

FEBRUARY 2026 ISSUE

# LMP INSIDER

A MONTHLY ROUNDUP OF NEW TIPS, TOOLS AND INSPIRATION



## Address Member Concerns with “A – Heart”

Utilize this service recovery guide to resolve member concerns.



TO DOWNLOAD  
THE TIP SHEET,  
SCAN THE QR CODE

## A - HEART



## Great Service Matters — Even on Busy Days

These 3 tools make it easy for your team to shine.



TO DOWNLOAD  
THE TOOLS,  
SCAN THE QR CODE

## Icebreaker: Is Your Heart Healthy?

Use this icebreaker to tackle a serious topic.



TO DOWNLOAD  
THE ICEBREAKER,  
SCAN THE QR CODE

