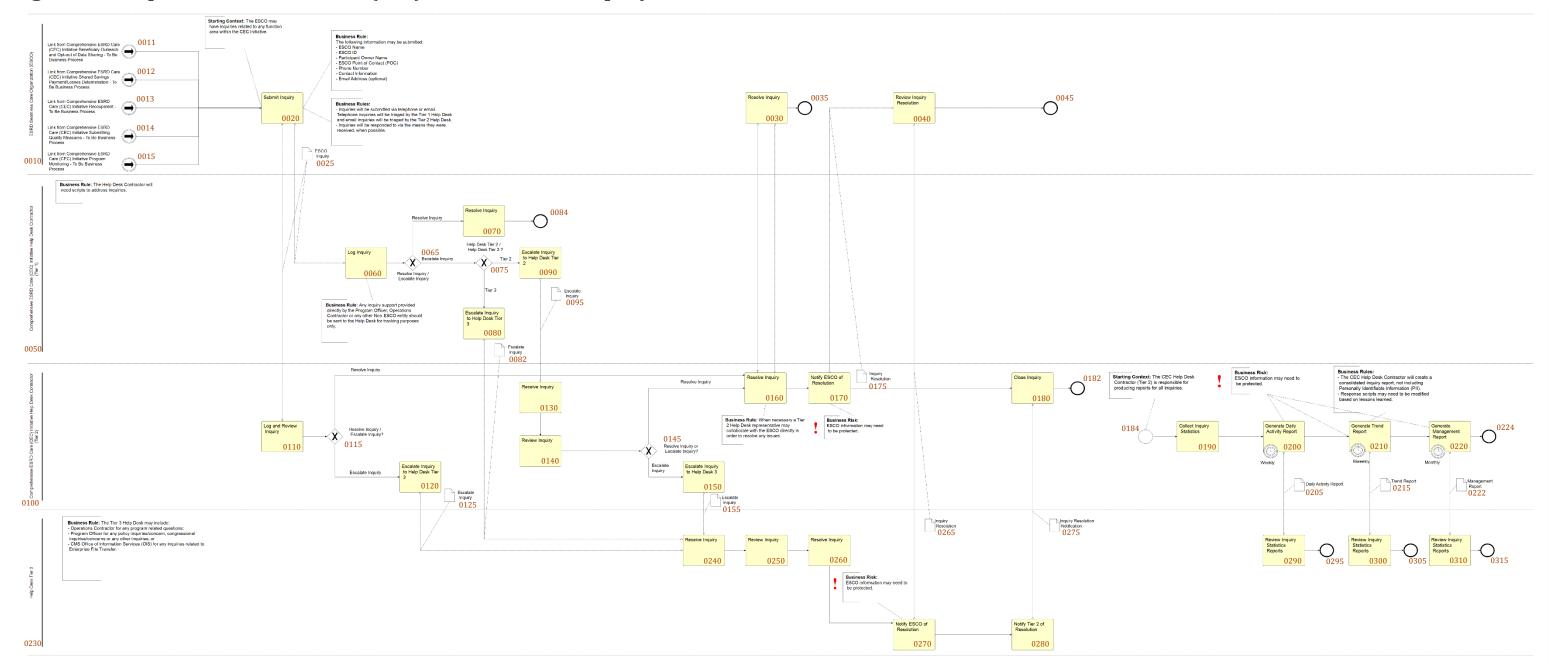


Figure 2: Comprehensive ESRD Care (CEC) Initiative ESCO Inquiry and Grievance - To Be Business Process



December 12, 2014 Page 3 of 3