



CEO TOWN HALL MEETINGS MAY 2020 FREQUENTLY ASKED QUESTIONS

NUMBERS INCLUDED IN THIS DOCUMENT ARE AS OF MAY15. As this continues to be an evolving situation, figures change daily.

EMPLOYEE

If "strong social distancing" is encouraged for additional months to come, would we risk bringing people back into the building? People could be a-symptomatic and many of us have children and/or older family members at home.

Last Wednesday, the Governor released detailed recommendations for the reopening of non-essential businesses called, COVID-19 Control Plan. There are 40 requirements related to wearing face masks; practicing social distancing; conducting health screenings; addressing an employee's positive COVID-19 case; cleaning the facility; and communicating with staff. The Crisis Emergency Response Team (CERT) is carefully reviewing the document against our current facility safety plan, determining what actions need to be taken, and drafting Neighborhood's COVID-19 Control Plan as required by the state.

Neighborhood continues to have a deliberate, methodical approach to responding to the pandemic. As such, we will be working as a predominately remote workforce for the near future. Neighborhood will not change its current status of only essential staff allowed in the building until we are fully prepared and we can keep staff and their families safe – and that includes ensuring you have ample notice and plenty of time to prepare for returning on-site.

Is there a plan in place for employees who live in Massachusetts and may still be under a stay at home advisory even when Rhode Island lifts theirs?

Neighborhood continues to have a deliberate, methodical approach to responding to the pandemic and will take into consideration the impact to staff living in states like Massachusetts and Connecticut. Staff is encouraged to have an ongoing dialogue with their managers about their individual circumstances as we progress towards returning on-site.

Has Neighborhood saved any money from employees working remotely? Ex: Electricity, supplies, coffee, etc.

While Neighborhood has seen some reduced costs associated with working remotely, there have also been cost increases in other areas including supporting remote work, cleaning supplies and other essential items to prepare the building for staff to return. Additionally, Neighborhood is committed to paying all staff their full wages during this High Alert phase.

Childcare is very tough at this time, there are times where I have to try and take calls and watch a one year old at the same time. How is the company responding to that especially for the people in member services?

All Neighborhood staff that work from home (WFH) while also caring for children should be mindful of interactions they are having via phone, Skype, RingCentral or any other virtual meetings. We also ask that staff secure their work environment to protect personal health information or PHI. Managers are responsible for clarifying expectations and determining if alternate work hours/schedule are reasonable and



appropriate. Less traditional work hours – i.e. working at night instead of the typical work day hours – may help continue business as usual (BAU) duties during the pandemic and ensure we continue to support our members. Neighborhood is committed to ensuring all staff are paid during this period of High Alert regardless, and want to ensure all staff will make every effort to conduct BAU duties through this challenging time. Staff is encouraged to speak with their managers to discuss situations unique to their WFH situation.

Has it been considered to keep all or some employees WFH permanently?

Neighborhood is steadfast in its commitment to keep staff healthy, provide a safe work environment, and maintain business operations on behalf of our members and providers. Neighborhood is conducting a deliberate, methodical approach to prepare for returning on-site and WFH permanently will part of that assessment.

Do we know if any employee has tested positive for the virus and when the company eventually moves back into the office, how do we guarantee the safety of all employees since we sit close within the vicinity of each other? Would employees be required to wear masks in the 9-5 aspect?

Neighborhood has had a few employees that have tested positive COVID-19, but these staff are part of our remote workforce and did not put our building or essential staff at risk.

Neighborhood is preparing a safe work environment as we begin to reopen the building. Neighborhood is steadfast in its commitment to keep staff healthy, provide a safe work environment, and maintain business operations on behalf of our members and providers. There is still work to be done to prepare the organization and the building for reopening to staff and visitors. This includes, but may not be limited to, setting up protocols for daily health screenings; securing a vendor for deep cleaning and decontamination of the building; establishing new policies for common areas to maintain social distancing and sanitizing practices; and creating a comprehensive training program that will orient staff to the new policies and procedures before reopening the building. Executive leadership is developing plans for which staff return to the building and when.

COMPANY RELATED

How will the Health Rules upgrade affect our working relationship with SS&C? Will they continue to take in claims for the Commercial and Integrity lines of business?

Neither the HealthRules upgrade nor the re-architecture will change our relationship with SS&C. They will continue to process Commercial and INTEGRITY claims as they do today. Medicaid is the only product on HealthRules. The impact to SS&C will come once we complete migration – the timeline for which is being refined.

What does the recent Supreme Court ruling that the federal government owes billions of dollars to ACA insurers for risk corridor payments mean for Neighborhood?

Neighborhood views the ruling as a victory as that the federal government is being required to honor the commitment to the program which ultimately supports a stable market. However, we don't expect a financial impact to the plan or our members.