Pathway and THRIVE appreciate your commitment to our success. We’re equally committed to providing you with competitive, affordable benefits to help you take care of yourself and your family.

At Pathway and THRIVE, nothing is more important than your overall wellbeing. Our inclusive and comprehensive suite of benefits supports every aspect of your wellbeing, inclusive of emotional, physical and financial health.

This benefits guide has been prepared to summarize the benefits available to eligible employees for the 2021 plan year. Please read this information carefully. This benefits guide is not intended to be exhaustive, so please refer to the plan documents pertaining to each plan for more information.

If you have any questions not answered by this guide, or if you need assistance with your benefits, please contact our benefits team at 800.542.8143 or email benefits@pathwayvets.com.
A FEW NOTES ABOUT ENROLLING IN BENEFITS

- If you’re an existing employee, you must make all coverage changes during the annual Open Enrollment period. For example: adding or removing coverage for yourself or dependents or changing plans.
- If you’re a new hire, you must make your elections within 31 days of being hired. Your elections will remain intact for the remainder of 2021. You’ll find your New Hire benefits task in your Workday inbox.
- You must wait until the next Open Enrollment period to add coverage or make changes, unless you have a qualifying life event as defined by the IRS.
- Most benefit elections are made in Workday, with the exception of Carrot, Tuition.io, Bright Horizons, Perks at Work and 401(k).

The IRS requires that you make changes to your coverage within 31 days of your qualifying life event. You’ll need to provide proof of the event, such as a marriage certificate, divorce decree, birth certificate or loss-of-coverage letter.

Here are some examples of qualifying life events:

- Birth, legal adoption or placement for adoption.
- Marriage, divorce or legal separation.
- Dependent child reaches age 26.
- Spouse or dependent loses or gains coverage elsewhere.
- Death of your spouse or dependent child.
- Spouse or dependent becomes eligible or ineligible for Medicare/Medicaid or the state children’s health insurance program.
- Change in residence that changes coverage eligibility.
- Court-ordered change.
- Spouse’s open enrollment that occurs at a different time than yours.

Qualifying life events: It is your responsibility to notify benefits@pathwayvets.com within 31 days of the qualifying life event. Failure to do so may result in an inability to change your benefit election(s).

Please remember to add your Social Security Number and the Social Security Numbers of your dependents during enrollment.
Eligibility

Eligible employees

You may enroll in the benefits program if you’re a regular, full-time employee who is actively working a minimum of 30 hours per week. As a benefits-eligible employee, you have the opportunity to enroll in benefit plans as a new hire or during the annual Open Enrollment period.

If you’re enrolling as a new employee, you become eligible for benefits the first of the month following 30 days from your hire date. For example, you’re hired on March 15. Your benefits will be effective on May 1. You must complete your enrollment in Workday by April 15.

If you’re an existing employee at a hospital that newly partners with Pathway in 2021, you’re eligible on the first of the month following the partnership date. For example, your hospital partners with Pathway on March 15, your benefits are effective on April 1. You must complete your enrollment in Workday by April 15.

Eligible dependents

As you become eligible for benefits, so do your eligible dependents. In general, eligible dependents include:

- Your spouse to whom you’re legally married, including an opposite-sex spouse, a same-sex spouse or a common-law spouse (in applicable states).
- A domestic partner for whom you can provide proper documentation. (Premiums for DPs are post-tax.)
- Your or your spouse’s married or unmarried child who is under age 26, including a natural child, a stepchild, a legally adopted child, a child placed for adoption, or a child for whom you or your spouse are the legal guardian.
- An unmarried child age 26 or older who is or becomes disabled and who is dependent upon you. A Statement of Dependent Eligibility must be completed and approved by the carriers.
- A child for whom healthcare coverage is required through a qualified medical child support order, other court order or administrative order.
COINSURANCE:
Coinsurance is your share of the costs of a covered healthcare service, calculated as a percent (for example, 20%) of the allowed amount for the service. Your coinsurance will begin after you have met your deductible. For example, if the health plan’s allowed amount for an office visit is $100 and you’ve met your deductible, your coinsurance payment of 20% would be $20. The health plan pays the rest of the allowed amount.

COPAY:
A copay is a fixed dollar amount you pay for a healthcare service. The amount can vary by the type of service. Your copays will not count toward your deductible but will count toward your out-of-pocket maximum.

DEDUCTIBLE:
The deductible is the amount you owe for covered healthcare services before your plan begins to pay benefits. For example, if your deductible is $2,800, your plan won’t pay anything until you’ve met your $2,800 deductible for covered healthcare services subject to the deductible. Preventive care is not subject to the deductible as it is covered 100% by any medical plan option.

EXPLANATION OF BENEFITS (EOB):
An EOB is a statement from the insurance company showing how claims were processed. The EOB tells you what portion of the claim was paid to the healthcare provider and what portion of the payment, if any, you’re responsible for.

IN-NETWORK VS. OUT-OF-NETWORK:
A network is composed of all contracted providers. Networks request providers to participate in their network, and in return, providers agree to offer discounted services to their patients. If you pick an out-of-network provider, your claims will be higher because you will not receive the discounts the in-network providers offer.

OUT-OF-POCKET MAXIMUM:
The out-of-pocket maximum is designed to protect you in the event of a catastrophic illness or injury. Your out-of-pocket maximum includes your deductible, coinsurance and copays that come out of your pocket. After you have paid the specified out-of-pocket amount during a policy year, the plan pays the remaining covered services at 100%.

PREVENTIVE CARE:
Routine healthcare services can minimize the risk of certain illnesses or chronic conditions. Examples of preventive care services include but are not limited to physical exams, mammograms, flu vaccines, prostate tests and smoking cessation.

REASONABLE AND CUSTOMARY:
The amount of money a health plan determines is the normal or acceptable range of charges for a specific health-related service or medical procedure. If your healthcare provider submits higher charges than what the health plan considers normal or acceptable, you may have to pay the difference.
MEDICAL BENEFITS

Pathway and THRIVE are committed to helping you and your dependents maintain health and wellbeing by providing you with access to the highest levels of care. We offer you a choice of three medical plan options through Blue Cross Blue Shield TX for 2021:

- High Deductible Health Plan (HDHP)
- Base PPO
- Buy-Up PPO
# Medical and prescription drug plan summary

<table>
<thead>
<tr>
<th>Medical/Plan</th>
<th>HDHP</th>
<th>Base PPO</th>
<th>Buy-up PPO</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Deductible</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual In-network</td>
<td>$5,000</td>
<td>$2,500</td>
<td>$1,500</td>
</tr>
<tr>
<td>Individual Out-of-network</td>
<td>$5,000</td>
<td>$10,000</td>
<td>$3,000</td>
</tr>
<tr>
<td>Family In-network</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>Family Out-of-network</td>
<td>$10,000</td>
<td>$10,000</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Coinsurance (what you pay after the deductible is reached)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual In-network</td>
<td>0% after ded.</td>
<td>20% after ded.</td>
<td>20% after ded.</td>
</tr>
<tr>
<td>Individual Out-of-network</td>
<td>30% after ded.</td>
<td>20% after ded.</td>
<td>30%-50% after ded.</td>
</tr>
<tr>
<td>Family In-network</td>
<td>0% after ded.</td>
<td>30% after ded.</td>
<td>20% after ded.</td>
</tr>
<tr>
<td>Family Out-of-network</td>
<td>30% after ded.</td>
<td>30%-50% after ded.</td>
<td>30%-50% after ded.</td>
</tr>
<tr>
<td><strong>Out-of-pocket maximum (includes deductible)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual In-network</td>
<td>$5,000</td>
<td>$6,600</td>
<td>$5,000</td>
</tr>
<tr>
<td>Individual Out-of-network</td>
<td>$10,000</td>
<td>$20,000</td>
<td>$10,000</td>
</tr>
<tr>
<td>Family In-network</td>
<td>$10,000</td>
<td>$13,200</td>
<td>$5,000</td>
</tr>
<tr>
<td>Family Out-of-network</td>
<td>$20,000</td>
<td>$20,000</td>
<td>$10,000</td>
</tr>
<tr>
<td><strong>Preventive care</strong></td>
<td>0% before ded.</td>
<td>0% before ded.</td>
<td>0% before ded.</td>
</tr>
<tr>
<td><strong>Office visit (PCP/specialist)</strong></td>
<td>0% after ded.</td>
<td>$25 copay/ $75 copay</td>
<td>$25 copay/ $50 copay</td>
</tr>
<tr>
<td><strong>Emergency room</strong></td>
<td>0% after ded.</td>
<td>$500 copay + 20% coins.</td>
<td>$250 copay + 20% coins.</td>
</tr>
<tr>
<td><strong>Urgent care</strong></td>
<td>0% after ded.</td>
<td>$100 copay</td>
<td>$75 copay</td>
</tr>
<tr>
<td><strong>Inpatient care</strong></td>
<td>0% after ded.</td>
<td>$100 copay</td>
<td>$75 copay</td>
</tr>
<tr>
<td><strong>Outpatient care</strong></td>
<td>0% after ded.</td>
<td>$100 copay</td>
<td>$75 copay</td>
</tr>
<tr>
<td><strong>Virtual visits</strong></td>
<td>$40-$50 before ded.; 0% after ded.</td>
<td>$25 copay</td>
<td>$25 copay</td>
</tr>
<tr>
<td><strong>Prescription drugs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Retail (30-day supply)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 1 — generics</td>
<td>0% after ded.</td>
<td>$10 after ded.</td>
<td>$10 copay</td>
</tr>
<tr>
<td>Tier 2 — preferred brand</td>
<td>0% after ded.</td>
<td>$35 after ded.</td>
<td>$30 copay</td>
</tr>
<tr>
<td>Tier 3 — non-preferred brand</td>
<td>0% after ded.</td>
<td>$60 after ded.</td>
<td>$50 copay</td>
</tr>
<tr>
<td><strong>Mail order (90-day supply)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tier 1 — generics</td>
<td>0% after ded.</td>
<td>N/A</td>
<td>$25 copay</td>
</tr>
<tr>
<td>Tier 2 — preferred brand</td>
<td>0% after ded.</td>
<td>N/A</td>
<td>$75 copay</td>
</tr>
<tr>
<td>Tier 3 — non-preferred brand</td>
<td>0% after ded.</td>
<td>N/A</td>
<td>$125 copay</td>
</tr>
</tbody>
</table>

*All benefits reflect what the employee pays.

**Prescription drugs — 100% coverage for preventive generics before the deductible applies.

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# Medical and prescription employee payroll contributions

**Effective Jan. 1, 2021**

<table>
<thead>
<tr>
<th></th>
<th>HDHP Biweekly</th>
<th>Base PPO Biweekly</th>
<th>Buy-up PPO Biweekly</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee</strong></td>
<td>$24.39</td>
<td>$53.13</td>
<td>$109.83</td>
</tr>
<tr>
<td>**Employee + spouse/  **</td>
<td>$219.07</td>
<td>$274.27</td>
<td>$393.94</td>
</tr>
<tr>
<td><strong>domestic partner</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Employee + child(ren)</strong></td>
<td>$142.36</td>
<td>$201.20</td>
<td>$308.76</td>
</tr>
<tr>
<td><strong>Family</strong></td>
<td>$392.07</td>
<td>$454.32</td>
<td>$628.38</td>
</tr>
</tbody>
</table>

Employees can elect the medical and prescription drug plan without enrolling in the dental or vision plan.
Blue Cross Blue Shield website

Use the information on your ID card to register at www.bcbstx.com/member or on the BCBS TX mobile app!

Once registered, you’ll have access to:

- Coverage details (copays, deductibles, out-of-pocket maximums, etc.).
- Review your claims activity and history.
- Print a temporary ID card, or order a new ID card.
- Find a doctor or hospital in-network.
- Registered nurses are available to provide immediate assistance and advice on medical treatment.

How to find a preferred BCBS provider

Pathway has chosen BCBS’s largest national PPO network, the Blue Choice PPO network. Whether you live in California, New York or anywhere in between, you’ll have access to the highest quality doctors and hospitals.

To find in-network providers online before you’re a member:

- Go to www.bcbstx.com
- Click Find a Doctor or Hospital
- Click Search as a Guest
- Click Find an In-Network Provider
- Select Through my Employer or My Spouse’s Employer in the “How do you get insurance?” drop down.

- Select I am shopping for this year in the “Are you a member or are you shopping for an insurance plan?”
- In the “What type of care are you looking for?” drop down select Medical
- In the “Where do you live?” drop down select your state
- In the “Select Plan/Network” drop down select Blue Choice PPO [BCA]
- Type in the search criteria — see below listing of providers within the ZIP codes

BCBS resources

- WELL ONTARGET: Participate in a variety of wellbeing activities to earn Blue points that can be redeemed in an online shopping mall. You’ll also have access to gym membership discounts and interactive tools and resources to help you meet your health goals. Visit www.wellontarget.com and use your BCBS credentials to log in.

- HOME DELIVERY PHARMACY: AllianceRx Walgreens Prime delivers up to a 90-day supply of long-term medicines. This may reduce what you pay out of pocket, and includes free standard shipping. Visit www.alliancerxwp.com/home-delivery or call 877.357.7463 to register.

- BEHAVIORAL HEALTH SERVICES: Connect with a therapist virtually through www.MDLIVE.com/bcbstx, or find an in-network behavioral health provider by visiting www.bcbstx.com or calling 800.521.2227.
TELEHEALTH
See a doctor immediately, 24/7, with telehealth. BCBS partners with MDLive to bring you quality care from the comfort and convenience of home.

What is telehealth?
Live video calls (on a phone, tablet or computer) with a doctor who is available at any time, day or night. No appointment is required. Most visits take about 10-15 minutes, and doctors can write a prescription*, if needed, that you can pick up at your local pharmacy.

Doctors can diagnose and treat common medical issues (cold, flu, fever, sinusitis, etc.) with a cost as follows:
- Base PPO or Buy-Up PPO: $25
- HDHP: $40-$50 before deductible; $0 after deductible.

Behavioral health telehealth
Speak with a licensed counselor, therapist or psychiatrist for support with virtual visits, available by appointment. You can choose who you want to work with for issues such as anxiety, depression, trauma and loss or relationship problems.

Sign up for telehealth when you’re feeling well so you don’t have to when you’re ill. It’s free to enroll in and available through the MDLive mobile app or at www.MDLive.com/BCBSTX.

*Prescription services may not be available in all states.
An HSA is a personal healthcare bank account you can use to pay out-of-pocket medical expenses with pretax dollars. If you enroll in our high-deductible health plan, you can open an HSA.

You own and administer your HSA. You determine how much you contribute to your account, when to use your money to pay for qualified medical expenses, and when to reimburse yourself. Remember, this is a bank account; you must have money in the account before you can spend it.

HSAs offer you the following advantages:

**TAX SAVINGS:** You contribute pretax dollars to the HSA. Pathway and THRIVE will also contribute to your HSA for 2021. Interest accumulates tax-free, and funds are withdrawn tax-free to pay for medical expenses.

**REDUCED OUT-OF-POCKET COSTS:** You can use the money in your HSA to pay for eligible medical, dental and vision expenses and prescriptions. The HSA funds you use can help you meet your plan’s annual deductible.

**A LONG-TERM INVESTMENT THAT STAYS WITH YOU:** Unused account dollars are yours to keep even if you retire or leave the company. Also, you can invest your HSA funds, so your available healthcare dollars can grow over time.

You’re eligible to open and fund an HSA if:

- You’re not enrolled in any other non-HSA qualified health insurance plan.*
- You’re not covered by your spouse’s health plan (unless it is a qualified HDHP), flexible spending account (FSA) or health reimbursement account (HRA).
- You’re not eligible to be claimed as a dependent on someone else’s tax return.
- You’re not enrolled in Medicare, TRICARE or TRICARE For Life.
- Care received through the VA in the preceding three calendar months was dental, vision or preventive care or was provided to a veteran who has a disability rating from the VA.

How to access/make contributions to your HSA

You’ll set up your payroll contributions through your benefits enrollment task in Workday, either as a new hire or during Open Enrollment. You can make contribution changes at any time during the year in Workday. Note that it may take between one and two payroll periods for an HSA change to be processed. You’ll notice two separate line items on your paycheck when you participate in the HDHP medical plan and HSA — one for your employee contributions for the HDHP and one for your HSA contributions.

*You must not have any other first-dollar health insurance coverage before the deductible is met. Preventive care services are not required to be subject to the deductible. Individuals may also carry separate coverage for accidents, disability, dental or vision care, and long-term care, not subject to the deductible. Limited-purpose flexible spending accounts are allowed for vision and dental expenses.
Pathway and THRIVE HSA employer match
Pathway and THRIVE will match each dollar you contribute into your HSA, up to $1,000. Both your contribution and Pathway's contribution are deposited into your HSA on a biweekly basis, aligned to our payroll schedule.

IMPORTANT! How much you can contribute to an HSA in 2021

Pathway's employer contributions count toward the annual HSA contribution limits, so you need to plan carefully how much you'll contribute annually to avoid excess contributions. These limits apply even for participants entering the plan midyear.* Prior-year contributions may be made through April 15 of the following year.

<table>
<thead>
<tr>
<th></th>
<th>Under age 55</th>
<th>Age 55 and older (and not enrolled in Medicare)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$3,600</td>
<td>$4,600 (includes $1,000 “catch-up” contribution)</td>
</tr>
<tr>
<td>Family</td>
<td>$7,200</td>
<td>$8,200 (includes $1,000 “catch-up” contribution)</td>
</tr>
</tbody>
</table>

Distributions

- HSA distributions are tax-free if they are used to pay for qualified medical expenses.
  - Qualified medical, dental and vision expenses not covered by insurance.
  - Qualified long-term care services and long-term care insurance.
  - Continuation of coverage required by federal law (i.e., COBRA).
  - Health insurance for the unemployed.
  - Medicare expenses (but not Medigap).
  - Retiree health expenses for individuals age 65 or older.
- Distributions made for any other purpose are subject to income tax and a 20% penalty. The 20% penalty is waived in the case of death or disability. The 20% penalty is also waived for distributions made by individuals age 65 or older.
- Visit www.discoverybenefits.com/employees/eligible-expenses for a current list of all HSA-eligible expenses.

*If you make the full-year contribution based upon your status of Dec. 1, you may be subject to an IRS Testing Period and could owe tax and a penalty on part of that contribution if you do not remain an eligible individual through Dec. 31 the following year. You may also need to prorate your contribution if you drop or reduce the level of your coverage midyear.
Note this important information on health savings accounts

- If you’re a participant in the HDHP, Pathway and THRIVE will automatically take steps to establish your health savings account with Discovery Benefits. The Discovery Benefits account is available to you only if you participate in the High Deductible Health Plan.

- The USA PATRIOT Act requires all financial institutions to obtain, verify and record information that identifies each individual who opens an HSA. Demographic information is provided to Discovery Benefits. If your identity cannot be verified (e.g., you recently moved and your new address isn’t on file with the appropriate government agency), you may be asked to provide proof of your identity. Discovery Benefits will reach out to you directly via email or physical letter to attempt and obtain the required information in a 60-day timespan.

- You will receive an enrollment confirmation email, along with two identical debit cards in the mail.

- You must log into your online account to accept the HSA Terms and Conditions in order to have access to funds.

- If you do not complete the required steps to open an account, any employer contributions that cannot be deposited due to failure to open an account will be forfeited.

- Upon death, HSA ownership may transfer to the spouse on a tax-free basis or to another named beneficiary as estate income.
A great way to plan ahead and save money over the course of a year is to participate in an FSA. An FSA lets you redirect a portion of your salary on a pretax basis into a reimbursement account, saving you money on taxes.

Pathway and THRIVE offer three types of FSAs that can help you save on a pretax basis for out-of-pocket expenses.

**Healthcare flexible spending account**

The healthcare FSA can be used to pay for eligible out-of-pocket medical, dental, vision and prescription drug expenses, including copays, deductibles, and coinsurance. This account is available to all employees, except those enrolled in the HDHP.

Funds in the healthcare FSA are available at the beginning of the plan year and can be used for your expenses and those of your spouse and dependents, even if you and your family aren’t covered by our plan. If you elect the healthcare FSA, you will receive a debit card in the mail from Discovery Benefits. You can use the debit card when you seek care (i.e., at the doctor’s office or pharmacy). Alternatively, you can pay out-of-pocket and submit for reimbursement from Discovery Benefits through their website or mobile app.

For a list of eligible expenses, visit: [www.discoverybenefits.com/employees/eligible-expenses](http://www.discoverybenefits.com/employees/eligible-expenses)

**Carryover benefit**

The maximum contribution in 2021 for the healthcare flexible spending account is $2,750 per household. Our plan has a carryover provision, which allows $550 of unused funds to roll over into the following year. Any amount left in your account above $550 will be forfeited.

If you’re contributing to an HSA through Pathway and THRIVE or through your spouse’s plan, you’re not eligible to participate in the healthcare FSA.
Limited-purpose flexible spending account

If you’re enrolled in the HSA plan, you’re eligible to enroll in the limited-purpose flexible spending account (LPFSA). IRS rules state that you cannot have both an HSA and healthcare FSA since both apply funds toward your medical expenses. A limited-purpose health FSA allows you to continue to contribute to an HSA. A limited purpose FSA is much like a general healthcare FSA. The main difference is that the limited-purpose account is set up to reimburse only eligible dental and vision expenses. The annual contribution limit for limited-purpose flexible spending account is $2,750. Our plan allows $550 of unused funds to roll over into the following year. Any amount left in your account above $550 will be forfeited.

Dependent care flexible spending account

Dependent care FSAs allow you to set aside money pretax to pay eligible out-of-pocket day care expenses so that you or your spouse can work or attend school full-time. You must contribute money through payroll deduction to your dependent care FSA before you can spend it.

During Open Enrollment or as a new hire, you must decide how much to set aside for this account in 2021. You may contribute up to $5,000, or up to $2,500 if you’re married and file separate tax returns. You will lose any money you don’t spend by December 31, 2021. You will have until March 31, 2022 to submit claims incurred in 2021. Be sure to check our Bright Horizons benefits for access to long-term child care, back-up care and more!

Eligible expenses

- Adult day care
- Child day care
- After-school care
- Babysitting (work-related, in your home or someone else’s home)
- Babysitting by your relative who is not a tax dependent (work-related)
- Nanny or au pair
- Custodial elder care
- Transportation to and from eligible care (provided by your care provider)

Ineligible expenses

- Babysitting (not work-related, for other purpose)
- Babysitting by your tax dependent (work-related or for other purpose)
- Custodial elder care (not work-related, for other purpose)
- Dance lessons, piano lessons or sports lessons
- Educational, learning or study skills services for child(ren)
- Household services (housekeeper, maid, cook, etc.)

Remember

Changes to your FSA elections can be made only during Open Enrollment or if you experience a qualifying life event.

Visit www.discoverybenefits.com/employees/eligible-expenses for a current list of all FSA-eligible expenses
Commuter benefits overview

Commuter costs can pile up, especially in major cities. A commuter plan allows you to set aside pretax dollars for qualified transit, vanpooling and parking expenses.

With commuter benefits administered through Discovery Benefits, you can load commuter dollars to smart cards in select cities and use commuter dollars for UberPool, Lyft Line and SpotHero.

This benefit is for transit/parking associated with travel to/from work only. Unlike the other FSA plans, you are able to change your commuter benefits elections at any point during the year in Workday. Your funds will roll over year-to-year until you leave Pathway or THRIVE.

<table>
<thead>
<tr>
<th>FSA Commuter</th>
<th>FSA Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit and vanpooling benefits let you pay for transportation to and from work with tax-free money. Examples of eligible transportation for transit benefits include train, bus, subway and ferry.</td>
<td>Save money when you pay for parking at or near your regular place of employment. Those who use park and ride facilities are also able to take advantage of this plan. Parking benefits aren't available when employees park at or near their residence or at a temporary work location.</td>
</tr>
<tr>
<td>Commuter dollars can be used toward UberPool and Lyft Line rides in select cities.</td>
<td>Commuter dollars can also be used to reserve or pre-pay for parking spots in select cities by adding your Discovery Benefits debit card as a form of payment in the SpotHero app.</td>
</tr>
<tr>
<td><strong>Monthly maximum election: $270</strong></td>
<td><strong>Monthly maximum election: $270</strong></td>
</tr>
</tbody>
</table>

Accessing funds

There are a few ways you can access your commuter funds.

- You can use your benefits debit card to pay providers directly at the time of service from your transit and/or parking account.
- If a transit or parking facility doesn’t accept debit card payments, you can pay out of pocket and submit a reimbursement request through the Discovery Benefits mobile app or your consumer portal. Sign up for direct deposit to receive your reimbursement as quickly as possible.

Want to Learn More? Watch these videos.

- Commuter Benefits 101 Video: discoverybenefits.com/commuter101
- SmartCommuteTM Video: discoverybenefits.com/smartcommute
- Easy Substantiation Video: discoverybenefits.com/easysubstantiation
You have the option of two dental plans through Delta Dental for the 2021 plan year.

You also have two in-network options with Delta Dental: the Delta Dental PPO network and the Delta Dental Premier network. PPO dentists are part of a smaller network and typically charge lower fees than dentists in the Premier network, which means more services will be covered under your annual maximum.

<table>
<thead>
<tr>
<th>Deductible</th>
<th>Base plan</th>
<th>Buy-up plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>Family</td>
<td>$150</td>
<td>$150</td>
</tr>
<tr>
<td>Is the deductible waived for preventive services?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Annual plan maximum (per individual)</td>
<td>$1,000</td>
<td>$1,750</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diagnostic and preventive</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>oral exams, X-rays, cleanings, fluoride, space maintainers, sealants</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Basic</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral surgery, fillings, endodontic treatment, periodontic treatment, repairs of dentures and crowns</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Major</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Crowns, jackets, dentures, bridge implants</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orthodontia</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependent children, up to age 26</td>
<td>N/A</td>
<td>50%</td>
</tr>
<tr>
<td>Lifetime orthodontia plan maximum (per individual)</td>
<td>N/A</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

### Employee dental biweekly payroll contributions

**Effective Jan. 1, 2021**

<table>
<thead>
<tr>
<th></th>
<th>Base plan</th>
<th>Buy-up plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biweekly</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee</td>
<td>$8.01</td>
<td>$8.57</td>
</tr>
<tr>
<td>Employee + spouse/ domestic partner</td>
<td>$19.84</td>
<td>$21.23</td>
</tr>
<tr>
<td>Employee + child(ren)</td>
<td>$25.77</td>
<td>$27.58</td>
</tr>
<tr>
<td>Family</td>
<td>$40.91</td>
<td>$43.77</td>
</tr>
</tbody>
</table>

- You can elect one of the Delta Dental dental plans regardless of whether you’re enrolled in the medical or vision plan.
- Your dentist can always validate your coverage without an ID card. They simply need your name, birth date and social security number.
EyeMed Vision Plan

EyeMed’s vision care benefits include coverage for eye exams, standard lenses and frames, contact lenses and discounts for laser surgery. The vision plan is built around a network of eye care providers, with better benefits at a lower cost to you when you use providers who belong to the EyeMed network. When you use an out-of-network provider, you will have to pay more for vision services.

<table>
<thead>
<tr>
<th></th>
<th>In-network</th>
<th>Out-of-network reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye exam (once every plan year)</td>
<td>$10 copay</td>
<td>Up to $40</td>
</tr>
<tr>
<td>Frames (once every other plan year)</td>
<td>$0 copay; 20% off balance over $130 allowance</td>
<td>Up to $91</td>
</tr>
<tr>
<td>Contact lens fitting and evaluation</td>
<td>$40 copay</td>
<td>Not covered</td>
</tr>
<tr>
<td>Standard lenses (once every plan year)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single vision</td>
<td>$25 copay</td>
<td>Up to $30</td>
</tr>
<tr>
<td>Bifocal</td>
<td>$25 copay</td>
<td>Up to $50</td>
</tr>
<tr>
<td>Trifocal</td>
<td>$25 copay</td>
<td>Up to $70</td>
</tr>
<tr>
<td>Lenticular</td>
<td>$25 copay</td>
<td>Up to $70</td>
</tr>
<tr>
<td>Contact lenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medically necessary</td>
<td>Covered at 100%</td>
<td>Up to $210</td>
</tr>
<tr>
<td>Elective</td>
<td>$0 copay; 15% off balance over $130 allowance</td>
<td>Up to $91</td>
</tr>
</tbody>
</table>

EyeMed’s Freedom Pass

As an EyeMed member, you can enjoy a Freedom Pass. Choose your favorite frames at LensCrafters or Target Optical and pay nothing!

Say you love those brand-name frames that cost $180. You have a frame allowance of $130 allowance, but Freedom Pass covers the remaining $50.

Go to www.freedompass.eyemed.com and enter EMFP20 to get your in-store LensCrafters offer code sent to your email. Bring or show the email to the LensCrafters store associate to redeem.

At Target Optical, use code 755288.

Employee vision biweekly payroll contributions

Effective Jan. 1, 2021

- You can elect the EyeMed vision plan regardless of whether you’re enrolled in the medical or dental plan.
- You will receive a vision ID card from EyeMed; however, if you forget it at home, any of EyeMed’s in-network offices can pull your information using your name and birth date.

<table>
<thead>
<tr>
<th></th>
<th>Biweekly contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$2.40</td>
</tr>
<tr>
<td>Employee + spouse/domestic partner</td>
<td>$4.79</td>
</tr>
<tr>
<td>Employee + child(ren)</td>
<td>$5.08</td>
</tr>
<tr>
<td>Family</td>
<td>$7.93</td>
</tr>
</tbody>
</table>
Pathway and THRIVE's comprehensive benefits package includes financial protection for you and your family in the event of an accident or death. Group term life and AD&D coverage are provided automatically at no cost to you upon employment.

In the event of your death, the life insurance policy provides a benefit to the beneficiary you designate. If your death is the result of an accident or if an accident leaves you with a covered debilitating injury, you’re covered under the AD&D insurance for the same amount.

<table>
<thead>
<tr>
<th>Group term life and AD&amp;D</th>
<th>100% paid by the employer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$40,000</td>
</tr>
</tbody>
</table>

**Age reduction schedule**
- At age 70: Benefit decrease to 65% of original benefit.
- At age 75: Benefit decrease to 50%.

**Here are some helpful insurance terms**

**ACCIDENTAL DEATH AND DISMEMBERMENT:** AD&D insurance provides additional coverage in the event of accidental death, loss of limb or eyesight, brain damage, etc. In the event of a covered accident that results in your death, AD&D coverage is in addition to your group term life.

**AGE REDUCTION:** The group term basic life and AD&D insurance coverage are subject to a reduction in benefit amount as you age.

**PORTABILITY AND CONVERSION:** Portability and conversion are available if your employment with Pathway and THRIVE ends. Portability allows you to continue your term life coverage, while the conversion option allows you to convert your term life policy into an individual whole life policy.
You have the opportunity to purchase voluntary life and AD&D insurance for yourself, your spouse and/or your dependent children. Your cost for this coverage is based on the amount you elect and your age. You must purchase voluntary life and AD&D insurance for yourself in order to purchase spouse and/or dependent child(ren) coverage. During your initial enrollment, you'll be automatically approved for the guaranteed amount in the green box below. If you did not enroll in this coverage when you were first eligible, you will be subject to medical underwriting, or evidence of insurability.

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Available benefit</th>
<th>Guaranteed amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee $10,000 increments</td>
<td>The lesser of 5x annual earnings or $500,000</td>
<td>$250,000</td>
</tr>
<tr>
<td>Spouse $5,000 increments</td>
<td>The lesser of 100% of employee life amount or $100,000</td>
<td>$25,000</td>
</tr>
</tbody>
</table>
| Dependent child(ren) up to age 26 | Less than 14 days: $1,000  
14 days to 6 months: $10,000  
6 months+: Lesser of 100% of employee’s life amount or $10,000 | $10,000           |

Monthly voluntary life/AD&D employee and spouse rates per $1,000 of coverage

<table>
<thead>
<tr>
<th>Age</th>
<th>Monthly rate per $1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-29</td>
<td>$0.10</td>
</tr>
<tr>
<td>30-34</td>
<td>$0.12</td>
</tr>
<tr>
<td>35-39</td>
<td>$0.14</td>
</tr>
<tr>
<td>40-44</td>
<td>$0.17</td>
</tr>
<tr>
<td>45-49</td>
<td>$0.23</td>
</tr>
<tr>
<td>50-54</td>
<td>$0.33</td>
</tr>
<tr>
<td>55-59</td>
<td>$0.51</td>
</tr>
<tr>
<td>60-64</td>
<td>$0.66</td>
</tr>
<tr>
<td>65-69</td>
<td>$1.14</td>
</tr>
<tr>
<td>70-99</td>
<td>$1.79</td>
</tr>
</tbody>
</table>

Spouse rates will be determined by the employee age.

Example

If the rate is $0.17 per $1,000 and an enrollee elects $20,000 in coverage, the monthly premium will be $3.40.

\[
\frac{0.17}{\text{Plan rate (determined by age)}} \times \frac{20}{\text{Coverage per $1,000}} = \frac{3.40}{\text{Monthly premium}}
\]
SHORT- AND LONG-TERM DISABILITY PLANS

Pathway and THRIVE offer two voluntary disability plans by Unum to provide financial assistance in case you become disabled or unable to work due to injury or illness.

Short-term disability (STD) plan

STD benefits are designed to replace a portion of your income for a non-work-related short-term injury or illness. STD benefits are paid at 60% of your eligible weekly base pay, up to $2,308 weekly, during the first 11 weeks of injury or illness following the 14-day elimination period.

<table>
<thead>
<tr>
<th>Short-term disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly benefit amount</td>
</tr>
<tr>
<td>Weekly benefit maximum</td>
</tr>
<tr>
<td>Benefits begin</td>
</tr>
<tr>
<td>Benefits duration</td>
</tr>
</tbody>
</table>
| Preexisting condition limitation| 3/12; no paid benefit

Long-term disability (LTD) plan

LTD benefits offer financial protection to you when you need it most — if you become disabled and can no longer work. The plan will also help you return to work, if appropriate.

If you become totally disabled, you will receive 60% of your base salary, up to $10,000 monthly, after you have satisfied the 90-day waiting period for benefits.

<table>
<thead>
<tr>
<th>Long-term disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly benefit amount</td>
</tr>
<tr>
<td>Monthly benefit maximum</td>
</tr>
<tr>
<td>Benefits begin</td>
</tr>
<tr>
<td>Benefits duration</td>
</tr>
<tr>
<td>Preexisting condition limitation</td>
</tr>
</tbody>
</table>

Coordination of disability benefits

Your benefit may be reduced if you receive disability benefits from retirement, Social Security, workers' compensation, state disability insurance, no-fault benefits or return-to-work earnings. Refer to your certificate of coverage for more details.

Preexisting condition limits explained

During your first year enrolled in the STD or LTD plan, Unum will look back three months prior to your effective date. If you sought care for a condition relevant to your disability, your claim will be denied. After one year in the plan, the preexisting condition limitation is removed.
Short- and long-term disability rates
Disability (Unum) — Effective 01/01/21

<table>
<thead>
<tr>
<th>Age</th>
<th>STD monthly rate per $10 of weekly benefit</th>
<th>LTD monthly rate per $100 of covered payroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-24</td>
<td>$0.34</td>
<td>$0.16</td>
</tr>
<tr>
<td>25-29</td>
<td>$0.51</td>
<td>$0.19</td>
</tr>
<tr>
<td>30-34</td>
<td>$0.64</td>
<td>$0.30</td>
</tr>
<tr>
<td>35-39</td>
<td>$0.46</td>
<td>$0.50</td>
</tr>
<tr>
<td>40-44</td>
<td>$0.26</td>
<td>$0.74</td>
</tr>
<tr>
<td>45-49</td>
<td>$0.30</td>
<td>$0.99</td>
</tr>
<tr>
<td>50-54</td>
<td>$0.33</td>
<td>$1.27</td>
</tr>
<tr>
<td>55-59</td>
<td>$0.40</td>
<td>$1.40</td>
</tr>
<tr>
<td>60-99</td>
<td>$0.56</td>
<td>$1.03</td>
</tr>
</tbody>
</table>

IMPORTANT NOTE: if you live in a state with state-mandated disability, such as California, Hawaii, New Jersey or New York, your benefits from Unum will be offset with the benefits you receive from the state.

Short-term disability example

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>33</td>
<td>At age 33, you pay $0.64 per $10 of weekly benefit (see chart above)</td>
</tr>
<tr>
<td>Annual salary</td>
<td>$48,000</td>
<td></td>
</tr>
<tr>
<td>Weekly salary</td>
<td>$923.08</td>
<td>Annual salary/52 weeks</td>
</tr>
<tr>
<td>Weekly benefit</td>
<td>$553.85</td>
<td>This is the amount you’ll receive from Unum if your claim is approved (60% of your weekly salary)</td>
</tr>
</tbody>
</table>

How much comes out of my paycheck?

<table>
<thead>
<tr>
<th>Per $10 of weekly benefit</th>
<th>$55.38</th>
<th>Weekly benefit/$10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly cost</td>
<td>$35.45</td>
<td>Per $10 of weekly benefit x rate ($0.64)</td>
</tr>
<tr>
<td>Biweekly cost</td>
<td>$16.36</td>
<td>Monthly cost x 12 months/26 pay periods</td>
</tr>
</tbody>
</table>

Long-term disability example

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>33</td>
<td>At age 33, you pay a rate of $0.30 per $100 of covered payroll (see chart above)</td>
</tr>
<tr>
<td>Annual salary</td>
<td>$48,000</td>
<td></td>
</tr>
<tr>
<td>Monthly salary</td>
<td>$4,000</td>
<td>Annual salary/12 months</td>
</tr>
<tr>
<td>Monthly benefit</td>
<td>$2,400</td>
<td>This is the amount you’ll receive from Unum if your claim is approved (60% of your monthly salary)</td>
</tr>
</tbody>
</table>

How much comes out of my paycheck?

<table>
<thead>
<tr>
<th>Per $100 of covered payroll</th>
<th>$40</th>
<th>Monthly salary/$100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly cost</td>
<td>$12</td>
<td>Per $100 of covered payroll/rate ($0.30)</td>
</tr>
<tr>
<td>Biweekly cost</td>
<td>$5.54</td>
<td>Monthly cost x 12 months/26 pay periods</td>
</tr>
</tbody>
</table>
Critical illness benefit provided by Unum

Healthcare costs are on the rise. Even with medical insurance, you’re often still responsible for both medical and nonmedical expenses related to your recovery from a serious illness. The cost you pay for copays and deductibles, as well as other expenses such as child care, transportation to the doctor and loss of income when you’re unable to work, could really set you back financially. Are you prepared to manage these expenses if you or a family member were diagnosed with a serious illness? Critical illness insurance complements your medical plan and pays you cash benefits based on each eligible diagnosis such as a heart attack, stroke or cancer.

<table>
<thead>
<tr>
<th>Critical illness benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
</tr>
<tr>
<td>Spouse</td>
</tr>
<tr>
<td>Child</td>
</tr>
<tr>
<td>Wellness benefit</td>
</tr>
<tr>
<td>$10,000 benefit: $50 per insured per calendar year</td>
</tr>
<tr>
<td>$20,000 benefit: $75 per insured per calendar year</td>
</tr>
<tr>
<td>$30,000 benefit: $100 per insured per calendar year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Critical illness covered conditions</th>
<th>Supplemental critical illnesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical illness</td>
<td>Benign brain tumor (100%)</td>
</tr>
<tr>
<td>Coronary artery disease (major) (50%)</td>
<td>Coma (100%)</td>
</tr>
<tr>
<td>Coronary artery disease (minor) (10%)</td>
<td>Loss of hearing (100%)</td>
</tr>
<tr>
<td>End stage renal (kidney) failure (100%)</td>
<td>Infectious disease (25%)</td>
</tr>
<tr>
<td>Heart attack (myocardial infarction) (100%)</td>
<td>Loss of sight (100%)</td>
</tr>
<tr>
<td>Major organ failure requiring transplant (100%)</td>
<td>Loss of speech (100%)</td>
</tr>
<tr>
<td>Stroke (100%)</td>
<td>Occupational human immunodeficiency virus (HIV)</td>
</tr>
<tr>
<td>Additional critical illness for your children</td>
<td>Hepatitis (100%)</td>
</tr>
<tr>
<td>Cerebral palsy (100%)</td>
<td>Permanent paralysis (100%)</td>
</tr>
<tr>
<td>Cleft lip or palate (100%)</td>
<td>Progressive diseases</td>
</tr>
<tr>
<td>Cystric fibrosis (100%)</td>
<td>Amyotrophic lateral sclerosis (ALS) (100%)</td>
</tr>
<tr>
<td>Down syndrome (100%)</td>
<td>Dementia (including Alzheimer’s disease) (100%)</td>
</tr>
<tr>
<td>Spina bifida (100%)</td>
<td>Functional loss (100%)</td>
</tr>
<tr>
<td>Cancer</td>
<td>Multiple sclerosis (100%)</td>
</tr>
<tr>
<td>Invasive cancer (including all breast cancer) (100%)</td>
<td>Parkinson's disease (100%)</td>
</tr>
<tr>
<td>Noninvasive cancer (25%)</td>
<td></td>
</tr>
<tr>
<td>Skin cancer ($500)</td>
<td></td>
</tr>
</tbody>
</table>
Critical illness rates

<table>
<thead>
<tr>
<th>Age</th>
<th>$10,000</th>
<th>$20,000</th>
<th>$30,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 25</td>
<td>$1.53</td>
<td>$3.06</td>
<td>$4.58</td>
</tr>
<tr>
<td>25-29</td>
<td>$1.85</td>
<td>$3.70</td>
<td>$5.55</td>
</tr>
<tr>
<td>30-34</td>
<td>$2.27</td>
<td>$4.53</td>
<td>$6.80</td>
</tr>
<tr>
<td>35-39</td>
<td>$3.00</td>
<td>$6.01</td>
<td>$9.01</td>
</tr>
<tr>
<td>40-44</td>
<td>$3.84</td>
<td>$7.67</td>
<td>$11.51</td>
</tr>
<tr>
<td>45-49</td>
<td>$4.94</td>
<td>$9.89</td>
<td>$14.83</td>
</tr>
<tr>
<td>50-54</td>
<td>$6.42</td>
<td>$12.84</td>
<td>$19.26</td>
</tr>
<tr>
<td>55-59</td>
<td>$8.64</td>
<td>$17.27</td>
<td>$25.91</td>
</tr>
<tr>
<td>60-64</td>
<td>$12.05</td>
<td>$24.10</td>
<td>$36.15</td>
</tr>
<tr>
<td>65-69</td>
<td>$17.08</td>
<td>$34.16</td>
<td>$51.24</td>
</tr>
<tr>
<td>70-74</td>
<td>$25.99</td>
<td>$51.98</td>
<td>$77.97</td>
</tr>
<tr>
<td>75-79</td>
<td>$37.39</td>
<td>$74.78</td>
<td>$112.17</td>
</tr>
<tr>
<td>80-84</td>
<td>$53.59</td>
<td>$107.18</td>
<td>$160.77</td>
</tr>
<tr>
<td>85+</td>
<td>$85.39</td>
<td>$170.78</td>
<td>$256.17</td>
</tr>
</tbody>
</table>

Important notes

- You must enroll in employee coverage to enroll your spouse or child(ren) in coverage.
- The cost for your spouse will be half of the cost for employee coverage.
- There is no cost for enrolling your child(ren).
If you and your family are active, chances are you’re no stranger to a hospital emergency room. A fall while bicycle riding or your child’s sprained ankle at soccer practice can cost you a bundle in out-of-pocket expenses, even with medical insurance. Are you financially prepared for all of the medical and nonmedical costs of treatment and recovery from a serious injury?

How can accident insurance help?

Below are a few examples of how your accident insurance benefit could be used:

- Medical expenses, such as deductibles and copays
- Lost income due to lost time at work
- Everyday expenses like utilities and groceries

For a complete description of your available benefits, visit Employee Benefits Central.

<table>
<thead>
<tr>
<th>Accident benefit (condensed list)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident ER treatment</td>
<td>$250</td>
</tr>
<tr>
<td>Ambulance</td>
<td>$1,000/Ground: $300</td>
</tr>
<tr>
<td>Major diagnostic exams (e.g., MRI, CT)</td>
<td>$200</td>
</tr>
<tr>
<td>Physical therapy</td>
<td>$10, up to 15 visits</td>
</tr>
<tr>
<td>Fractures</td>
<td>Up to $4,500</td>
</tr>
<tr>
<td>Hospital Admission</td>
<td>$1,000</td>
</tr>
<tr>
<td>X-Ray</td>
<td>$50</td>
</tr>
<tr>
<td>Wellness benefit</td>
<td>$50 per year for certain routine wellness screenings</td>
</tr>
</tbody>
</table>

Accident coverage type
- Off the job

Portability
- Included

<table>
<thead>
<tr>
<th>Biweekly accident rates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$3.54</td>
</tr>
<tr>
<td>Employee + spouse/domestic partner</td>
<td>$6.58</td>
</tr>
<tr>
<td>Employee + child(ren)</td>
<td>$10.44</td>
</tr>
<tr>
<td>Family</td>
<td>$13.48</td>
</tr>
</tbody>
</table>
**HOSPITAL INDEMNITY**

Focus on recovery during a hospital stay — not your out-of-pocket costs. A hospital confinement due to an illness or injury can happen to anyone. Chances are, when it occurs you will have unplanned expenses to pay. Will you be prepared? Hospital indemnity insurance pays a daily benefit if you have a covered stay in a hospital, critical care unit or rehabilitation facility.

How can hospital indemnity insurance help?

Below are a few examples of how your hospital confinement indemnity insurance benefit could be used:

- Medical expenses, such as deductibles and copays
- Travel, food and lodging expenses for family members
- Child care

What benefits are available?

For a complete description of your available benefits, visit Employee Benefits Central.

<table>
<thead>
<tr>
<th>Hospital indemnity benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital/ICU admission</td>
<td>$1,250 per admission, limited to 1 day per admission</td>
</tr>
<tr>
<td>Hospital/ICU confinement</td>
<td>$250 per day</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Biweekly hospital indemnity rates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>$12.90</td>
</tr>
<tr>
<td>Employee + spouse/domestic partner</td>
<td>$18.77</td>
</tr>
<tr>
<td>Employee + child(ren)</td>
<td>$16.34</td>
</tr>
<tr>
<td>Family</td>
<td>$22.21</td>
</tr>
</tbody>
</table>
The LegalShield membership includes:

- Dedicated law firm direct access, no call center.
- Legal advice/consultation on unlimited personal issues.
- Letters/calls made on your behalf.
- Contracts/documents reviewed up to 15 pages.
- Residential loan document assistance for the purchase of your primary residence.
- Will preparation — will/living will/health care power of attorney.
- Speeding ticket assistance (15-day waiting period).
- IRS audit assistance (begins with the tax return due April 15 of the year you enroll.)
- Trial defense (if named defendant/respondent in a covered civil action suit).
- Uncontested divorce, separation, adoption and/or name change representation (available 90 days after enrollment).
- 25% preferred member discount (bankruptcy, criminal charges, DUI, personal injury, etc.)
- 24/7 emergency access for covered situations.

The IDShield membership includes:

- Continuous credit monitoring.
- High risk application and transaction monitoring.
- Dark web monitoring.
- Username/password (credential) monitoring.
- Identity threat and credit threat alerts.
- Unlimited consultation.
- Full-service restoration.
- 24/7 emergency access.

<table>
<thead>
<tr>
<th></th>
<th>All States (except MA, NV, NY, HI)</th>
<th>Massachusetts/Nevada/New York</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Individual cost (biweekly)</td>
<td>Family cost (biweekly)</td>
</tr>
<tr>
<td>LegalShield</td>
<td>$7.82</td>
<td>$8.75</td>
</tr>
<tr>
<td>IDShield</td>
<td>$4.13</td>
<td>$8.75</td>
</tr>
<tr>
<td>Combined</td>
<td>$11.95</td>
<td>$15.65</td>
</tr>
<tr>
<td>LegalShield</td>
<td>$7.36</td>
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<td>$11.49</td>
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</table>
You take care of pets. We take care of you.

SupportLinc is the employee assistance program for you and your immediate family members.

SupportLinc is a confidential resource that helps you deal with life’s challenges. SupportLinc provides up to five sessions of face-to-face counseling for a variety of concerns, such as:

- Anxiety
- Depression
- Marriage and relationship problems
- Grief and loss
- Substance abuse
- Anger management
- Work-related pressures
- Stress

Technology and your EAP

Mobile
- eConnect® mobile app for on-the-go access
- Call or live chat — every call answered by a licensed Masters or PhD-level counselor
- Schedule video or in-person counseling

Text therapy
- Exchange text messages and voice notes with a licensed counselor through the TextCoach mobile and desktop app: www.textcoach.com

Web
- Secure video counseling through eConnect® Portal
- Practice tools and resources to practice resiliency, mindfulness and other skills
- Discounted gym memberships
- Bilingual content (English and Spanish)
- ANMO: Personalized digital behavioral platform

Confidentiality

SupportLinc upholds strict confidentiality standards. No one, including your employer, will know you have accessed the program unless you specifically give permission or express a concern that presents us with a legal obligation to release information.

Expert referrals and consultation

Whether you’re a new parent, a caregiver, selling your home, or looking for legal advice, you’re likely to need guidance and referrals to expert resources.

- Legal assist: Free telephonic or face-to-face legal consultation
- Financial assist: Expert financial planning and consultation
- Family assist: Consultation and referrals for everyday issues

Contact us 24/7/365

Phone: 1.888.881.Linc (5642)
SMS: Text ‘Support’ to 51230
Web: www.supportlinc.com
Username: pathwayvets
LEAVE OF ABSENCE

Unum is our one-stop-shop expert partner for all leaves of absence, including FMLA, short-term disability and paid parental leave.

Paid parental leave

Pathway offers eight weeks of paid parental leave at 100% pay!

You’re eligible if you have given birth to a child or suffered a loss of pregnancy after 26 weeks, if you’re the spouse or domestic partner of a woman who has given birth, or if you legally become a parent through surrogacy, adoption or foster placement.

To be eligible, you must be:

- Full-time, working 30+ hours/week, and have been employed by Pathway, THRIVE or your legacy hospital for one year prior to the leave
- The primary caregiver

Important note

To find our detailed policy and FAQ, visit Employee Benefits Central.

What to do if you need to take a leave of absence

- Notify your manager or supervisor of your absence from work.
- To submit your claim and/or leave request via telephone, call the toll-free number below.
- To submit your claim and/or leave request via the Unum website, go to www.unum.com and follow the claim submission instructions.
- To submit your claim and/or leave request via your Apple or Android device, download the Unum Customer App and follow the claim submission instructions.
- If you’re eligible for leave, a certification of health care provider form may be required. If so, it will be mailed in your initial leave packet within two business days of filing your leave. You will be provided a minimum of 15 days from the date the leave is requested to complete and return this form.

Contact information

Monday-Friday
8 a.m.-8 p.m. EST
Phone: 877.721.3196
Web: www.unum.com
Pathway and THRIVE offer a fertility and family-forming benefit to provide financial, medical, and emotional support to employees as they pursue parenthood. Carrot’s program includes egg freezing, in vitro fertilization (IVF), donor and gestational carrier services, and adoption. The benefit is available to all full-time, benefits-eligible employees.

Carrot members have access to comprehensive fertility care and pregnancy telehealth resources covering everything from early consideration phases through fertility treatments, adoption, and pregnancy. Your membership includes fertility and family-forming education, exclusive discounts at fertility clinics and on medications through Carrot Rx, unlimited virtual chats with physicians and other specialists, an expert-authored library of resources, and additional discounts, such as the Ava ovulation tracking bracelet.

Starting January 1, 2021, visit [app.get-carrot.com/signup](http://app.get-carrot.com/signup) to register and access your benefits!
Pathway and THRIVE student loan support program

Learn the best way to manage your student loans

Paying off student loans can be difficult, but Tuition.io’s wellness resources can help you avoid making costly mistakes.

Starting January 1, 2021, visit pathwayvets.tuition.io/register to create an account with Tuition.io.

Find out how to financially prepare for college.

Even if you don’t have any loans yourself, it’s never too late to start planning for the future.

- **Strategy finder**: A new tool that provides the best repayment strategy for each individual borrower’s case.
- **Refinancing**: Learn all you need to know about refinancing your student loans.
- **Family member access**: Through complimentary family plans you can invite your family to create their very own Tuition.io accounts.
- **College payment options**: Learn about the different types of student aid available, and how to apply for loans.
- **College cost calculator**: Lets you estimate how much you’ll need to save, based on the year college starts, state, type of school and number of years in college.
- **Student loan coaching**: Our student loan coaching team will answer your most pressing questions about student loan debt and repayment.
When your family needs an extra hand, rely on Bright Horizons.

Through our partnership, you have access to:

- Five days of back-up care per year for children, elder parents and yourself
- A free database of full-time nannies, pet care and housekeepers — with services at discounted hourly rates
- Primary childcare at 4,000+ centers across the U.S., with tuition discounts and waitlist priority
- Academic support through virtual tutoring, in-home learning pods and test prep

Get started

PERKS AT WORK

Employee Discounts | Find the perks that matter to you

Looking after your financial wellbeing

Perks at Work is your exclusive employee discounts platform, designed to help you save money and time. With over 30,000 offers available, you can find the perks that matter to you, from everyday purchases to larger one-off purchases.

The platform uses personalization to recommend offers that may be relevant to you in these categories:

- Travel: flights, hotels, car rentals
- Health and fitness
- Electronics
- Tickets
- Home and garden
- Restaurants
- Flowers and gifts
- Financial wellbeing

Pathway and THRIVE Perks at Work is FREE for you to join, and you can even invite family members or friends to the benefit too.

1. Go to www.perksatwork.com/login and click “Register for Free”
2. Enter your work email address, and type “Pathway and THRIVE” in the Company box
3. Select “Create My Account” and start saving!

You’ll be able to register within 45 days of your hire date!

Check out Perks at Work’s Community Online Academy, which provides access to thousands of free online classes, both live and on-demand, for kids and adults.
401(K) RETIREMENT PLAN

The Pathway and THRIVE 401(k) retirement plan is designed to help you prepare for retirement and attain your financial goals. The 401(k) retirement plan makes it easy for you to save money on a tax-deferred basis. When you enroll in the plan, a personal account will be established with Fidelity in your name, funded by:

- Your contributions (pretax and/or Roth).
- Employer matching contributions.

2021 401(k) plan limits

- Your combined elective deferrals — whether to a traditional 401(k), a Roth 401(k) or both — cannot exceed $19,500 for tax year 2021 if you’re under age 50.
- If you’re age 50 or older, you may contribute an additional $6,500 in the form of catch-up contributions.
- Total maximum contribution limit in 2021 is $58,000.
- Your eligible compensation is capped at $290,000.

<table>
<thead>
<tr>
<th>Contact Fidelity</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have any questions or concerns, please contact Fidelity at 800.294.4015 or visit <a href="http://www.netbenefits.com">www.netbenefits.com</a>.</td>
</tr>
</tbody>
</table>

Here are some helpful terms

**401(k):** A 401(k) plan is a tax-advantaged, defined-contribution retirement account offered by many employers to their employees. Workers can make contributions to their 401(k) accounts through automatic payroll withholding, and their employers can match some or all of those contributions. The investment earnings in a traditional 401(k) plan are not taxed until the employee withdraws that money, typically after retirement.

**PRETAX:** A pretax contribution is any contribution made to a designated pension plan, retirement account or other tax-deferred investment vehicle for which the contribution is made before federal and municipal taxes are deducted. For example, if you put $10,000 into a 401(k), you do not have to pay tax on that $10,000 of income in the year that it was earned. Pretax contributions are the government’s way of encouraging you to save for your retirement.

**VESTING:** Vesting is a legal term that means to give or earn a right to a present or future payment, asset or benefit. It is most commonly used in reference to retirement plan benefits when an employee accrues nonforfeitable rights over or employer contributions made to the employee’s qualified retirement plan account.

**ROTH 401(k) CONTRIBUTIONS:** You make Roth 401(k) contributions with after-tax money, so you see no immediate tax benefit. Any earnings from those contributions are tax-free when you take a qualified distribution.
401(k) RETIREMENT PLAN

Eligibility

Pathway and THRIVE employees (part-time and full-time) are eligible to enroll in and participate in the 401(k) retirement plan on their date of hire. You’re eligible for the employer matching contributions after one year of service, based on your continuous service date.

Pathway and THRIVE add to your savings through its employer match, matching 25% of your contributions, up to 4%.

<table>
<thead>
<tr>
<th>Bi-weekly salary</th>
<th>Employee contribution percent</th>
<th>Employee contribution dollar</th>
<th>Pathway matching contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000</td>
<td>1%</td>
<td>$10</td>
<td>$2.50</td>
</tr>
<tr>
<td>$1,000</td>
<td>2%</td>
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<td>$1,000</td>
<td>3%</td>
<td>$30</td>
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<tr>
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<td>4%</td>
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<tr>
<td>$1,000</td>
<td>5%</td>
<td>$50</td>
<td>$10.00</td>
</tr>
<tr>
<td>$1,000</td>
<td>8%</td>
<td>$80</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

*This is for illustrative purposes only.

401(k) provider information

EasyEnroll now:

- Text “Start” to 343898, or
- Go to www.netbenefits.com/easy
- Call Fidelity at 800.294.4015

Note: If you already have a Fidelity account, you will use your existing credentials to log in. The Pathway and THRIVE 401(k) will appear as an additional plan.

Need guidance?

- Take the financial wellness checkup: www.netbenefits.com/financialwellness
- Visit the planning and guidance center: www.netbenefits.fidelity.com/planningcenter
- Download the NetBenefits mobile app for on-the-go access to all resources!

Beneficiary designation

An important aspect of estate planning is making beneficiary designations and keeping them up to date after life changes. It’s generally quick and easy to assign or update your beneficiary designation by visiting www.netbenefits.com. You will need to provide the name and Social Security number of each beneficiary.
MOBILE APPS

- **BCBSTX**
  Blue Cross and Blue Shield of Texas

- **Unum Customer**
  Unum Group

- **Benefits By Discovery Benefits**
  Discovery Benefits, Inc.

- **Delta Dental Mobile**
  Delta Dental Plans Association

- **EyeMed**
  EyeMed Vision Care

- **Fidelity Investments**
  Fidelity Investments

- **LegalShield, Law Firms On Call**
  Pre-Paid Legal Services, Inc.

- **IDShield**
  Pre-Paid Legal Services, Inc.

- **Back-Up Care**
  Lifestyle

- **eConnect® Mobile**
  Curalec Healthcare

Visit your App store and download today!
<table>
<thead>
<tr>
<th>Benefit</th>
<th>Carrier</th>
<th>Email/website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Benefits Support</td>
<td>Lockton On Call</td>
<td><a href="mailto:benefits@pathwayvets.com">benefits@pathwayvets.com</a></td>
<td>800.542.8143</td>
</tr>
<tr>
<td>Medical</td>
<td>Blue Cross Blue Shield of Texas</td>
<td><a href="http://www.bcbstx.com">www.bcbstx.com</a></td>
<td>800.521.2227</td>
</tr>
<tr>
<td></td>
<td>Group Number 275367</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSA/FSA/Commuter/Parking</td>
<td>Discovery Benefits</td>
<td><a href="http://www.discoverybenefits.com">www.discoverybenefits.com</a></td>
<td>866.451.3399</td>
</tr>
<tr>
<td>Dental</td>
<td>Delta Dental</td>
<td><a href="http://www.deltadentalins.com">www.deltadentalins.com</a></td>
<td>800.521.2651</td>
</tr>
<tr>
<td>Vision</td>
<td>EyeMed</td>
<td><a href="http://www.eyemed.com">www.eyemed.com</a></td>
<td>866.9EYEMED (866.939.3633)</td>
</tr>
<tr>
<td>Group Term Life and AD&amp;D</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Voluntary Life and AD&amp;D</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Short- and Long-Term Disability</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Critical Illness</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Accident</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Hospital Indemnity</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Legal and Identity Theft</td>
<td>LegalShield/IDShield</td>
<td><a href="http://www.legalshield.com">www.legalshield.com</a></td>
<td>913.402.8476</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.idshield.com">www.idshield.com</a></td>
<td></td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>SupportLinc</td>
<td><a href="http://www.supportlinc.com">www.supportlinc.com</a></td>
<td>800.490.1585</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Username: pathwayvets</td>
<td></td>
</tr>
<tr>
<td>Leave of Absence</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Fertility and Family-forming Support</td>
<td>Carrot</td>
<td><a href="http://www.get-carrot.com">www.get-carrot.com</a></td>
<td>N/A</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>Tuition.io</td>
<td>pathwayvets.tuition.io/register</td>
<td>855.353.9395</td>
</tr>
<tr>
<td>Family Support</td>
<td>Bright Horizons</td>
<td><a href="http://www.clients.brighthorizons.com/pathwayvets">www.clients.brighthorizons.com/pathwayvets</a></td>
<td>877.242.2737</td>
</tr>
<tr>
<td>401(k) Retirement Plan</td>
<td>Fidelity</td>
<td><a href="http://www.netbenefits.com">www.netbenefits.com</a></td>
<td>800.294.4015</td>
</tr>
</tbody>
</table>
The descriptions of the benefits are not guarantees of current or future employment or benefits. If there is any conflict between this guide and the official plan documents, the official documents will govern.
Pathway and THRIVE appreciate your commitment to our success. We’re equally committed to providing you with competitive, affordable benefits to help you take care of yourself and your family.

At Pathway and THRIVE, nothing is more important than your overall wellbeing. Our inclusive and comprehensive suite of benefits supports every aspect of your wellbeing, inclusive of emotional, physical and financial health.

This benefits guide has been prepared to summarize the benefits available to part-time employees for the 2021 plan year. Please read this information carefully. This benefits guide is not intended to be exhaustive, so please refer to the plan documents pertaining to each plan for more information.

If you have any questions not answered by this guide, or if you need assistance with your benefits, please contact our benefits team at 800.542.8143 or email benefits@pathwayvets.com.

Here’s where to find ...

SupportLinc .................................................. 3
Leave of Absence ............................................. 4
Tuition.io ......................................................... 5
Bright Horizons family support ...................... 6
Perks at Work ................................................. 7
401(k) retirement plan .................................... 9
Mobile apps .................................................... 10
Contacts ....................................................... 10
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- Home and garden
- Restaurants
- Flowers and gifts
- Financial wellbeing

Pathway and THRIVE Perks at Work is FREE for you to join, and you can even invite family members or friends to the benefit too.

1. Go to www.perksatwork.com/login and click “Register for Free”
2. Enter your work email address, and type “Pathway and THRIVE” in the Company box
3. Select “Create My Account” and start saving!

You'll be able to register within 45 days of your hire date!

Check out Perks at Work’s Community Online Academy, which provides access to thousands of free online classes, both live and on-demand, for kids and adults.
**401(K) RETIREMENT PLAN**

The Pathway and THRIVE 401(k) retirement plan is designed to help you prepare for retirement and attain your financial goals. The 401(k) retirement plan makes it easy for you to save money on a tax-deferred basis. When you enroll in the plan, a personal account will be established with Fidelity in your name, funded by:

- Your contributions (pretax and/or Roth).
- Employer matching contributions.

**2021 401(k) plan limits**

- Your combined elective deferrals — whether to a traditional 401(k), a Roth 401(k) or both — cannot exceed $19,500 for tax year 2021 if you’re under age 50.
- If you’re age 50 or older, you may contribute an additional $6,500 in the form of catch-up contributions.
- Total maximum contribution limit in 2021 is $58,000.
- Your eligible compensation is capped at $290,000.

**Here are some helpful terms**

**401(k):** A 401(k) plan is a tax-advantaged, defined-contribution retirement account offered by many employers to their employees. Workers can make contributions to their 401(k) accounts through automatic payroll withholding, and their employers can match some or all of those contributions. The investment earnings in a traditional 401(k) plan are not taxed until the employee withdraws that money, typically after retirement.

**PRETAX:** A pretax contribution is any contribution made to a designated pension plan, retirement account or other tax-deferred investment vehicle for which the contribution is made before federal and municipal taxes are deducted. For example, if you put $10,000 into a 401(k), you do not have to pay tax on that $10,000 of income in the year that it was earned. Pretax contributions are the government’s way of encouraging you to save for your retirement.

**VESTING:** Vesting is a legal term that means to give or earn a right to a present or future payment, asset or benefit. It is most commonly used in reference to retirement plan benefits when an employee accrues nonforfeitable rights over or employer contributions made to the employee’s qualified retirement plan account.

**ROTH 401(k) CONTRIBUTIONS:** You make Roth 401(k) contributions with after-tax money, so you see no immediate tax benefit. Any earnings from those contributions are tax-free when you take a qualified distribution.

**Contact Fidelity**

If you have any questions or concerns, please contact Fidelity at 800.294.4015 or visit www.netbenefits.com.
401(K) RETIREMENT PLAN

Eligibility

Pathway and THRIVE employees (part-time and full-time) are eligible to enroll in and participate in the 401(k) retirement plan on their date of hire. You’re eligible for the employer matching contributions after one year of service, based on your continuous service date.

Pathway and THRIVE offer a 401(k) match equal to 25% of your contributions into the plan, up to the first 4% of your eligible pay that you contribute.

<table>
<thead>
<tr>
<th>Bi-weekly salary</th>
<th>Employee contribution percent</th>
<th>Employee contribution dollar</th>
<th>Pathway matching contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,000</td>
<td>1%</td>
<td>$10</td>
<td>$2.50</td>
</tr>
<tr>
<td>$1,000</td>
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<td>3%</td>
<td>$30</td>
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</tr>
<tr>
<td>$1,000</td>
<td>8%</td>
<td>$80</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

*This is for illustrative purposes only.

401(k) provider information

EasyEnroll now:
- Text “Start” to 343898, or
- Go to www.netbenefits.com/easy
- Call Fidelity at 800.294.4015

Note: If you already have a Fidelity account, you will use your existing credentials to log in. The Pathway Vet Alliance 401(k) will appear as an additional plan.

Need guidance?
- Take the financial wellness checkup: www.netbenefits.com/financialwellness
- Visit the planning and guidance center: www.netbenefits.fidelity.com/planningcenter
- Download the NetBenefits mobile app for on-the-go access to all resources!

Beneficiary designation

An important aspect of estate planning is making beneficiary designations and keeping them up to date after life changes. It’s generally quick and easy to assign or update your beneficiary designation by visiting www.netbenefits.com. You will need to provide the name and Social Security number of each beneficiary.
MOBILE APPS

Visit your App store and download today!

CONTACTS

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Carrier</th>
<th>Email/website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Benefits Support</td>
<td>Lockton On Call</td>
<td><a href="mailto:benefits@pathwayvets.com">benefits@pathwayvets.com</a></td>
<td>800.542.8143</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>SupportLinc</td>
<td><a href="http://www.supportlinc.com">www.supportlinc.com</a></td>
<td>800.490.1585</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Username: pathwayvets</td>
<td></td>
</tr>
<tr>
<td>Leave of Absence</td>
<td>Unum</td>
<td><a href="http://www.unum.com">www.unum.com</a></td>
<td>866.679.3054</td>
</tr>
<tr>
<td>Tuition Assistance</td>
<td>Tuition.io</td>
<td><a href="mailto:support@tuition.io">support@tuition.io</a></td>
<td>855.353.9395</td>
</tr>
<tr>
<td>Family Support</td>
<td>Bright Horizons</td>
<td><a href="http://www.clients.brighthorizons.com/pathwayvets">www.clients.brighthorizons.com/pathwayvets</a></td>
<td>877.242.2737</td>
</tr>
</tbody>
</table>
The descriptions of the benefits are not guarantees of current or future employment or benefits. If there is any conflict between this guide and the official plan documents, the official documents will govern.
Corrective Action Form

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Employee ID:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee Title:</td>
<td>Location:</td>
</tr>
<tr>
<td>Manager Name:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

Status: ☐ Full Time ☐ Part Time

Corrective Action: ☐ Verbal Warning ☐ Written Warning

Specific details of the performance or conduct issue and manager’s comments: Indicate the date(s), and place(s) of misconduct (Section for employee’s comments on second page)

Previous warning(s): Indicate the level of previous warning(s):

Improvement Plan: Include follow up items, team member action items and any future follow up meetings, if applicable.

If this misconduct is repeated or additional policies and procedures are violated, further disciplinary action may be taken, up to and including termination. *If for any reason you are not able to perform these duties moving forward, with or without reasonable accommodation, please utilize the process outlined in the employee handbook to report these concerns.*

Signature: I acknowledge receipt of this disciplinary action and that its contents have been discussed with me. I understand that my signature does not necessarily indicate agreement and that refusal to sign will not invalidate the disciplinary action.

Printed Name: [Employee Printed Name]  Signature: [Signature]  Date: [Date]

Manager Printed Name

Witness Printed Name (if desired)
Employee’s Comments on the misconduct (Optional):

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
Employee name
Employee Title

Position ID -
Reports To -
Department -
Business Unit - MVA-MVA
Location -

REVIEW INFORMATION

Supervisor Performance Evaluation*

Review Period - 01/01/2020 to 12/31/2020
Target Completion Date - 05/12/2021

REVIEWER & CONTRIBUTORS INFORMATION

Reviewer -
Contributors -
Instructions:

As you write your performance evaluation, please consider the following guidelines:

1. Use these three types of goals when writing your goals for the upcoming year:

   Performance/Job Related Goals - These are goals that will ensure the individual grows in their position. These goals are not to be used to address performance issues but to set the course for the employee to become better in their job by increasing knowledge and/or efficiency.

   Developmental Goals - These are intended to move the individual forward and is designed to help the individual enhance his/her strengths in such a way that he/she can better serve the needs of MVA. A development goal is not a performance expectation.

   Deliverable Goals – These are goals based on projects/deliverable products that the individual is responsible for over the course of the coming year. The goals can be based on reaching defined milestones or completion of the projects/deliverable products.

2. Goals are not rated. the creation of the goals is a partnership between the employee and supervisor allowing for alignment in areas for focus. Generally, 2 – 4 goals are reasonable to manage. This does not mean there cannot be more than four goals – just consider if they are realistic to complete in conjunction with all other job functions. We recommend utilizing SMART principles in creation of the goals. Please note that correcting performance deficiencies in current role should not be identified as a development goal.

3. As much as possible, refrain from using generalities and absolutes. Instead, use specific examples to convey the information.

4. The content and the rating assigned should match. Ensure that the rating assigned supports the content written.

5. Consider the entire period of the evaluation as you write the content. Do not focus on what may have occurred most recently if it is not representative of the overall performance.

6. While completing the SUMMARY section is not required, this is a great opportunity to provide an overall summary or capture general thoughts or feedback that may not have been specifically captured elsewhere within the evaluation.

RATING SCALE

1 - 1.0 - Performance requires improvement

Performance standard are consistently below expectations.
<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5 - 1.5</td>
<td>Performance partially meets expectations on some standards and requires improvement in some areas</td>
<td>Performance meets expectations on some standards and requires improvement in other standards.</td>
</tr>
<tr>
<td>2 - 2.0</td>
<td>Performance consistently meets expectations on all standards</td>
<td>Performance on all standards consistently meets expectations.</td>
</tr>
<tr>
<td>2.5 - 2.5</td>
<td>All standards consistently meets expectations and sometimes exceeds in some areas</td>
<td>Performance on all standards consistently meets and sometimes exceeds expectations.</td>
</tr>
<tr>
<td>3 - 3.0</td>
<td>All standards consistently exceed expectations</td>
<td>Performance on all standards is consistently above and beyond expectations.</td>
</tr>
</tbody>
</table>
QUESTIONS

Instructions

Conducting employee performance appraisals is a productive and meaningful activity that positively contributes to the success of our organization. For each of the questions or key performance indicators, you should measure the productivity of the employee and how he/she builds relationships across all levels of your organization to assist with effective and coordinated work.

1 -
Please add goals for the coming year. Goals can be Job Specific, Developmental, or Deliverable. Please refer to the instructions for more information.

Category - Goals

Comments :

---

2 -

• Job Knowledge: The ability to clearly demonstrate functional expertise as it relates to the job.

• Learning Agility: Keeping abreast of new developments and enhancements to systems, procedures, and products; taking on new assignments or projects or mentoring others when asked; striving for excellence.

• Problem Solving & Decision Making: Uses sound judgement and problem-solving strategies in a timely manner to reach outcomes that are consistent with MVA values.

Category - Functional Expertise

Response :

Comments :

---
<table>
<thead>
<tr>
<th>3 -</th>
<th>Weighted at 10%</th>
</tr>
</thead>
</table>

- **Quality**: Seeks efficiencies and improvements when performing work tasks. Owns mistakes and learns from them. Identifies areas for growth, develops and executes plan of action to build capabilities. Uses technology as needed. Contributes to a safe working environment.

- **Reliability and Dependability**: Meets deadlines and work commitments, keeps unscheduled absences to a minimum and plans for coverage when needed.

- **Leading Change**: Actively develops innovative solutions for efficiencies and champions MVA wide initiatives. Helps others overcome resistance to change, removes barriers, and monitors to maintain the change.

**Category**: Personal Accountability

Response :

Comments:
<table>
<thead>
<tr>
<th>Category</th>
<th>Response</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service and Professionalism</td>
<td></td>
<td></td>
</tr>
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</table>

- **Customer Service:** Provides exceptional customer service by building positive rapport with clients. Is attuned to the perspective and needs of clients. Listens carefully, expresses compassion and empathy where appropriate. Able to adapt style in a positive manner to meet the needs of the organization and customer.

- **Working with Others:** Is approachable, inclusive, and respectful of others (colleagues, patients, clients, leadership) and their needs. Exhibits teamwork and initiative. Welcomes diversity.

- **Effective Communication:** Communicates clearly and concisely, mindful of topic, tone, volume and body language, actively listens,

- **Gives and Receives Feedback:** Provides ongoing feedback to reinforce and redirect behavior. Is receptive to and utilized feedback from others.
5 - • Planning and Organizing: Effectively executes the day-to-day management of the team, identifying appropriate staffing levels and running effective meetings

• Performance Management: Sets and communicates performance expectations, provides training/coaching and delivers positive and corrective feedback in a constructive and timely manner.

• Builds a Strong Team: Ensure goals of the team are clear, empowers others to take action, provides resources and development opportunities for employees

• Partnership and Collaboration: Partners and maintains positive relationships with other leader across MVA, is accountable to others, understands needs, goals and objectives of all groups

Category - Leadership Skills

---

6 - • Commitment to MVA Values: Displays commitment to and practice of MVA's core values; honesty, compassion, quality, education, teamwork, and trust.

• Adherence to MVA Standards: Follows the guidelines for appropriate conduct as outlined in the MVA Handbook and as set and communicated requested by supervisor. Upholds professional and ethical standards. Avoids gossip.

Category - MVA Values and Standards

---
OVERALL COMMENTS

Response :

Comments :

Talent Profile

Awards :

Training :

Certifications :

Education :

Languages :

Memberships :

Skills :
Employee Name
Employee Title

Position ID -
Reports To -
Department -
Business -
Unit - MVA-MVA
Location -

REVIEW INFORMATION

Individual Contributor Performance Evaluation

Review Period - 01/01/2020 to 12/31/2020
Target Completion Date - 05/12/2021

REVIEWER INFORMATION

Reviewer -
**Instructions:**

As you write your performance evaluation, please consider the following guidelines:

1. Use these three types of goals when writing your goals for the upcoming year:
   - **Performance/Job Related Goals** - These are goals that will ensure the individual grows in their position. These goals are not to be used to address performance issues but to set the course for the employee to become better in their job by increasing knowledge and/or efficiency.
   - **Developmental Goals** - These are intended to move the individual forward and is designed to help the individual enhance his/her strengths in such a way that he/she can better serve the needs of MVA. A development goal is not a performance expectation.
   - **Deliverable Goals** – These are goals based on projects/deliverable products that the individual is responsible for over the course of the coming year. The goals can be based on reaching defined milestones or completion of the projects/deliverable products.

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3. As much as possible, refrain from using generalities and absolutes. Instead, use specific examples to convey the information.

4. The content and the rating assigned should match. Ensure that the rating assigned supports the content written.

5. Consider the entire period of the evaluation as you write the content. Do not focus on what may have occurred most recently if it is not representative of the overall performance.

6. While completing the SUMMARY section is not required, this is a great opportunity to provide an overall summary or capture general thoughts or feedback that may not have been specifically captured elsewhere within the evaluation.
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Performance standard are consistently below expectations.

Performance meets expectations on some standards and requires improvement in other standards.

Performance on all standards consistently meets expectations.

Performance on all standards consistently meets and sometimes exceeds expectations.

Performance on all standards is consistently above and beyond expectations.
# QUESTIONS

## Instructions

Conducting employee performance appraisals is a productive and meaningful activity that positively contributes to the success of our organization. For each of the questions or key performance indicators, you should measure the productivity of the employee and how he/she builds relationships across all levels of your organization to assist with effective and coordinated work.

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Comments:

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2 - • Job Knowledge: the ability to clearly demonstrate functional expertise as it relates to the job.  

- Learning Agility: keeping abreast of new developments and enhancements to systems, procedures, and products; taking on new assignments or projects or mentoring others when asked; stiving for excellence.

- Problem Solving & Decision Making: uses sound judgement and problem-solving strategies in a timely manner to reach outcomes that are consistent with MVA values.

<table>
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<tr>
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</thead>
</table>

Response:

Comments:

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Printed on 17 Sep 2021 Page 4 of 9
<table>
<thead>
<tr>
<th>3 -</th>
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</thead>
<tbody>
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<td></td>
</tr>
<tr>
<td>• Reliability and Dependability: Meets deadlines and work commitments, keeps unscheduled absences to a minimum and plans for coverage when needed.</td>
<td></td>
</tr>
<tr>
<td>• Responds to Change: Adapts to changing priorities in a calm and positive manner. Encourages and supports new ideas.</td>
<td></td>
</tr>
</tbody>
</table>

**Category** - Personal Accountability

Response :

Comments :
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4 -  • Customer Service: Provides exceptional customer service by building positive rapport with clients. Is attuned to the perspective and needs of clients. Listens carefully, expresses compassion and empathy where appropriate. Able to adapt style in a positive manner to meet the needs of the organization and customer.

• Working with Others: Is approachable, inclusive, and respectful of others (colleagues, patients, clients, leadership) and their needs. Exhibits teamwork and initiative. Welcomes diversity.

• Effective Communication: Communicates clearly and concisely, mindful of topic, tone, volume and body language, actively listens,

• Gives and Receives Feedback: Provides ongoing feedback to reinforce and redirect behavior. Is receptive to and utilized feedback from others.

<table>
<thead>
<tr>
<th>Category</th>
<th>MVA Values and Standards</th>
</tr>
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</table>

5 -  • Commitment to MVA Values: Displays commitment to and practice of MVA's core values; honesty, compassion, quality, education, teamwork, and trust.

• Adherence to MVA Standards: Follows the guidelines for appropriate conduct as outlined in the MVA Handbook and as set and communicated requested by supervisor. Upholds professional and ethical standards. Avoids gossip.

Response:

Comments:

---

Weighted at 20%
OVERALL COMMENTS

Response:

Comments:

Talent Profile

Awards:

Training:

Certifications:

Education:

Languages:

Memberships:

Skills:
Hospital Manager Meeting Notes
5/26/21

General Check In
   Everyone share a story of what they have done for themselves over the weekend or the last few days

Andrea – present info on Redstone / Clover
   Preceptorship program

Communication regarding PM / MD roles to the team
   Work with your medical director to develop a communication plan for this

Smart Sheets
   Anyone been able to see them uploaded?
   Possibility that Claire might take this over for us?

WorkDay
   CTL A to select all in your hospital for payroll 😊

Inventory in PIMS
   No need to focus on this now until we know more about VetSpire integration

Lab samples
   Label so lab knows what to charge hospital or outside lab

New Employee and Term Employee checklist
   Need to add to notify IT when you have a new employee coming or an existing employee going so they can activate / deactivate. Need 1-3 day notice for new employees

Structure and planning of day & future planning
   Triaging issues
   30, 90, 180 plan
   Reports, workday, emails, smart sheets, delegation, time management
   Teams vs. emails

Open discussion / questions
   Funny story?
   Wilford?
Practice Manager Meeting Notes:
6/16/21

IT:

New firewall systems are going to be installed according to the list that Sheryl sent out, but the down time for internet will likely only be 30 seconds long. PIMS will remain usable the entire time.

Email integration between MVA emails and Pathway emails is going to take about 2 months, so continue to check both emails until they can merge

HR:

Artie Odoms from Pathways (Senior People Operations Partner) introduced himself and let us know Pathways has experienced rapid growth and they are working to create some more streamlined information for people as they are aware there is a wealth of info in multiple places that can make it difficult to find things

Continue to use Allen as a resource for coaching, disciplinary actions, etc.

Artie will be sending out a quick reference guide of who to contact for things such as benefits, FMLA, and other HR needs.

Sharon:

Sharon Melville gave us a brief background / overview of Ignite.

Lots of online courses and learning opportunities for the whole team – CSR, LVT, DVM, Managers
Ignite: builds clinical experience
Elevate / Accelerate: for non-clinical training

Sharon & her team working on supervisory / manager handbook and training binder. Sheila to send outline for them to work on content.

Sharon working on new hire checklist

Erin in Admin:

still doing billing and employee billing for hospitals and will maintain that, but PM’s should do ATP’s for employees on their own (no more than 4 month to pay off).

Continue to use the shared pet registry to determine eligibility for pet benefits. PM’s or someone in your hospital should be maintaining this when new employees and terms occur.

Employee pets should still be seen when DVM’s have excess capacity and not take up an appointment time slot

Andrea sent out info on setting up employee feeding program thru Hills, RC and Purina
Sheryl:

be sure to receive items from stockroom into your PIMS

Jena is in process of adding all DVM & LVT licenses into WorkDay
Manager Meeting 7/20/21

Sheryl Announcements:

Welcome Tess from Animal Junction!
Linda from Bayview
Jeanine from Iron
Kristy from Penfield

Updates:
Julie from PW here, Pam & Pam
Artie Odoms, POP from Pathways

Topics from group?:

CapEx process – Gina gone thru once
Job Aid and training in Learning center for that
Sheryl to send out form for us to fill out and send back to her – worksheet planning for new equip/product
  Any marketing needed
  Product contracts
  Training for team
  Codes Infinity
  Etc.
If there is an emergent issue, please reach out to Sheryl immediately via phone, email, text

Site Visits (Vetspire) & Refresh 21)
Half technologies looking at all our equipment, cabelling, etc is up to date and set for future needs
Jena looking into years of service awards and will send out a communication to us soon about process and who owns responsibility for different portions

Any struggles?
No comments

-What are some of the challenges with PW / integration?
Shawn - Inventory quarterly counts – confusing directions and spreadsheets, need better planning for next time

  Discussion on VetSpire with Inventory – no need to update inv counts now – switch when ready, Pam H disagrees 😂

  Next time send individual hospitals their spreadsheets and start there

Linda quote: “It's a masterpiece in progress”

Intros: Artie from PW here, Allen, Pams, TW, Julie

Artie:
PW is about people and longevity. Appreciate our longevity and wants to know what about the culture connects us to the hospital.

Distractions affect us.

Maria – how is it going from PW perspective on such a large acquisition?

  Went ok

  Allen instrumental in getting PW info, etc.
Manager Meeting Notes 7/28/21

UPDATES:

• Jena is revamping the DVM schedules, from now on she will just be sending out Saturdays, Sundays and on call schedules. All else will be managed at the individual hospital. Managers should be working with Medical Directors to approve DVM time off and reach out if additional coverage is needed. DVM’s should still request time off through WorkDay and make Jena aware.
• ROC Pet Rehab discount for employees is 50% off services. This amendment is being added to the Employee Pet benefit documentation
• VSES is still experiencing high volumes and accepting critically ill or injured pets only at this time. Please use triaging guide to help determine what pets are considered critical. Minor (green) cases should be seen at the pet’s regular veterinarian and not be referred to VSES or Urgent Care. Vet Triage is helping and they have a direct line to VSES if they need to refer a critical case for care.
• Hospitals should not be scheduling or communicating to clients about the VSES spots that are saved. Any changes to these spots, please communicate to Corey.
• Anyone interested in offering VetTriage – please email them at: ari.paget@vettriage.com  They will reach out to you with a form to fill out with information regarding your location and ability to see patients, etc. They can also set up a landing page on your website if you would like one.
• Websites: please make sure you (or someone on your team) is reviewing for content. Any changes that need to be made such as new DVM’s, team members, COVID restrictions, etc can be made by reaching out directly to Whisker Cloud (our webpage host) at digital@whiskercloud.com. Their turn around time is generally 1-2 business days. If you need help developing wording or language, please reach out to Pathways Marketing Team – Sinu Mathew at sinu.mathew@pathwayvets.com.
• There will be some pricing increases – we will get details on this next week. Updates in pricing should show up in PIMS immediately, but if not, please reach out to Dan and Rich to do a restart of your server.
• Sheryl & Dr. Fish are finalizing the extern apartment and that will be ready soon to start accepting up to 4 externs at a time. Our goal is to recruit new veterinarians to come work for us! Anyone interested in hosting externs, please contact Sheryl or Jena.
• All FT LVT positions will be posted with a $5,000 bonus which is paid by corporate, so does not hit individual hospital P&L. If you have an urgent need, you are able to offer bonuses for other positions that would hit P&L. Please contact Sheryl to discuss prior to posting.
• Pam Pavia is meeting with some programs that have accreditation for Vet Assistants (ACA’s) that we may be able to recruit team members from. More details to follow.
• Sheryl has been working with Holiday Vets which offers relief veterinarians if needed in an urgent situation. The rate of pay Is at a premium, so would not be for covering a DVM vacation. Contact Sheryl if you have a need.
• Urgent Care at AHOP is working to develop a scheduling system so clients can sign up 1 day prior to be seen. Reminder that minor (green) cases should not be referred to Urgent Care.
• Sheryl is working on a project to develop a centralized call center to help with volumes at the front desk as well as take client complaints off the team as these can spread negative vibes
quickly throughout the hospital which takes focus away from patient care. Anyone interested in participating in this project, please contact Sheryl. (Signed up so far are: Corey, who used to manage a call center for Regional Health, Jeanine, Kristy, Sheila)

- Sharon and her team are putting the finishing touched on their training for diffusing client conflict. Please reach out to Sharon, Pam Pavia or Pam Holt to schedule them to come and present to your team.
- New CDC guidelines around masking do not apply to us as we are not in a hot zone, so we do not need to make any changes to our reopening plans at this time. Allen and other POP’s are continuously monitoring these changes and will pass along any updates as they are available. We are still required to do employee screening prior to the start of each shift.
- Now that hospitals are reopen to clients, take a look around and reach out to Facilities for any painting or other needs.

SHOUT OUTS:

- Thank you, Shawn for supporting Greece in the interim until we find a replacement Manager!
- Great job Maria and Chili team on sprucing up the hospital. The team did some painting and made the place look like a new building! Pictures to follow 😊
Manager Meeting Notes 8/11/21

UPDATES:

• Dosimetry badges – please review Sheryl’s email and send back info to her, Julie, Lonnie, and Josh @ Pathways ASAP.
  o Verify you have your hotspot
  o Verify you have all the badges you requested
  o Pick a spot in your hospital within 25 feet of where badges are stored at night
  o Spot must have access in a short distance to power
  o Email the 4 people above where you want it installed and make sure your team is aware
  o Include your preference for day of the week installation and they will try to accommodate
  o Once everything is installed and working, the old badges can be sent to Pam at Admin

• New OSHA training through WorkDay will be released tomorrow. All employees must complete within 60 days. Please be sure to update your current OSHA binders with current information. Helpful materials can be found on SharePoint. OSHA (sharepoint.com) Questions can be emailed to regulatory@pathwayvets.com

• Sheryl sent an invite to an in person meeting at Duncan 9/22. There will be a rep from Trupanion Insurance there to speak with us as well as some training on P&L and budgets. Visit Trupanion’s website to check out information: Trupanion Medical Insurance for your pets

• If anyone has any laptops that do not belong to them at their hospital, please let Julie know. When Pathways did onboarding, they left behind a few laptops. They are silver chromebooks and Asus.

• Bennet from Pathways loaded LVT CE into WorkDay for our existing FT LVT’s. If you hire new FT LVT’s, please reach out to Bennet so she can add in CE. Also, if you have LVT’s that transfer PT to FT or FT to PT make Bennet aware so she can make adjustments.

• Please begin using the Labor tracker that Julie sent out so you can see where your hospital is and identify changes that might need to get made. More conversations to happen on this in the near future. You can use this to budget for staffing weekly and monthly.

• VetSpire has reached out to the pilot hospitals to begin conversations regarding the conversion. We are on track for target dates so far!

• Sheryl, Sharon and Jena are working on a monthly Monroe group Newsletter. Jena will be looking for input from hospitals / locations such as news, shout outs, etc. First edition target date – September.

• Erin Clarke from Admin accepted a position at VSES as the new Administrative Assistant. She will be transitioning billing and collections back to the hospitals. Jamie Martindale from Pathways will be reaching out to managers to participate in training for the collections process. Erin will set up needed training on billing.

• JobVite – please check this frequently if you have positions open. Stephanie is managing a lot of open requisitions, so some things may not be as timely. Feel free to start the process on your own whenever possible. Also, please share good candidates with other managers if you are not looking to hire. Don’t forget to tell your team about referral bonuses!!

• Mandatory masking – please implement this ASAP if you have not already. Numbers in Monroe County are still increasing.
• Scratch Pay – consider setting up if you want another payment option for clients. There is a short video you can watch on their website: Scratchpay: Simple & friendly, payment plans for medical financing If you are interested in offering for your hospital, please email Isabel.garza@pathwayvets.com to get the process started.

• Pet Registry: Please make sure you (or someone in your hospital) is keeping this updated so your team members can take advantage of their Pet Benefits not just at your location but when they visit Urgent Care or VSES. Be sure to add new team members as well as take off termed employees and remove their discount in Infinity. Many, many team members are missing on this list, including DVM’s! https://monrovets-my.sharepoint.com/:x:/g/personal/jena_plant_vsrochester_com/EUB6AyoU1YBFtCwr3Glz58EBBxPPZu3mveuOXNDmS9PCnw

• VSES continues to be status Orange – only accepting critically ill or injured pets. They are also looking into issues with their phone system as sometimes calls are being dropped. VSES will be piloting Guardian which is a phone triaging system to help with call volumes soon. They are also looking into options for a dedicated transfer / referral line.

• Urgent Care will be moving to not accepting walk-ins within the next few weeks. Clients that want pets seen during Urgent Care will fill out a form to be triaged by the team ahead of time and given an arrival time. End of life care can still be arranged by calling Urgent Care directly. Sheila will email out a full communication with links to the form prior to the transition.

• AHOP DVM’s will be seeing Urgent Care appointments during the week (Mon, Thu, Fri hopefully 8-5) to help with the high volumes of sick pets. Any hospital is welcome to do the same and use the following charges for same day ill appointments. At this time, we will not be accepting referrals from other locations, but if that changes, Sheila will communicate that.
  o 100U is $100.00 Urgent Care exam fee and will now have bundled with it:
  o Urgent Care Nursing Fee Level 1 @ $25.00 (for any invoice <$250)
  o Urgent Care Nursing Fee Level 2 @ $50.00 (for any invoice >$250)

• Teams migration will take place over the next few months. Please start looking at MVA teams to identify things that will need to be transferred over including chat groups, files, etc.

• DVM Expense reports – please see email Sheryl sent with information to help DVM’s with this and make sure they are filled out completely. Expense category: discretionary WorkTag: annual discretionary fund. If these fields are not correct, their request will be denied. DVM’s get $3,500/yr in discretionary funds which was prorated from the date we partnered. AVMA and PLIT come off the top automatically. To view what funds are available for DVM’s go to employee, compensation, reimbursable allowance plan activity.

• For office supplies, try to use Amazon business or VetCove connected vendors to make these purchases whenever possible.

HAVE A GREAT WEEK EVERYONE!!! 😊

“What lies behind you and what lies in front of you pales in comparison to what lies inside of you.” – Ralph Waldo Emerson
Manager Meeting Notes - 8/18/21

- Stephanie, our recruiter was promoted to manage a team of recruiters. She will still have some limited contact with us, but is turning things over to our new recruiter, Samantha (Sam) Barron. Welcome, Sam! Sam will be the Monroe groups dedicated recruiter and will share candidates, etc with the group and make sure our pay rates are staying consistent.

- Don’t forget that LVT licenses can be paid for out of CE $ (Managers to track). This can be retroactive to 5/15/21 (date of partnership)

- Allen is looking into scheduling flu clinics and Rabies titer clinics for this year.

- There will be a group getting together to discuss handling of unvaccinated pets now that restrictions have been lightened. If interested in joining, please let Sheryl know.

- Amy from Elanco will be reaching out soon to discuss rebates and rebate checks moving forward and how to manage those for your hospital.

- Erin will be transitioning to her new role at VSES and meeting with managers to review billing procedures. Make sure you signed up for TechCollect training offered by Jamie Martindale as that process will begin next week. Consider using your Admin CSR to handle this!

- Jena will be assuming some of Erin’s duties – more details to follow on this soon.

- With continued shortages at VSES, all hospitals should consider saving some surgical spots on surgery days for Urgent surgical needs. DVM’s are able to increase their surgical fee for these urgent cases they take on.

- COVID guidelines – NYS is still recommending temperature taking and reporting at this time. Please make sure employees are doing their wellness screening prior to their shift.

- Lonnie from Pathways will be scheduling our new hotspot installations for new radiology badges and getting that info to us next week.

- Employees that are on leave – please be sure to update their status in WorkDay – otherwise the employee will NOT get paid upon return. Reach out to benefits team if you need assistance with this. Put a reminder in your calendar for when the employee plans to return to help remind you! Notifications do go out to the team member’s direct supervisor.