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**Bybee, Cressinda**

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**From:** pearlreapaf@comcast.net  
**Sent:** Monday, April 14, 2014 3:37 PM  
**To:** Bybee, Cressinda  
**Subject:** Questioning Highmark's response to a comment

Good Afternoon,

I have read Highmark Inc.'s response to Mr Omick's comment dealing with the merger/takeover of Highmark and Northeast Pennsylvania Blue Cross. I have even read multi times and I still can not see how Highmark can state: "Highmark has the scale, capabilities, and the experience that are needed to ensure the long-term availability of affordable and high-quality health care products for consumers in northeastern Pennsylvania and contiguous counties. When they have a habit of laying off the employees who have the experience, and capabilities to service the members and their northeastern co-workers. Highmark also has been known to withdraw products that are affordable for members who have limited income on the lower rungs of the income ladder. They will come out with a new version of it but they will raise the rates beyond what the former members can afford. The only scale they can balance on is their advertising scale and that is a little off balance.

Highmark needs to start explaining their actions and practices in the same language as everyone else is accustomed to. That is what is meant by transparency in running a business or government. It should be able to be seen and understood clearly.

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"a person makes a title, a title does not make a person, I respect a person"/2010pb

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