Brackbill, Robert

From: pearlreapaf@comcast.net
Sent: Thursday, August 23, 2012 1:03 PM
To: Brackbill, Robert
Subject: HIGHMARK'S MISSION

Good Afternoon,

It has been over a year since the public hearing on Highmark coming to the rescue of West Penn/ Allegheny Health System and as of yet they have not announced an agreement or approval from the state. They have however keep announcing more and more engagements on taking over hospitals and medical entities so they can enhance the quality and types of services these places offer. Just last week they took up two columns in the Sunday paper to announce all the new employees in the cardiac surgery department at Allegheny General and they do not even own the place yet! We can only imagine what they will do if and when that happens.

In today's paper there was a sizable article about Highmark promising Jefferson Medical $75 million to update and enhance their facility when Jefferson allows Highmark take them over. The way the article read this was prompted by the fact that one person waited what they thought was too long in the emergency room. There was no mention of what other kind of emergencies came in at that time or the complete scenario of that particular day. But irregardless one unhappy person and the great Highmark comes riding in on its white horse to save the day or is it to add one fortress to its corporate arsenal?

Last week I had lunch with two friends in the food court of Highmark's designated home office building, Fifth Ave Place. When lunch was over I met up with another friend who took me up to her floor to see others I formerly worked with. She took me to the 20th floor that was the dedicated customer service floor. I had worked there a few years ago and it has always been a very populated, high energy, buzzing around floor. But not last week, there were more empty work stations than there filled ones. The buzzing around and high energy was no longer there. Highmark laid everyone off so they could save money for all of these endeavors to fatten their arsenal against UPMC. How much longer can they go into this "employee cookie jar" ? Without even asking and under different circumstances I learned at various times from different people and some of those have been at the company for over 25 years, that there will be another massive layoff before the end of the year going into the beginning of the year. The one person said that the same vibes that were going around the last two times before they happen are going around again. So she is getting herself ready both financially and psychologically for the layoff. Is this the way to run a business or go to work?

Has anyone required Highmark to project on how they are going to cover their debts or obligations to all these new endeavors after the first four years? They are taking the money from their reserves and the reserves are to cover their insurance members and not to adopt a number of other businesses. If they are relying on a good return on investments, they are only fooling themselves and I want all monies that they are holding of mine turned over to me. Obviously they can't handle money responsibly.

Please for everyone, everywhere, hold Highmark more accountable for their actions for the future and especially for the past. When you are getting rid of all your computer systems especially your accounting system under the impression of updating you are generally expected to have the accounts

brought up to date and balanced. I can guarantee you that Highmark's membership accounts receivable will not be in balance. As of last Friday the accounts on their own were not balanced or reconciled to the last payment. This was according to the people who are in the units.

Do you what you need to do but just remember, you are working for all of Pennsylvania and not just a certain group or date. Highmark is aiming for 2014

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a person makes a title, a title does not make a person. I respect a person