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Brackbill, Robert

From: Brackbill, Robert
Sent: Thursday, July 05, 2012 12:00 PM
To: 'Chronister, Ronald'
Subject: UPE/Highmark Form A Filing: Public Comment Received from Ms. Bittner

Mr. Chronister,

The following public comment concerning the subject filing is being forwarded to you for appropriate response.

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From: pearlreapaf@comcast.net [<mailto:pearlreapaf@comcast.net>]
Sent: Friday, June 29, 2012 3:00 PM
To: Brackbill, Robert
Subject: We were loyal to the end

Good Afternoon,

As time goes by more and more is coming out how Highmark treated its loyal long tenured employees that were layed off during 2010-2011 all for the readiness for the Affordable Care Act that is scheduled to be in full effect in 2014. Highmark's reasoning to their employees was that they wanted to be ready and not panic when the entire law became effective.

We all know now just by Highmark's actions that was not the case and behind the scenes will only confirm it. The latest is what they did not tell their employees at all campuses involved but led the State of Pennsylvania believe they did. They were able to do that when they have two campuses acting like the home campus. Camp Hill and Pittsburgh campuses are both on a power struggle. Ever since they merged and started sharing management it has been one large bottle of Advil after another and neither workforce will bend.

Recently it was discovered that not all the employees were privileged to information on TAA & TRA. They are to two programs for workers whose jobs are sent overseas by their management. These programs will pay for a worker's retraining or education in an approved education system and while the worker is in school will pay the worker up 104 calendar weeks. So to put it in simpler terms, TAA & TRA will support you and your education for up to 2 full years as long as you are in an approved by the state training program.

Highmark was to have arrange a meeting with its soon to be layed off employees and a person who is an expert on everything there is connected with TAA & TRA. But somehow it did not happen. Some were off on sick leave and never received any type of literature in their home mail and when they got back to work, were hurriedly ushered out the door since it was their last day. Nothing was discussed at the exit interview.

At the very beginning of all of this there was a two hour meeting and the programs were mentioned

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but never really explained in their entirety like they should have. Besides, this was before anyone was selected to be layed off and people were in a shocked worry mind set. In the fall of 2011 again at the exit interviews the programs were just barely mentioned.

So much mail was coming in to everyone's homes it became overwhelming and it was extremely difficult to reach anyone that knew anything about the plans.

Now if this is the way Highmark treats employees who have 16-40 years of service with them, how can you trust them to treat employees at all these facilities and providers offices fairly and with human decency? I can not fathom them changing their ways. They got away with this one, who is going to stop them from here on out?

No, I do not for all those hard working people that have given all they can to keep their places of employment going approve of Highmark sticking anything of theirs in there in the way of investment, personnel or anything else for that matter.

Can't trust them now, Will not be able to trust them when they get bigger.

Peg Bittner
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