



July 1, 2020

WARN Coordinator  
Missouri Department of Higher Education & Workforce Development  
Office of Workforce Development  
PO Box 1087  
Jefferson City, MO 65102  
[ETT.DWD@dhewd.mo.gov](mailto:ETT.DWD@dhewd.mo.gov)

and

Mayor Quinton Lucas  
City Hall, 29th Floor  
414 E 12th St.  
Kansas City, Mo. 64106  
816-513-3500

Re: **Amendment to Worker Adjustment and Retraining Notification Act (WARN)  
Notice of Furlough on April 20, 2020**

Dear Sir or Madam:

The purpose of this notice (the “Amended Notice” is to follow up on the WARN Notice of Furlough sent to you on May 1, 2020 (the “Initial Notice”). As required by the Worker Adjustment and Retraining Notification Act (“WARN”), we reported in the Initial Notice that TriWest Healthcare Alliance’s (“TriWest” or the “Company”) operations in Kansas City, Missouri, both at 1480 N.W. Vivion Road, and for various telecommuters who report to that location or live within city limits would be subject to temporary furloughs for an unknown duration to realign TriWest’s staffing with projected volume of work going forward, and as a result of organizational changes. This Amended Notice is to inform you that, effective June 20, 2020, we have made the difficult decision to permanently lay off the previously furloughed staff.

Due to the economic impact of COVID-19 (Coronavirus), TriWest implemented measures to ensure the financial stability of the Company starting with the furloughs identified in the Initial Notice. The pandemic situation, combined with the continuing transition of our contract with the Department of Veterans Affairs, has impacted our business significantly, and as a result, we find that we must make some difficult personnel decisions.

Layoffs began on June 20, 2020 and completed on that date. The action impacted the following job titles which are held by the listed number of employees:

Title	# Affected
Director, Hub Operation	1
Admin Asst. Sr., Hub Operations	1
Care Authorization Spec	6
Complex Authorization Spec	7
Manager, Contact Center	3
Medical Management Team Lead	1
Patient Services Rep	137

Patient Services Rep Team Lead	4
Supervisor, Medical Operations	2
Supervisor, Patient Services	12

Employees in the listed positions are not represented by a union.

Bumping rights, for example, the ability to displace less senior employees at other TriWest facilities, do not exist. The Company has already notified the affected employees of the lay off and provided information regarding benefits available to them.

To the extent this event is covered by any state, or local advance notice requirements, this letter is intended to fulfill those requirements as well. TriWest asserts that the Initial Notice given on May 1, 2020 served as TriWest's notice of both the furlough and this potential lay off under 20 C.F.R. § 639.5. Notwithstanding, and pursuant to 20 C.F.R. § 639.9, you are hereby notified that you have been given less than the 60 days' notice contemplated by the federal and state WARN Acts due to unforeseeable business circumstances, namely the unanticipated and dramatic downturn caused by COVID-19.



May 1, 2020

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Mayor Quinton Lucas  
City Hall, 29th Floor  
414 E 12th St.  
Kansas City, Mo. 64106  
816-513-3500

Re: **Worker Adjustment and Retraining Notification Act (WARN) Notice of Furlough on April 20, 2020—Contingent Upon Future Unknown Events**

Dear Sir or Madam:

The purpose of this notice is to inform you that the TriWest Healthcare Alliance (“TriWest” or the “Company”), as required by the Worker Adjustment and Retraining Notification Act (“WARN”), that TriWest’s operations in Kansas City, Missouri, both at 1480 N.W. Vivion Road, and for various telecommuters who report to that location or live within city limits, will be subject to temporary furloughs for a currently unknown duration to realign TriWest’s staffing with projected volume of work going forward, and as a result of organizational changes that must be implemented. This notice is inclusive of the layoff of seventeen telecommuters located outside of Missouri who received their assignments from the operation center in Kansas City, effective May 22, 2020

Due to the economic impact of COVID-19 (Coronavirus), TriWest is implementing measures to ensure the financial stability of the Company. The current pandemic situation has impacted our business significantly, and as a result, we find that we must make some difficult personnel decisions.

At the time of this notice, we strongly anticipate that this furlough will last less than six months, but we also recognize the unpredictability of the rapidly-evolving business realities created by COVID-19. As a result, it is not impossible that these furloughs could exceed six months, which could result in an employment loss as defined under the Federal Worker Adjustment and Retraining Notification Act (“WARN Act”). If that scenario materializes, the Company may be retroactively required to have given you prior notice under the WARN Act. Consequently, we are providing you with the WARN Act notice below in case the furloughs exceed six months.

Employee furloughs will begin on April 20, 2020, and we expect we will be able to restore employees to their previous positions by mid-June 2020; however, as we cannot accurately project the trajectory of COVID-19 or its impacts on our business, an exact return to work date



cannot be given at this time, nor can we guarantee any return to work. At this time, the action is expected to affect the following job titles which are held by the listed number of employees:

<b>Furloughed Staff</b>	
<b>Title</b>	<b># Affected</b>
Director, Hub Operation	1
Admin Asst. Sr., Hub Operations	1
Care Authorization Spec	6
Complex Authorization Spec	7
Manager, Contact Center	3
Medical Management Team Lead	1
Patient Services Rep	137
Patient Services Rep Team Lead	4
Supervisor, Medical Operations	2
Supervisor, Patient Services	12
<b>Terminated Staff</b>	
<b>Title</b>	<b># Affected</b>
Patient Services Rep*	17

\*17 reductions in force reside outside of Missouri, but were assigned to report to the TriWest hub in Kansas City

Employees in the listed positions are not represented by a union.

Bumping rights, for example, the ability to displace less senior employees at other TriWest facilities, do not exist. The Company has already notified the affected employees of the furloughs and provided information regarding benefits available to them.

This notice is based on the best information available at this time. To the extent this event is covered by any federal, state, or local advance notice requirements, this letter is intended to fulfill those requirements. The providing of this notice does not serve as an admission that any such notice is either necessary or required. Notwithstanding, and pursuant to 20 C.F.R. § 639.9, you are hereby notified that you have been given less than the 60 days' notice contemplated by the federal and state WARN Acts due to unforeseeable business circumstances, namely the unanticipated and dramatic major economic downturn caused by COVID-19. You are also notified that the Company has given as much notice as practicable under these circumstances.