

RehabCare and Kindred Healthcare Combining Our Strengths

December 29, 2011

Dear Colleague,

Over the past seven months, we have worked to successfully and seamlessly integrate the organizations as we combined the strengths of RehabCare and Triumph with Kindred. Effective January 1, 2012, all eligible employees will transition over to Kindred's benefits program. As you saw during the Open Enrollment period, Kindred offers a robust benefits program to meet employee needs. After we have completed the transition to the Kindred program, we will discontinue the St. Louis-based ACE and PACE benefits and payroll service centers that legacy RehabCare employees were accustomed to.

In place of the ACE and PACE benefits and payroll service centers, you will now have two key resources when you have questions about your benefits or pay: the Kindred HUB at 1.800.991.6171 and RehabCare's HR Assistant (HRA) support team at 1.877.999.7751.

In order to best prepare you for the change, we have prepared some Frequently Asked Questions that will guide you to the best resource for your particular issue.

BENEFITS – THE KINDRED HUB

Q. What is the Kindred HUB?

A. The Kindred HUB is a valuable phone-based resource designed to help you understand, use and manage your benefits. We created the Kindred HUB to help you to take advantage of Kindred's benefit programs and to make it easier for you to get answers to your benefit questions

Q. When should I call the Kindred HUB?

A. Call the Kindred HUB and speak with a Benefit Specialist to:

- learn about Kindred's benefits and programs
- understand and update your benefits if you've experienced a qualified family status change event
- learn what services are and are not covered under the plans
- find a network doctor or dentist
- get in touch with a vendor partner
- get help resolving a healthcare claim issue

A Benefit Specialist can also assist you with benefit-related payroll questions; however, they do not have access to non-benefit-related payroll information nor are they able to answer questions regarding Paid Time Off.

Q. Are my calls confidential?

A. Yes, all calls to the Kindred HUB are completely confidential. Your calls may be monitored for quality assurance; however, any information you share is protected and secure.

Q. When can I call the Kindred HUB?

A. You can call the Kindred HUB Monday through Friday, from 8 a.m. to 10 p.m., Eastern time. Access to benefit resources may vary, but you can leave a voice mail with the Kindred HUB and your request will be handled on the next business day.

Q. Can I call the Kindred HUB with questions about a leave of absence?

A. You can access our vendor partner UNUM through the HUB. UNUM will collect your information,

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send you any forms that you and/or your doctor need to complete, approve or deny your leave request and designate a Leave Specialist to work with you throughout your leave.

Q. What if I have questions about my RehabCare benefits in 2011? For example, if I have a question about a medical claim that hasn't been paid?

A. Call the Kindred HUB and the Benefit Specialist will walk you through the process for submitting information about your outstanding issue, which will vary based on the situation. The HUB will work with Kindred's Benefits Department to resolve any outstanding 2011 benefit issues.

PAY RATES, PAID TIME OFF AND PCA – REHABCARE HRA TEAM

Q. Where do I call if I have payroll questions?

A. Many payroll questions are handled by the RehabCare HRA team, including those about your rate of pay. Some questions are best directed to your PD, such as those about the *PatientPlus* program, hours for which you have been paid, taxes or direct deposit. Your PD will then forward questions on your behalf to the Payroll Department or to Customer Support as appropriate.

Q. What if I need to update my personal information?

A. The HRA team is your contact for updating most personal information such as your address and/or phone number. If you get married or divorced or have a child, the HRA team can also update your status and tax information.

However, if you want to add or remove a dependent from your benefit plans or if you want to update your beneficiary information as the result of marriage, divorce or having a child, you will need to contact the Enrollment Center, which is Option 1 when you call the Kindred HUB. Note that the hours for the

Enrollment Center are different than those for the rest of the HUB services. The Enrollment Center is open from 9 a.m. to 5 p.m. Eastern time on Monday, Tuesday and Friday and from 9 a.m. to 8 p.m. on Wednesday and Thursday.

Q. Whom do I contact if I have questions about my Paid Time Off (PTO)?

A. Your HRA will be able to answer questions about how many PTO hours you are accruing and how many hours are in your bank.

Q. Where do I submit my documents for reimbursement under the PCA?

A. Human Resources will verify your eligibility and PCA balance and then forward the request to the Payroll Department upon receipt of all required forms and documentation. PCA-eligible expenses will be included in your regular paycheck through the normal payroll process.

As a reminder, you must submit the PCA reimbursement request form and applicable receipts/certificates via fax to 1.866.736.5087 within 30 days after the end of the month in which you incurred the expenses. If you have questions about your PCA, call 1.502.596.6431.

We remain committed to investing in our employees and ensuring they have access to the information and resources that enable them to take care of themselves and their families. We appreciate the quality care and rehabilitation you provide to our patients and residents each day. Thanks for all you do.



Benjamin A. Breier
Chief Operating Officer
Kindred Healthcare

Please feel free to print this out and post it on your bulletin board.
