

USPM Prevention Plan

February 27, 2014

Performance Failure: Failure to provide Bio Metric Results as outlined in agreed upon business process.

TimeLine:

- **November 25, 2013:** Human Resources began receiving emails and phone calls from employees who were unable to obtain the lab requisition to complete the Bio Metric Screening and some employees reported being turned away from our designated Lab Corp site. All were concerned about the impact this presented to them qualifying for premium incentives. They were advised that HR would research and take into account the delays and they would not be penalized.
- **Thursday, December 5, 2013:** USPM notified the HR Benefits Administrative Services team that they were preparing to enter into an exclusive agreement with Hooper Holmes to enable Walgreens and Lab Corp to both be able to complete Bio Metric Screenings. As a result, lab requisitions would not be available for participants upon completing the Health Assessment and participants would need to contact USPM to generate a lab requisition. It was also communicated that there might also be a delay in receiving the lab results.
- **Impact:** Lack of timely communication regarding changes to USPM's business changes resulted in an immediate halt to the effective administration of the Williamson County Prevention Plan. The HR Department was placed in a reactive mode to address and respond to miscommunications made by both USPM and Lab Corp staff to our employees.

Overall Results of Performance Failure: December 5, 2013 – to present.

Disruption of Service: As a result of USPM altering their business model, over a period of (30) days, Williamson County employees experienced a delay or were not able to obtain a lab requisition resulting in an immediate impact on the employee's ability to complete the Bio Metric Screening in a timely manner.

Incomplete Reporting: The HR Benefits Administrative Services team has received incomplete lab results. Monitoring the resolution of incomplete biometric labs has resulted in extensive Benefits Administrative Team resources to ensure accuracy of information reported.

Billing Issues: The January USPM invoice is currently pended for payment until confirmation of completed labs services billed is provided.