

PROVIDING THE BENEFITS BALANCE™

New Positions at MedCost Focus on Enhanced Client Services

Solutions for your business and a positive experience for you and your health plan members are central to everything we do at MedCost. That's why we're excited to announce the addition of two new positions focused on delivering an even greater value for your company.



Tony Collins joins us as **Director of Customer Experience**. He will oversee our customer and client service teams to ensure that you continue to receive the highest levels of satisfaction. As a member of the leadership team, Tony will represent customer experience at every level of decision-making.

Tony brings unique insight having led benefits administration teams in both customer service and human resources. His customer service skills began at MedCost 12 years ago where he rose to leadership positions, before becoming Benefits Manager at Wake Forest Baptist Medical Center. His combined experiences create a depth of understanding as a voice for clients and allow him to guide staff in increasingly effective ways to address your challenges.



Kati Davis, our **Manager of Product Management and Customer Solutions**, brings an award-winning career in corporate wellness. She will direct wellness strategies that enhance member health and positively impact health plan costs. Kati's consulting services and product offerings will help employers cultivate a culture of health, while educating employees to be better health care consumers.

Kati's credentials equip her to understand your needs and challenges. She comes to us from Carolinas HealthCare System, where she was Director of the LiveWELL Health Plan and employee wellness program. She holds a Master in Health Promotion and Behavior from the University of Georgia, with a focus on worksite health promotion.

We know you will enjoy working with Tony and Kati as they develop high-quality, cost-effective solutions for your health plan and strive to deliver a positive experience through every MedCost interaction. Thank you for the privilege of serving you!