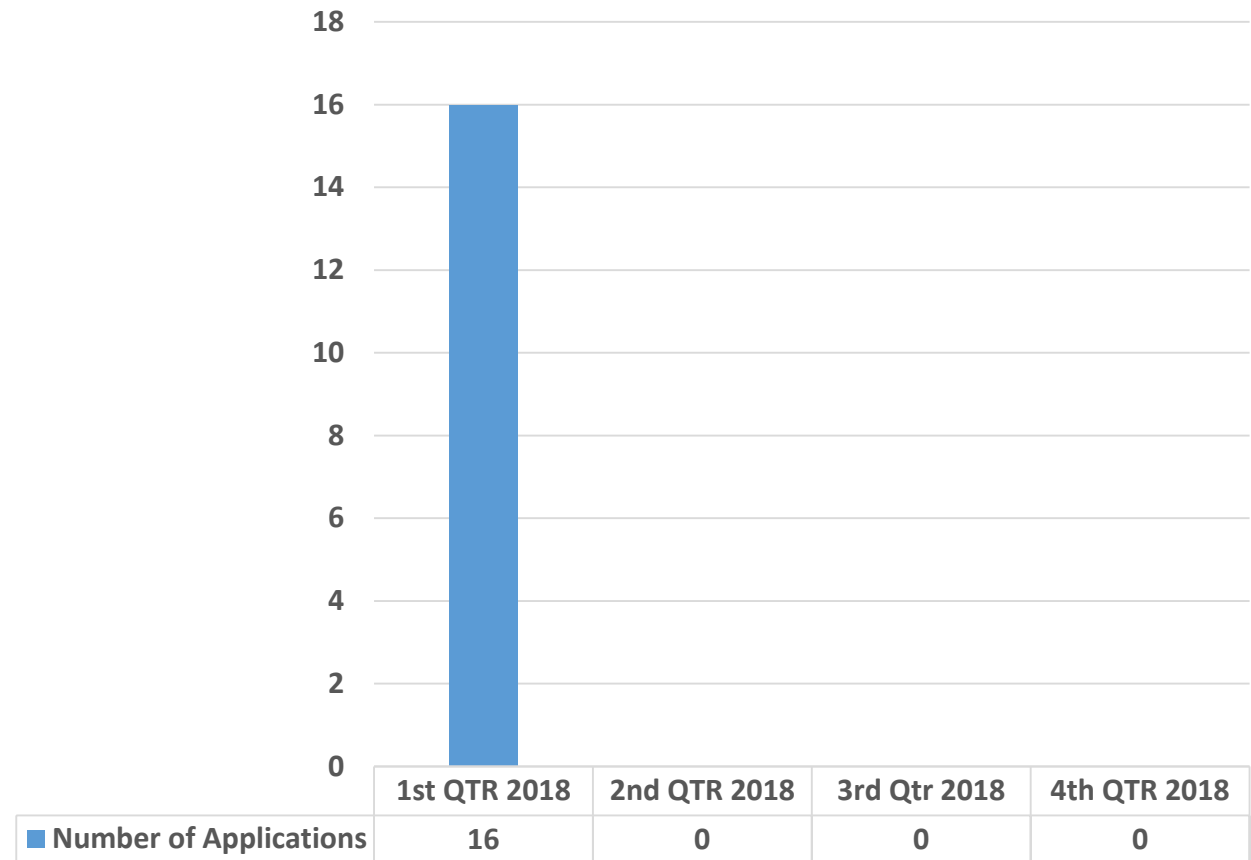
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Initial Credentialing Applications Processed

Number of Initial Credentialing Applications processed from January 1 to March 31,st 2018.

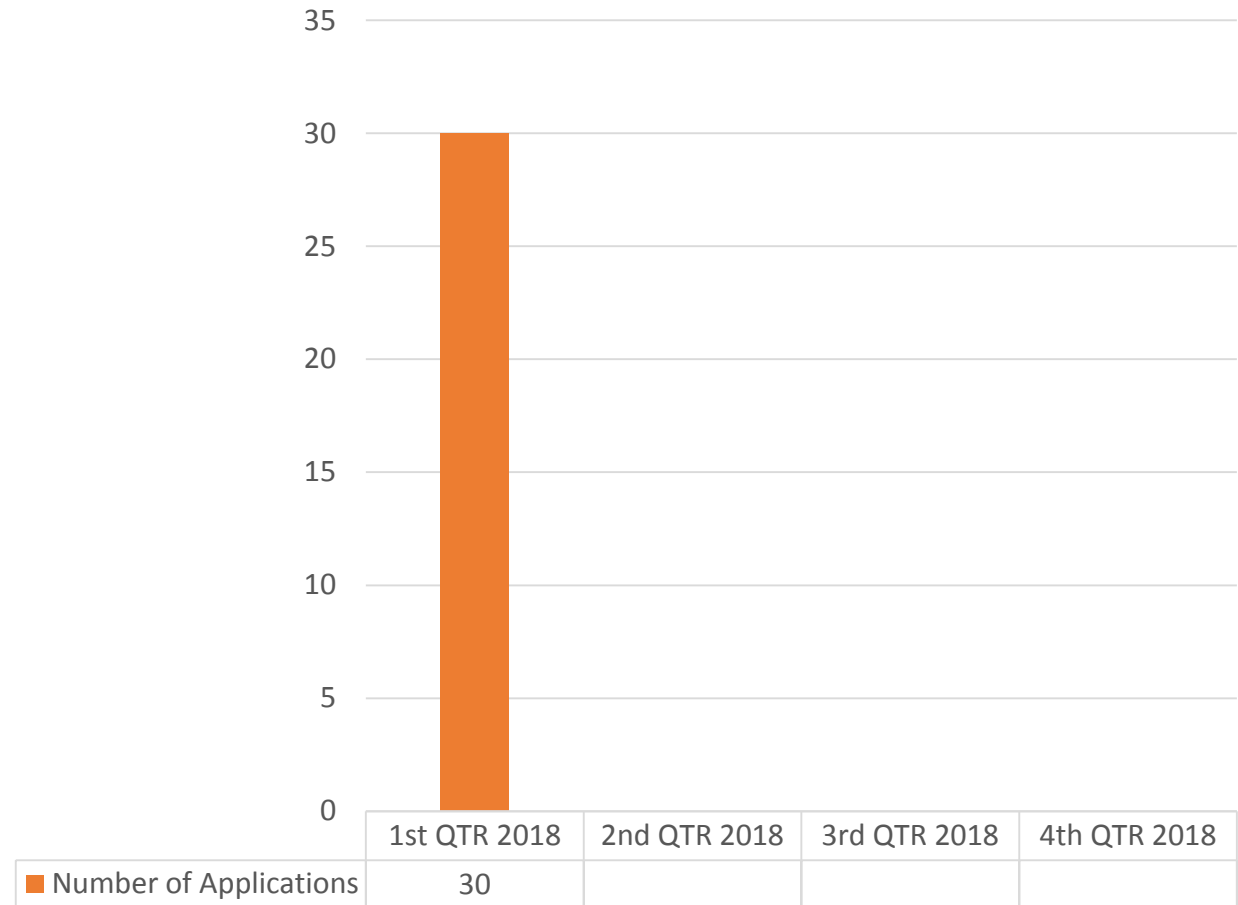
Cornerstone Alliance, Inc. Dashboard



Recredentialing Applications Processed

Number of Recredentialing Applications processed from January 1 to March 31st, 2018

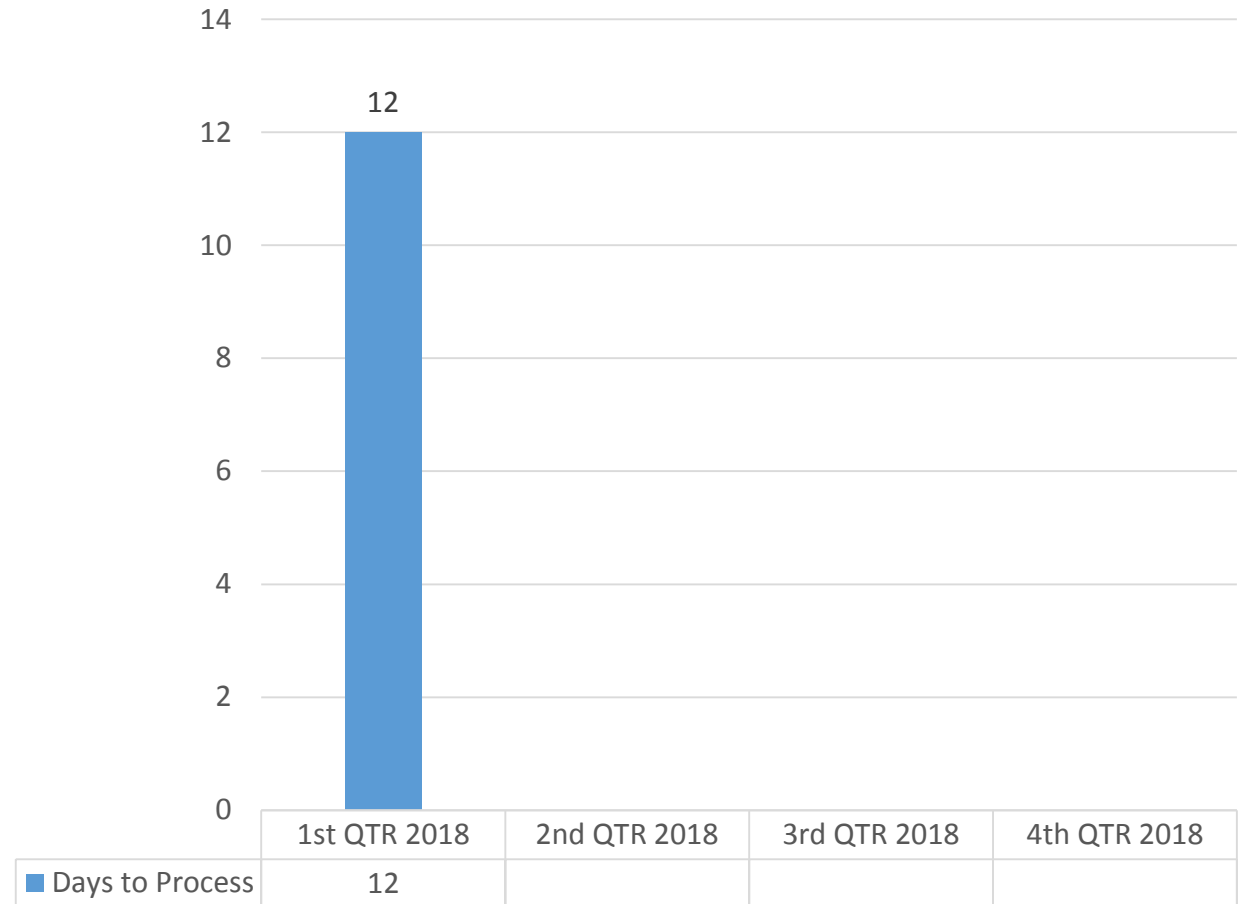
Cornerstone Alliance, Inc. Dashboard



Average Days to Process Initial Applications

Number of Calendar business days to process Initial Applications from initial submission to approval by Committee or Credentialing Committee Chairman.

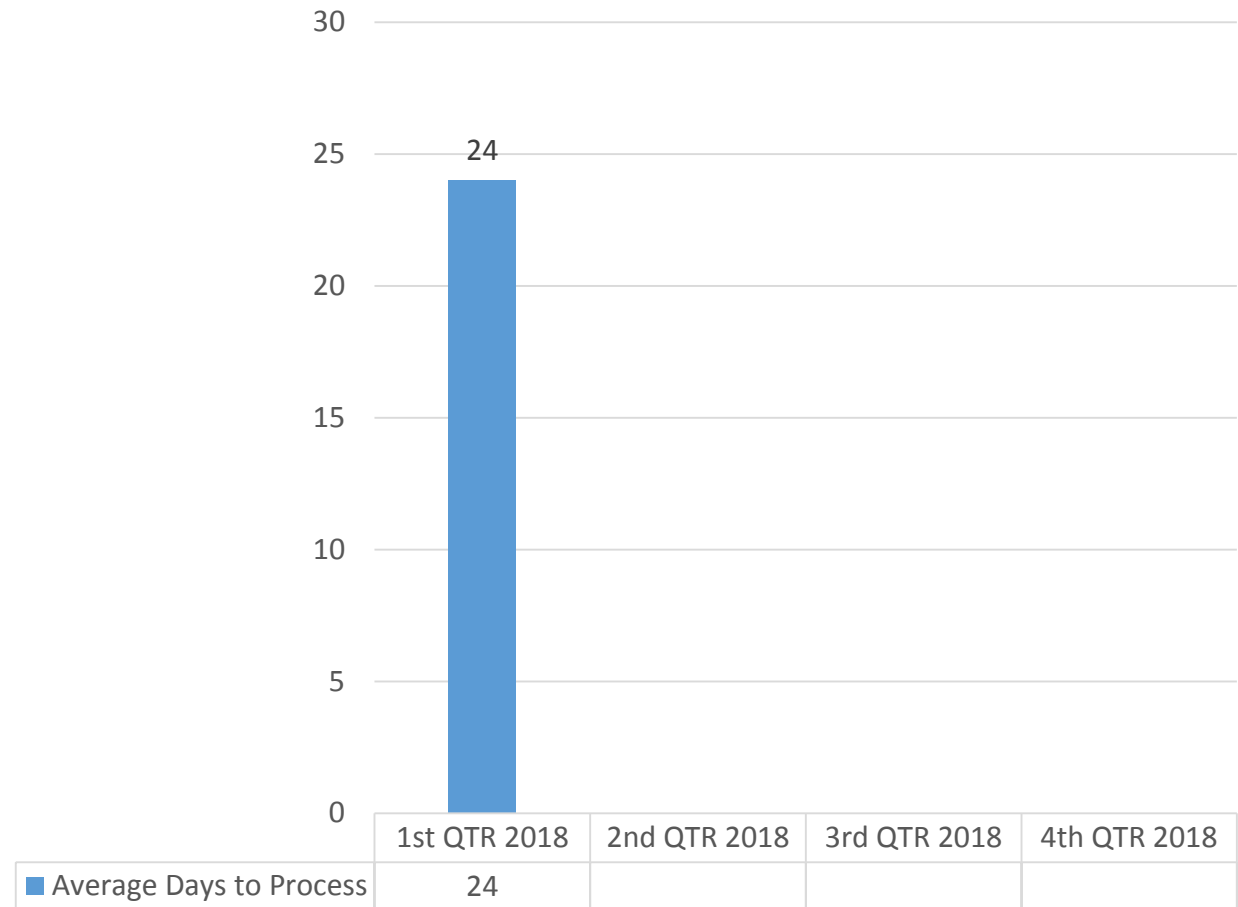
Cornerstone Alliance, Inc. Dashboard



Average Days to Process Recredentialing Applications

This slide shows the number of calendar business days to process Recredentialing Applications from initial submission to approval by Committee or Credentialing Committee Chairman.

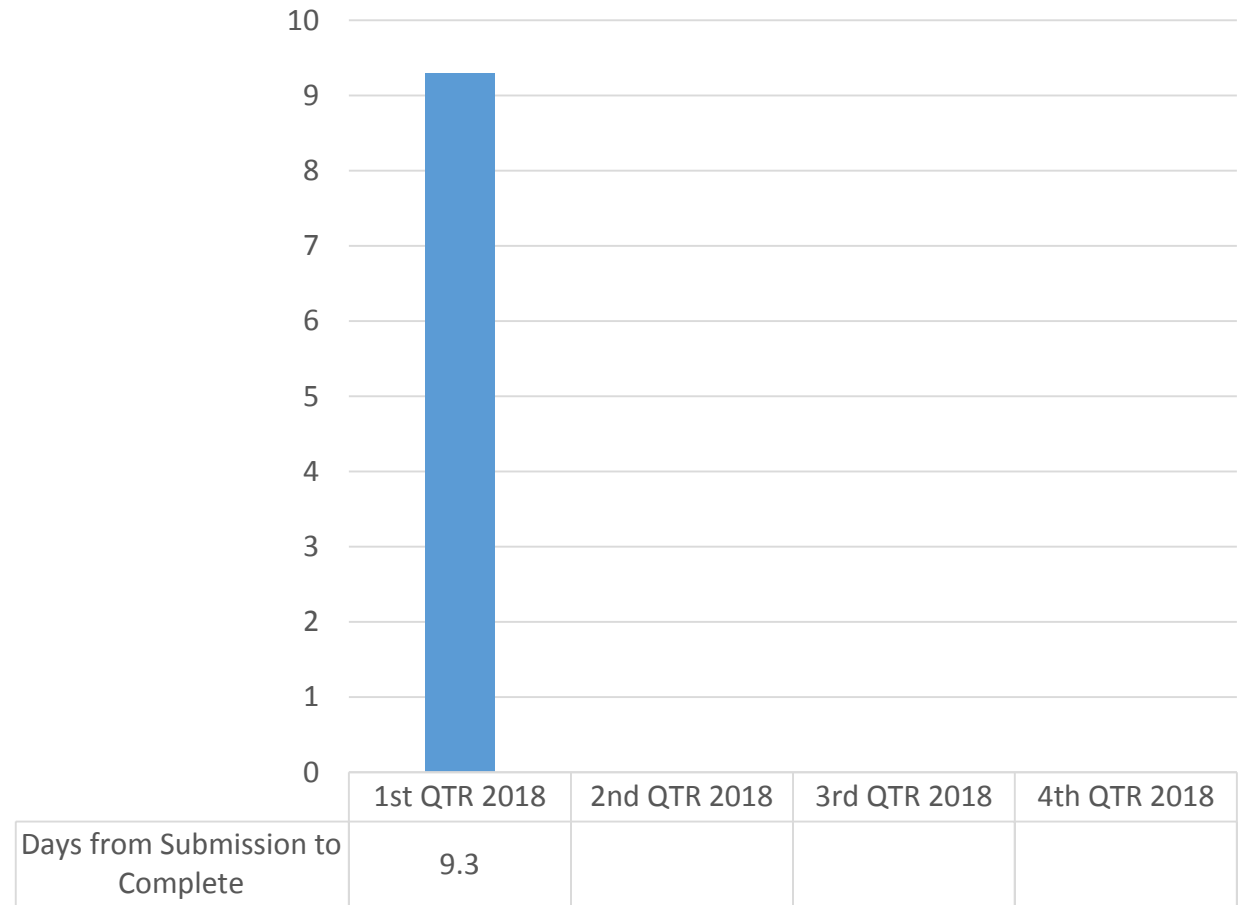
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Days from Initial Submission to Complete Application for Initial Applications

Per Ohio law credentialing entities must contact the applicant within 21 calendar days of his/her initial submission if any additional information is required to declare the application complete. This slide shows the average number of business days from initial submission by the provider to the date that the application is declared complete. Once a file is declared complete it can then move on to the next step in the credentialing process.

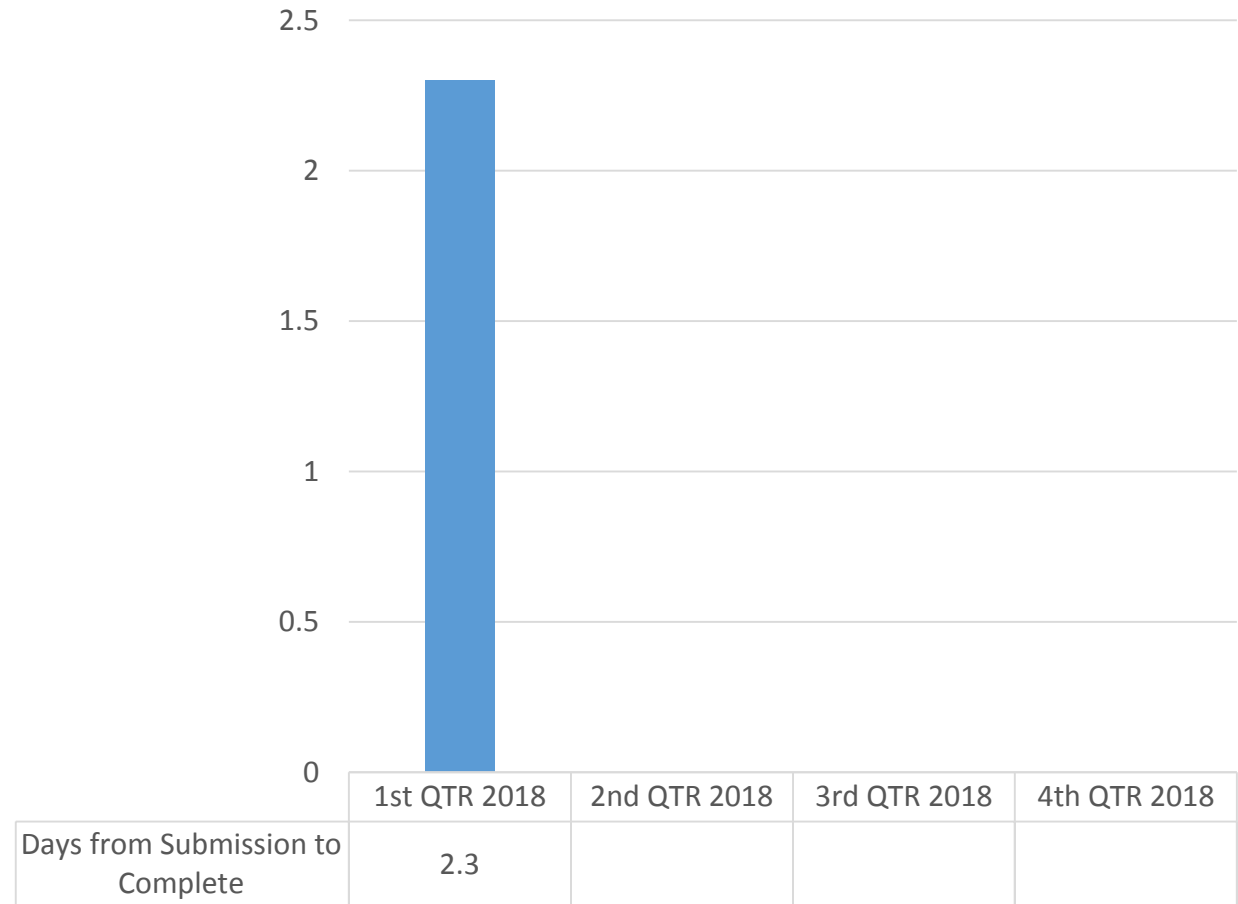
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Days from Initial Submission to Complete Application for Recredentialing Applications

Per Ohio law credentialing entities must contact the applicant within 21 calendar days of their initial submission if any additional information is required to declare the application complete. This slide shows the average number of work days from initial submission by the provider to the date that the application is declared complete. Once a file is declared complete it can then move on to the next step in the credentialing process.

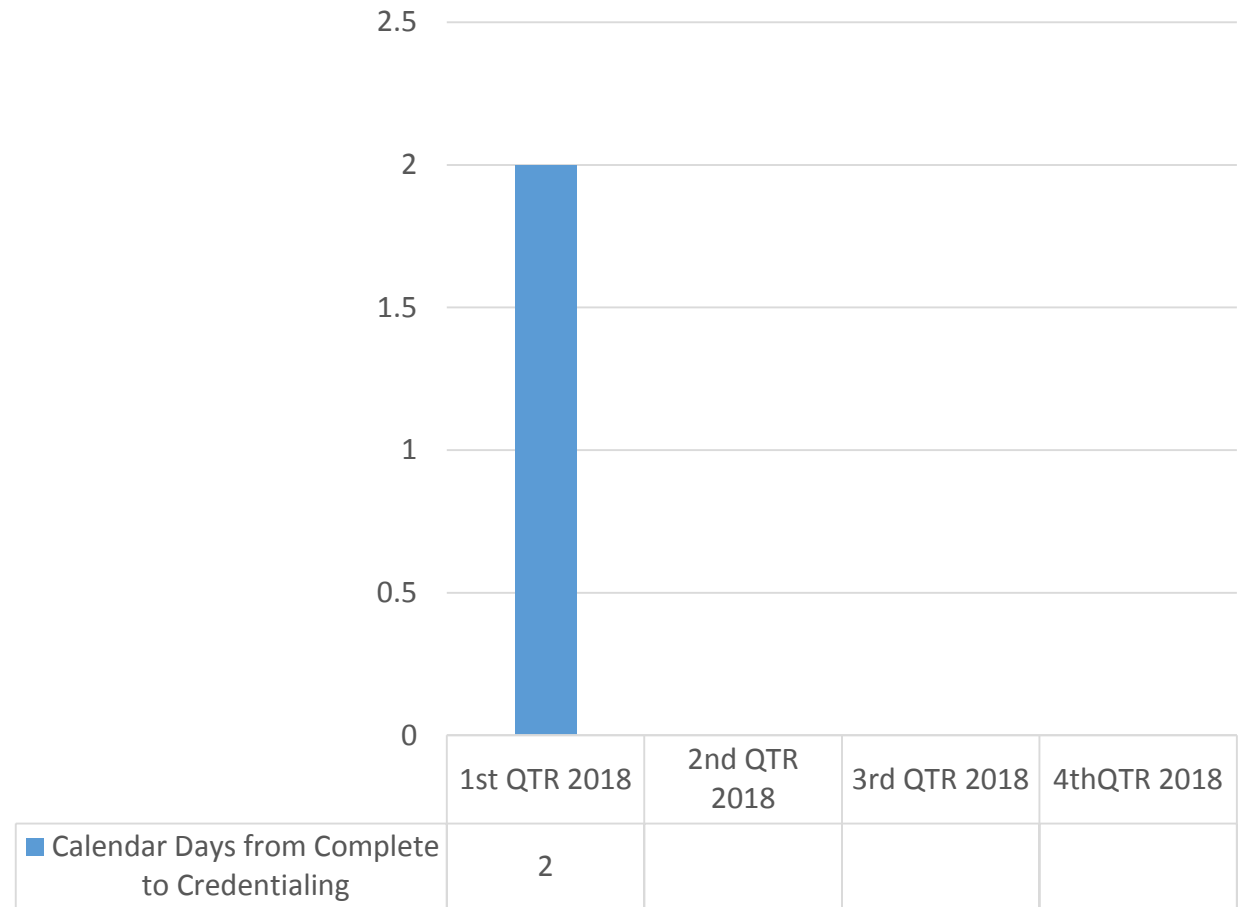
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Average Calendar Days Between Application Declared Complete to Initial Credentialing Decision

Once a file is declared complete it is then processed by performing the required checks for that particular provider type. During the first quarter it took an average of two calendar business days to process an Initial application from when it was declared complete to when a decision was made—the initial credentialing date.

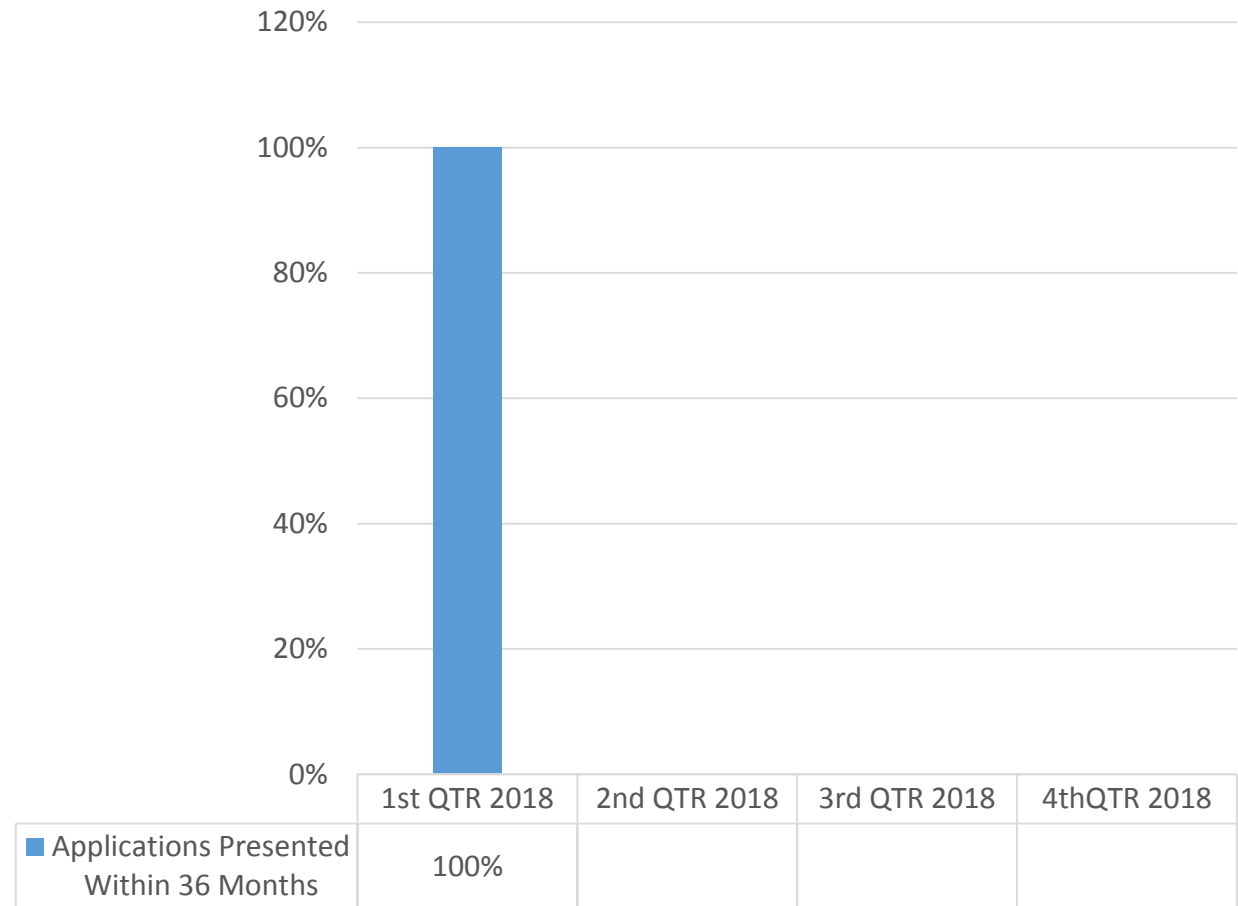
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Percentage of Recredentialing Applications Presented to the Credentialing Committee within 36 Months of Prior Credentialing

Cornerstone requires that participating providers are recredentialed every 36 months. This slide validates that all Recredentialing applications processed were within that timeframe.

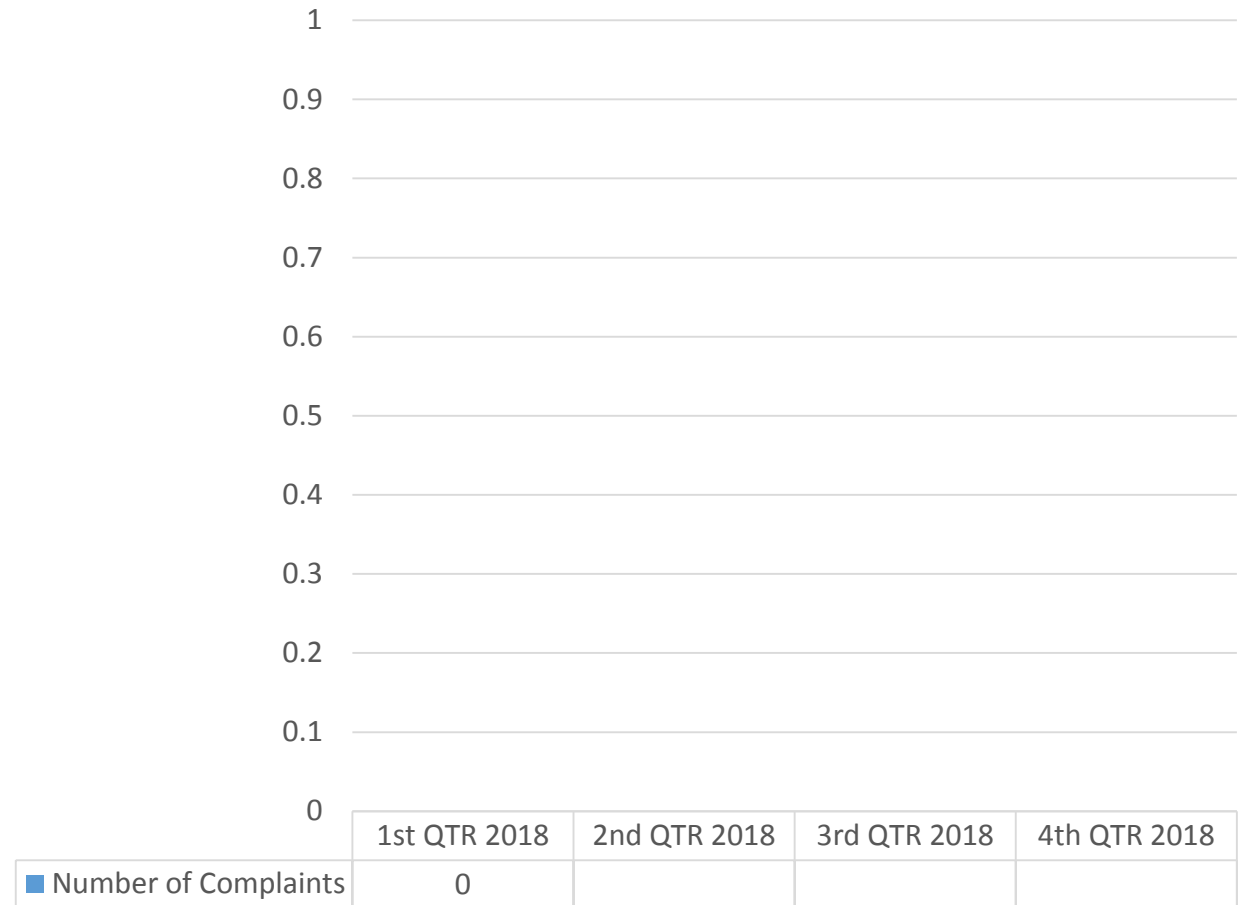
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Number of Payer Complaints or Cornerstone Member Complaints Received

This slide documents that we received no complaints by Payer entities or Cornerstone Members regarding our services during the first quarter of 2018.

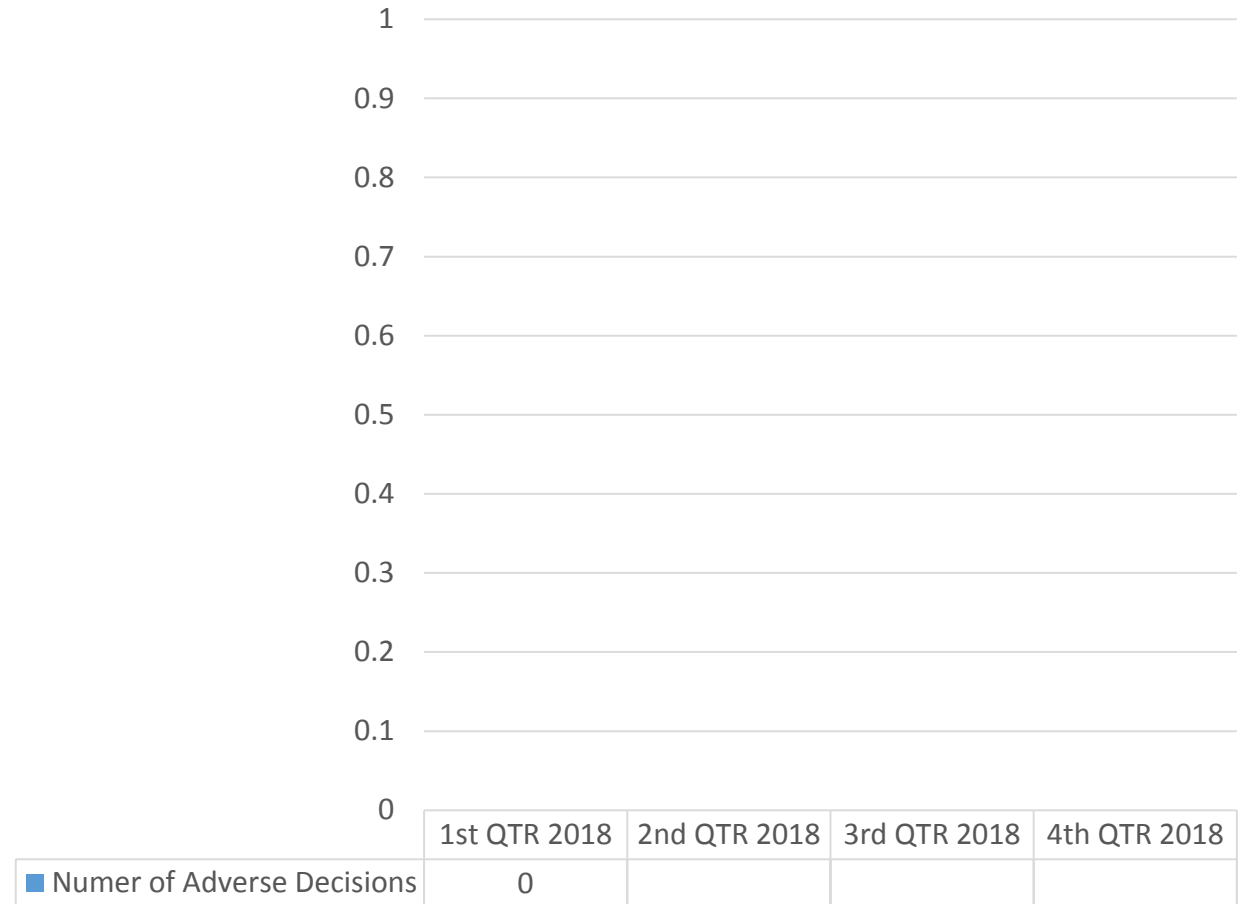
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Number of Denied Applications, Involuntary Terminations or Adverse Credentialing Decisions

There were no denied applications, involuntary terminations or adverse credentialing decisions during the first quarter of 2018.

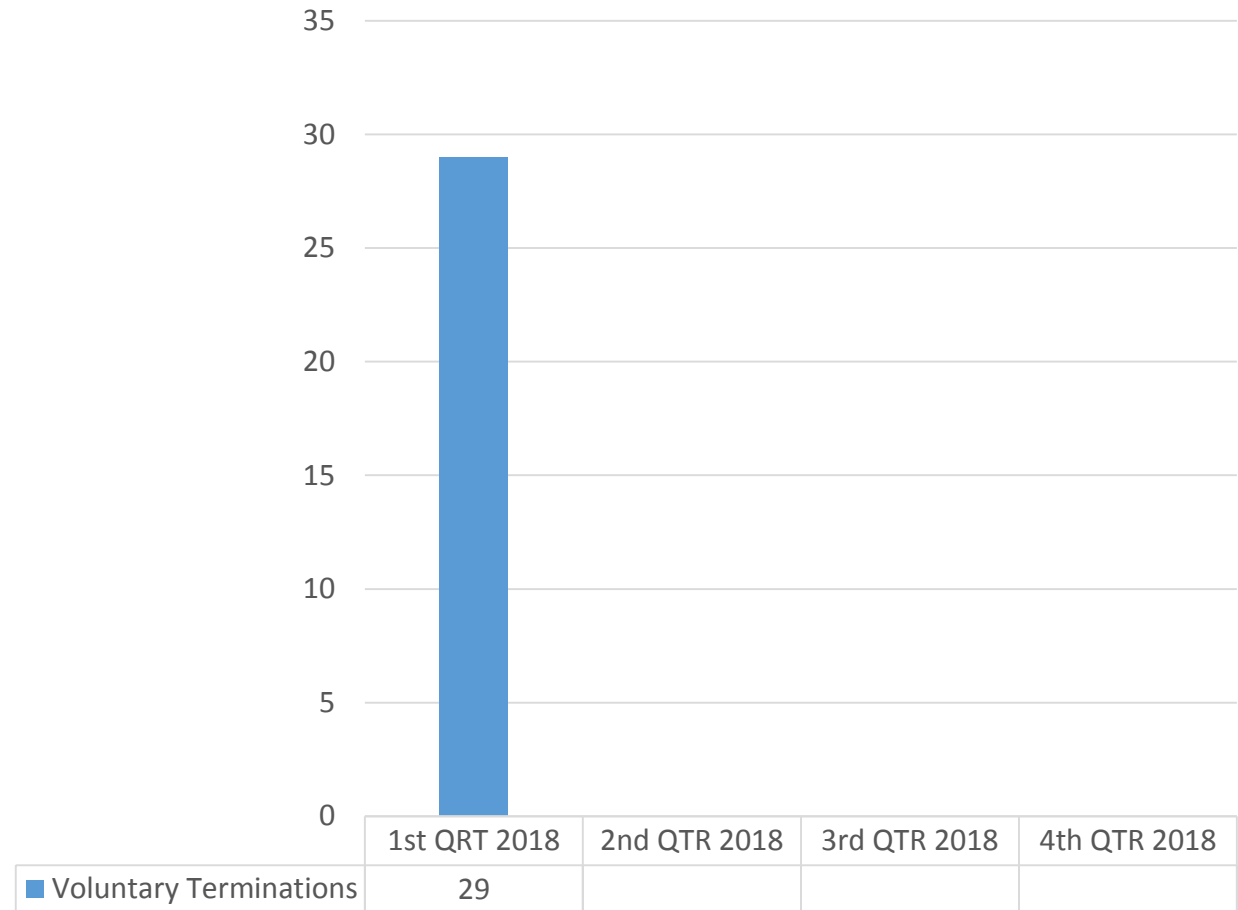
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Number of Voluntary Terminations

This number is reflective of Cornerstone Member Providers who have retired, relocated or left their practice.

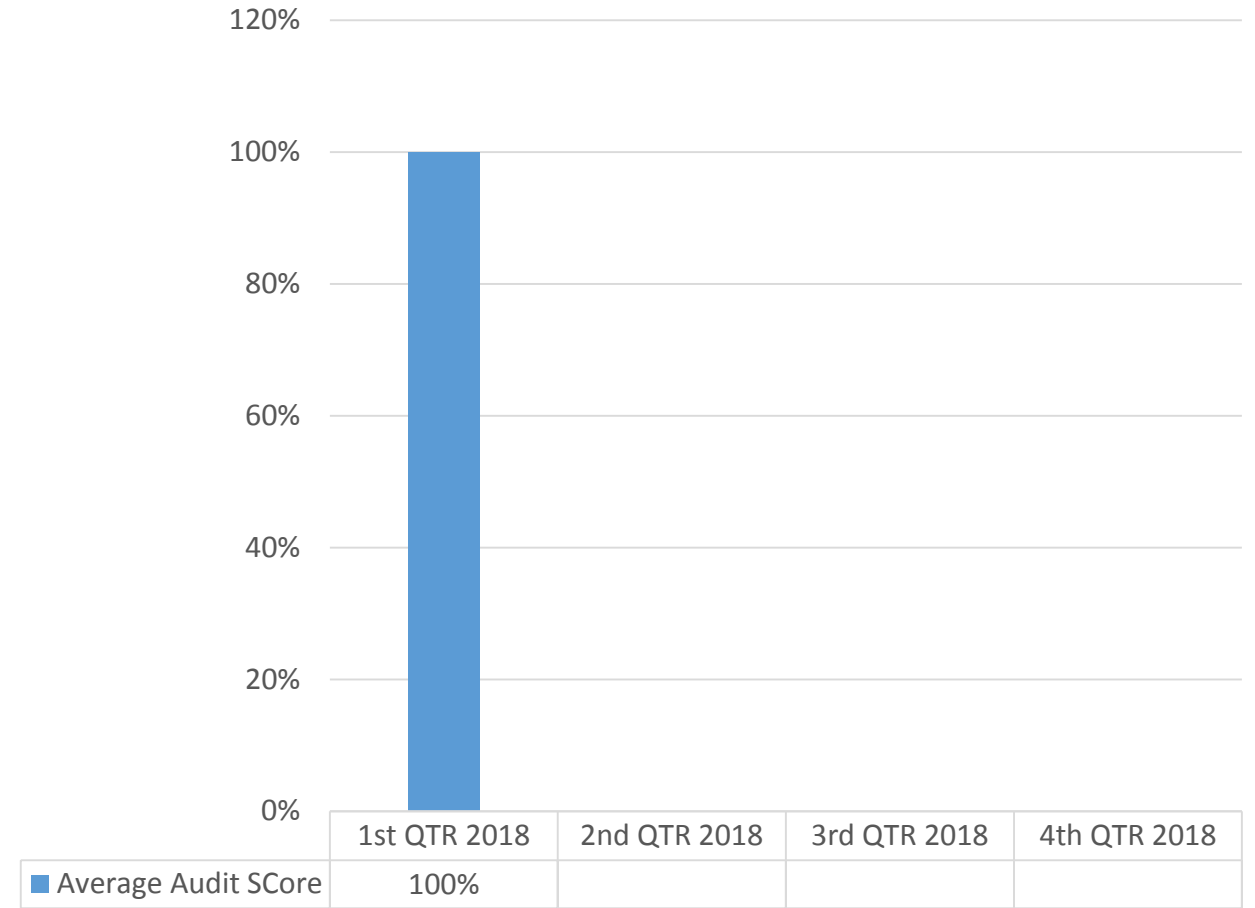
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Average Percentage of Audit Scores for the Quarter

Contracted carriers have the ability to periodically audit Cornerstone’s credentialing files and credentialing policies and procedures. Entities auditing this quarter included, Anthem, Buckeye, Cigna, MMO, MultiPlan/PHCS and UHC. Two carriers—MMO and MultiPlan-- indicated that Cornerstone passed the audit but did not issue a score. Three entities—Anthem, Cigna and UHC reviewed both the files and our policies.

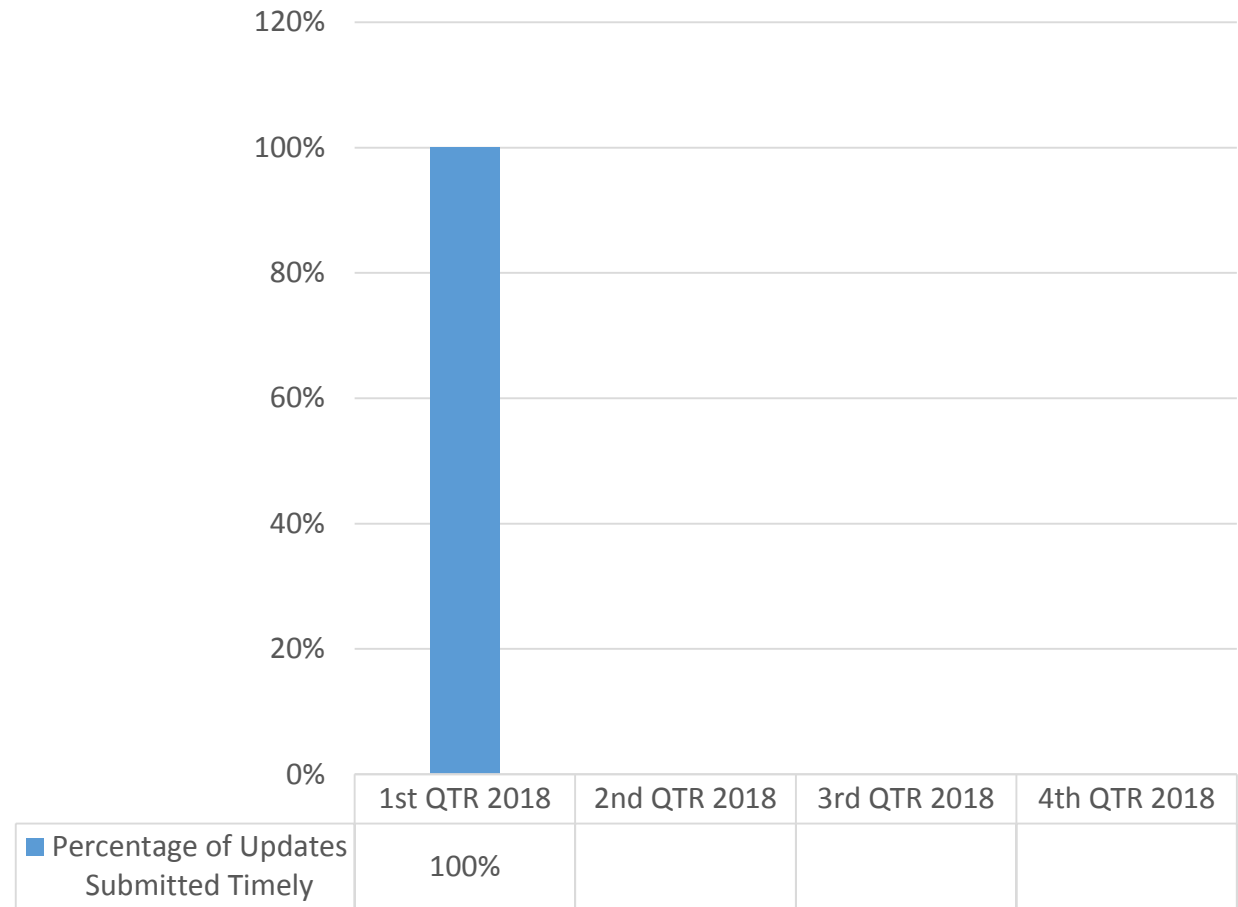
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Percentage of Payer Updates Submitted On Schedule

All Cornerstone payer updates for the quarter were submitted before scheduled or on schedule.

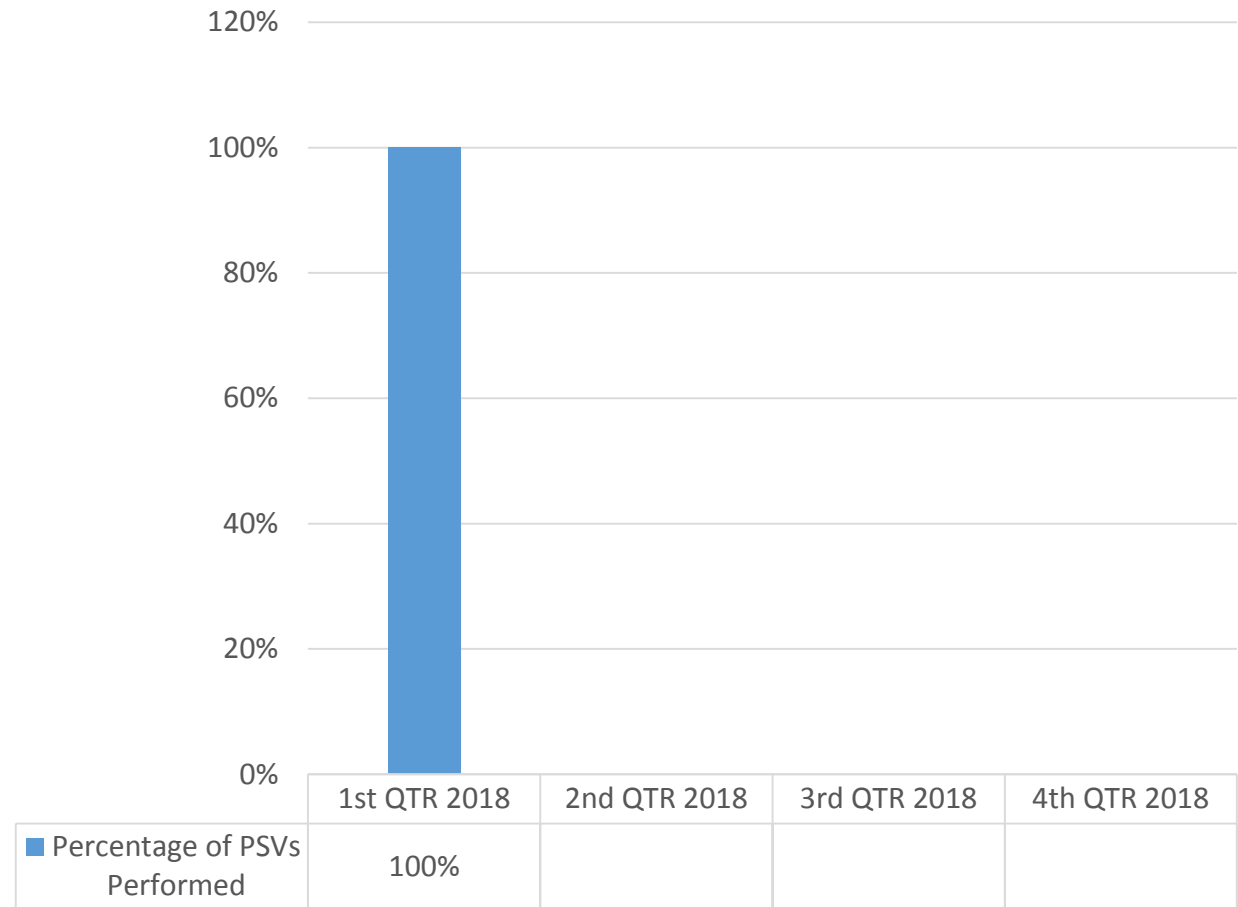
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Percentage of Applications Processed Upon Which the Required Primary Source Verifications Were Performed

Per the audit findings it was verified that all of the files processed during the quarter had the appropriate primary source verifications performed per our Credentialing Manual. Examples of the verifications performed would include: AMA/ADA, OSMB, ABMS, FSMB, SAMS and NPDB.

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Percentage of Applications Processed Upon Which the Various Checks for Participation Were Effective on Date of Credentialing

Per the audit findings it was verified that all of the files processed during the quarter had the appropriate checks performed to validate that the provider met credentialing standards upon the day of credentialing. Checks involved include: Current license, current malpractice, current hospital privileges and DEA.

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