

On Sep 21, 2017, 10:40 AM, Rose Marie Gallagher <rgallagh@wlgore.com> wrote:

Hi Lauren,

We look at "annual" as calendar year, so an Associate's clock starts over in January.

Does this match how your team interprets this as well?

Thanks,
Roe

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From: Laurencanniff <laurencanniff@protonmail.com>
To: Rose Marie Gallagher <rgallagh@wlgore.com>
Date: 09/20/2017 05:43 PM
Subject: [EXTERNAL] Contract questions Flagstaff Counseling Center

Hi Roe,

I wanted to touch base with to clarify a concern that came up with our staff at a recent meeting. It seems due to the changes of the contract over the many years that we have had it, we are interpreting the contract differently. We had verbal confirmation from Deb on past phone calls to function like a typical EAP contract and allow employees to use the benefits annually. Here is the paragraph in the contract we were reviewing:

"Associates will have the benefit of five (5) assessment/short term counseling sessions for up to three (3) separate life issues warranting utilization of the ASSIST Program services on an annual basis. Each session is 45 minutes to one hour in length. If it is determined on or before the fifth session that the problem is long-term (requiring more than 5 sessions with a counselor), the Associate will be given at least three referral options and will be referred outside the ASSIST Program to the most appropriate provider in the Highmark PPO Network for further treatment. One referral option for

treatment could be the counselor who conducted the assessment. "

As the contract is very important to us we want to honor it to the best of our abilities. The specific concern that came up was an example of a potential employee using the benefits late in the year, lets pretend in November. As per the language of the contract we are wondering if they will be able to start their 5 sessions again in the new year? It states annual but we do not want to misinterpret the language. Any clarification would be great so we can all function with the same understanding moving forward as a team.

We often switch roles in the practice and I will likely be the main point person moving forward. Andy is always available and will be the other W. L. Gore liaison until we make any changes. I simply wanted to start the conversation as our contact has been limited in the past year due to me having a baby:). Thank you again for the consideration in our question. Kindest regards,

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