



Take a few moments to identify external influences that affect the member experience.

-
- 1) How does social media affect the member experience?
 - 2) Why do you think agents/brokers affect the member experience?
 - 3) How does product design play a role in the member experience?
 - 4) What are some of the ways providers impact the member experience? What does “provider” mean to you?
 - 5) What other external influences do you think affect the member experience?