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**Brackbill, Robert**

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**From:** Nolte, Megan K [megan.nolte@highmark.com]  
**Sent:** Thursday, April 12, 2012 9:38 AM  
**To:** Brackbill, Robert  
**Subject:** Testimony  
**Attachments:** Amy Crawford Testimony to PA Insurance Dept.doc; Megan Nolte Testimony to PA Insurance Dept.doc

Mr. Brackbill,

Attached is testimony from both WPAHS's Amy Crawford and me. We have registered as employees of West Penn Allegheny and Highmark and would like to testify together. Thank you.

Thank you,

*Megan K. Nolte*

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Amy Crawford, RN, Testimony to PA Insurance Department  
Hearing

I'd like to thank the Insurance Commissioner for the opportunity to be here today.

My name is Amy Crawford and I have been a registered nurse at West Penn Hospital for the past six years. I work in our bone marrow transplant unit, where we care for the sickest of the oncology patients.

While I've been offered promotional opportunities to move to more administrative roles at West Penn, I chose to remain at the bedside. Like my colleagues across West Penn Hospital, and throughout the West Penn Allegheny Health System, I am 100 percent committed to providing the best possible care to those who need me.

I am particularly honored to be here today to represent the 11,500 employees of the West Penn Allegheny Health System – but especially those of us who work in Bloomfield. I am acutely

aware that our ability to provide care for patients at West Penn Hospital has been in jeopardy over the past few years. The people I work with provide tremendous care, but my system's financial situation threatened to close our doors for good. I saw our emergency department close a year ago, and I saw both jobs and patients lost. I am very thankful to Highmark for helping create new jobs at West Penn, for reopening our emergency room, and for reinvigorating our hospital. We are once again able to provide full-service care to our community.

This is vital because I see patients every day who are literally fighting for their lives. These patients go through so much that I would hate to think of a future with no choice in where they receive care. Like my colleagues, I believe that an affiliation with Highmark can help preserve West Penn Allegheny's ability to provide the quality care that our patients deserve and depend on.

That is why I am here today. I am proud to represent all West Penn Allegheny employees who are hoping that the Pennsylvania Insurance Department will approve the proposed

affiliation with Highmark. We believe that this alliance represents a needed step to preserve patient choice in our region.

I would like to present the committee with a petition signed by 6,000 employees, patients and family members in support of this affiliation. I believe, as do the thousands of my coworkers who signed this petition, that affiliation with Highmark would be beneficial for our patients. It has always been our mission to put patients first, and I ask you today to help us preserve that mission.

Thank you once again for this opportunity to share my thoughts with you.

## Megan Nolte Testimony to PA Insurance Department Hearing

Thank you, Mr. Commissioner, for the opportunity to speak today.

My name is Megan Nolte, and I have been an employee of Highmark for the past five years. In that time, I have come to know and appreciate the character of this company, as exemplified by my co-workers and friends. What I have learned can be stated very simply.

Highmark cares, because its people care.

My job is in the Customer Service area of Highmark, which means that I get to interact with our members every single day. They come to us with issues and questions and with the expectation that we will be able to help them.

Our goal is to help our healthcare consumers in every way possible. It's a way to demonstrate that Highmark cares, because its people care.

At the same time, the employees of Highmark also are part of that healthcare consumer population. That means we have the same concerns about maintaining adequate choices in our local healthcare marketplace.

Healthy competition is good for everyone.

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That is why I am so honored to be here representing the employees of Highmark.

We have a dedicated workforce across the state and across the nation. I can tell you that right here in Pittsburgh, our workforce represents an incredibly positive force for economic activity in the region.

We park, shop, eat, and enjoy cultural activities year-round. We volunteer in an incredible number of activities and support scores of worthwhile non-profit organizations. We care about what happens here.

We would like to express our strong desire that the Pennsylvania Insurance Department approve the proposed affiliation between Highmark and the West Penn Allegheny Health System. We believe that this alliance represents a needed step forward for the region.

As proof, I would like to present the committee with a petition signed by more than 3,500 Highmark employees in support of this affiliation.

In my career at Highmark, I have seen some great things that have made me so proud to be a part of this company.

I believe, as do thousands of my friends in the Highmark workforce, that the alliance with West Penn Allegheny would be another step forward – not only for Highmark, but more importantly, for the entire region.

Thank you once again for this opportunity to speak with you today.