

The attached information was sent to the following four Partners Health Care executives on 11/17/2019.

I did not receive a response. The individuals below are located at:

Partners Health Care, 399 Revolution Drive, Somerville, MA 02145

1. Rose Sheehan (Partners Health Care Human Resources Director)
2. Mary Beth Remorenk (Vice President Revenue Cycles Operations)
3. Christine Pierga (Vice President Partners Health Care Human Resources Department)
4. Peter Markell (Partners Health Care CFO)

Other individuals mentioned in the summary below:

1. Patti Hennessey (Director for HSN,VA and Tricare billing. Patti Hennessey gave me a "Thank you note" thanking me for my hard work and for resolving high dollar Tricare claims)
2. Clotea Holley (Clotea Holley reports to Patti Hennessey...Clotea Holley is the Manager for HSN VA and Tricare billing)
3. Emily White (HR Assistant...reports to Rose Sheehan)

From: Cliff ODay  
Cliff ODay <cliffoday@yahoo.com>

----- Forwarded Message -----

**From:** Cliff ODay <cliffoday@yahoo.com>  
**To:** rrsheehan@partners.org <rrsheehan@partners.org>; mremorenko@partners.org <mremorenko@partners.org>; cpierga@partners.org <cpierga@partners.org>; pkmarkell@partners.org <pkmarkell@partners.org>  
**Sent:** Sunday, November 17, 2019, 1:29:02 PM EST  
**Subject:** Grievance Against: Clotea Holley and Emily White

To Whom it May Concern:

First, please first review the information about "Gaslighting in the Workplace":  
[https://www.health.com/anxiety/gaslighting-at-work?utm\\_source=emailshare&utm\\_medium=email&utm\\_campaign=email-share-article&utm\\_content=20191115](https://www.health.com/anxiety/gaslighting-at-work?utm_source=emailshare&utm_medium=email&utm_campaign=email-share-article&utm_content=20191115)

I will get to the point. My name is Clifford ODay. I have been a Tricare Insurance Analyst for Partners Healthcare for 12 years. Please contact Marie Mansfield for references. I am currently a Blue Cross analyst for Partners Healthcare, my manager is Robert Traylor. I transferred to the Blue Cross billing department in June, 2019.

I have a BA from UCLA in sociology and a BA from UCLA in world history. In other words, I am not an idiot. I am a (soon to be) 68 year old gay man.

On Sept 29, 2019 I was rushed to North Shore Medical Center emergency room. After being admitted to NSMC and after a week of tests, it was determined that I was suffering from congestive heart failure and PTSD. I am currently on FMLA.

The stress of working under Clotea Holley's management style caught up with me. I had no health issues prior to working with Clotea Holley. I blame the constant stress caused by Clotea Holley as a contributing factor to my diagnosis of heart disease and PTSD. I also blame Emily White has contributing to my PTSD. More about Emily White later.

I have been a medical insurance (commercial and government) analyst for over 30 years. My expertise was in Tricare/CHAMPVA and Tricare for Life analysis and billing.

### What is Tricare?

"Tricare (styled TRICARE), formerly known as the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), is a health care program of the United States Department of Defense Military Health System.[1] Tricare provides civilian health benefits for U.S Armed Forces military personnel, military retirees, and their dependents."

### What is CHAMPVA?

The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the "Department of Veterans Affairs" (VA) shares the cost of certain health care services and supplies with eligible beneficiaries

CHAMPVA benefits are for the surviving spouse or child of a Veteran who was at the time of death rated permanently and totally disabled from a service-connected disability, or the surviving spouse or child of a service member who died in the line of duty, not due to misconduct (in most of these cases, family members qualify for TRICARE, not CHAMPVA).

A service-connected disability is a disability that we've concluded was caused—or made worse—by the Veteran's active-duty service. A permanent disability is one that's not expected to improve."

### What is Tricare for Life?

"The Tricare for Life plan works by providing insurance coverage for any services and treatment that Medicare does not cover. Recipients can visit any authorized medical service provider, and claims are first sent to Medicare. Once Medicare has paid the portion of the fees that it covers, the claim is sent to Tricare for Life. Payment is then made directly to the service provider for any additional covered services."

Tricare, CHAMPVA and Tricare for Life are basically the same with some variations on who qualifies for the benefits. Tricare, CHAMPVA and Tricare for Life have their own websites (except CHAMPVA...they don't have a website), mailing addresses and their own phone numbers. From now on when I speak of Tricare I will be referring to Tricare (with all their different regions), CHAMPVA and Tricare for Life.

I was responsible for ALL of the Tricare claims for 11 years for MGH and BWH. I did not have any help, I was the only Tricare analyst for Tricare, CHAMPVA and Tricare for Life inpatient and outpatient claims.

You must agree that one of the responsibilities from the Human Resources department is to maintain the “safety and equitable treatment of their employees.” **The primary purpose of an HR department is to keep a business supplied with a competent and satisfied workforce. The Human Resources department sole purpose is NOT just to protect management.** We, the employees of Partners Healthcare, make management look good. **The Human Resources department should also investigate harassment and discrimination complaints and ensures company officials remain compliant with United States Department of Labor regulations. IT IS NOT THE RESPONSIBILITY OF HR TO IGNORE THE EMPLOYEES GRIEVANCES, BUT TO ENSURE THAT EMPLOYEE COMPLAINTS ARE TAKEN SERIOUSLY AND THAT CORRECTIVE ACTIONS ARE TAKEN.** We come to work day in and day out and we do our best to improve the lives of our patients and we (I) do our best that the patient does not have to endure any unnecessary stress. Partner’s Healthcare legal department agrees with me. These points seem to have been forgotten under the management of Clotea Holley.

**So with that being said, let’s start from the beginning.**

I was hired in November of 2007 as a Tricare analyst for Partners Healthcare. In 2007 the Tricare billing was located within the Medicare billing department under the management of Marie Mansfield. My manager was Carol Bohodoney (since retired). Everything was great and I was able to keep a handle on all the Tricare claims’. I received excellent job evaluations year after year. My job evaluations were so excellent that I was given the privilege to being selected as one of the first remote workers in Marie Mansfield’s department. Working from home gave me the capability of doing an extra days work per week. Our expected weekly quota was to work 200 claims per week. As a remote worker my average weekly quota was 240 claims or more per week. My weekly goal was to do my “personal best” and to exceed the previous week’s quota. As a remote worker the quality of work did not diminish, the quality of work increased. My QR scores were excellent. My QR scores were always in the accepted range for a remote worker. I never received any complaints or less than stellar performance reviews from Carol Bohodoney (retired) or Marie Mansfield (Director, CBO, Medicare & Blue Cross).

Around 2017 Management decided that ALL military health insurance billing should be centralized in one department. Marie Mansfield was responsible for Tricare billing, Patti Hennessey is responsible for Veterans Administration (VA) and VA Choice billing. It was decided that Tricare billing, therefore me as well, would transfer to Patti Hennessey’s department. Clotea Holley would be my manager. I would maintain my status as a remote worker under Clotea Holley. Clotea Holley knew nothing about Tricare, CHAMPVA and Tricare for Life. I was always the “go to guy” if anyone, including the legal department, needed clarification on a Tricare issue. I was able to answer any Tricare questions in a timely and professional manner. Please contact Lynne Afrow-Ellis for verification of my professionalism.

I began to notice that working conditions under Clotea Holley started to become toxic. It all began in January of 2019.

It was my understanding and belief that there were no issues with my job performance for well over a year. Suddenly, in January of 2019, I noticed changes with Tricare. Tricare began to request more documentation (medical records). I was fully aware of the new policy concerning the number of medical records and the continued concern of HIPPA Privacy policies. Tricare began to indicate that crossover Medicare remits were never received. Tricare also began to request more Third Party Liability forms from the patient. It was also in January of 2019 that additional facilities were added to my Tricare worklist. I was now responsible for the Tricare billing for MGH, BWH, Newton-Wellsley, Faulkner and NSMC.

### What is a Tricare Third Party Liability Form?

Third party liability occurs when someone else (an individual, organization, or business) may have been responsible for your injury or illness. When this is the case, that entity or its insurer may be liable to pay your health insurance claims related to that injury or illness.

When your health care providers submit claims to TRICARE for payment, they must provide information indicating why you were seen. Providers do this by using one or more diagnosis codes which describe your injury or illness. Some diagnosis codes can indicate an injury or illness which may have been caused by a third party. When TRICARE receives claims with these types of diagnosis codes, we mail the DD2527 Third Party Liability Form to patients or sponsors in order to determine how the injury or illness occurred.

Sometimes, TRICARE receives claims that include diagnosis codes that may or may not relate to an injury. A common example is when you have surgery or have a medical complication or when you have been diagnosed with cancer. If you (the patient or the patient's power of attorney) did not return the DD2527 within 35 days, the medical claim(s) will likely be denied. The provider(s) then at that point may bill you directly for the services provided. I was instructed by Clotea Holley to send the claim to self-pay even when medical records indicate that a Third Party Form was not required from the patient. In January 2019 I gave Clotea Holley a copy of the written permission from Tricare indicating that medical records, in some cases, can replace the Third party Form. Clotea ignored the instructions from Tricare. Clotea Holley's disregard of Tricare instructions are on file in an e-mail that Clotea sent to me, telling me that I cannot send medical records (one page from the discharge summary) to replace the Third Party Liability form. Per Clotea's instructions, I once sent a Third Party Form to a patient, the patient sent the form back with "I HAVE CANCER" written on the form. The particular claim was for over \$103 thousand dollars. I was trying to avoid contacting the patient, trying to adhere to the 2.0 policy and to have the claim paid in a timely manner. Clotea put roadblocks up that prevented me from doing my job. I have a written confirmation from Tricare stating "If they (patient) will not send it (Third Party Liability Form), you can send medical records in lieu of the TPL form. You just need to state why you're sending them". I gave this information to Clotea in writing. Clotea ignored the instructions from Tricare.

In 2007 I was given verbal (written permission is on file) permission to submit medical records as proof that a Third Party form was not required from the patient. I could not send the medical records until I received the ICN number that

was on the Tricare remit. One page from the discharge summary, where the diagnosis was written out, would be acceptable by Tricare to replace the Third Party Liability Form. Tricare would usually process and pay the claim once the written diagnosis was received from the discharge summary report. By sending the discharge summary to Tricare, time and money was saved and the patient did not have the added stress of returning the Third Party Form or have the claim sent to self-pay. Please contact Lynne Afrow-Ellis to verify how extremely difficult it is to receive the Third Party Form from the patient. Clotea Holley also gave me the added responsibility of working the VA Choice claims.

### What is VA CHOICE?

“The Veterans Access, Choice, Accountability Act (VACAA) of 2014 is a law that expands the number of options veterans have for receiving care to ensure veterans have timely access to high-quality care. Veterans Choice Program (VCP) provides primary care, inpatient and outpatient specialty care, and mental health care for eligible veterans when the local VA health care facility cannot provide the services due to: 1.lack of available specialists.2. Long wait times.3.extraordinary distance from the veteran’s home.

Verification of eligibility in the form of an “authorization” from HNFS is required for reimbursement.

Please note the VA Choice Program became law on August 7, 2014. On March 30 2017, VA Choice “added new checklists, and updated existing ones, to help ensure the VA receives the necessary information in order to maintain a complete and accurate medical file for the veteran. The elements listed on each checklist must be included in the medical record excerpt or as separate documentation of the authorized episode of care per VA guidelines. Of costs associated with care provided to a veteran.” I learned that **VA Choice would prefer to have medical records before the claim is processed.**

I did not receive the VA Choice claims until Jan 2019. VA Choice was a short term 5 year program. The VA Choice program officially shuts down in January 2020. VA Choice appeals are no longer accepted. Clotea Holley refused to meet strict scheduled deadlines set up by VA Choice. I gave Clotea Holley a written schedule from VA Choice relating as to where and when medical records were to be sent to VA Choice. Clotea Holley said NOT to send medical records to VA Choice. Clotea Holley was following the guidelines set down in 2014, Clotea ignored the new VA Choice guidelines posted on March 30, 2017.

**Partners will never know how much revenue was lost because medical records were never sent. Clotea Holley was adamant that medical records were not to be sent to VA Choice.** How many VA Choice Claims (lost revenue) were written off on the fiscal year end on Oct 1, 2019? VA Choice deadline dates for claim and medical records submission are on file. I called VA Choice 4 times, I spoke to 4 different customer service representatives, each representative told me the same thing, “We (VA Choice) prefer to have medical records in case there is an audit. If we (VA Choice) do not have medical records we will take our payment back.”

When I first began to work the VA Choice claims I noticed that about 20-25 claims had been billed to Medicare as primary. Medicare made a payment on the

claim. Medicare had been billed in error. When I told Clotea Holley that VA Choice was primary and that Medicare was due a refund, Clotea said that "Medicare does not receive a refund until VA Choice makes a payment." Medicare requires that overpayments be returned in a timely manner. I have no idea if VA Choice ever made a payment on the claims or if Medicare was ever given a refund. I called VA Choice on April 25, 2019, I spoke to VA Choice customer service rep, Janene (phone reference # 42619). Once again I asked about Medicare and VA Choice. Janene told me that beginning on April 20, 2017 "VA Choice would be the primary payer over Medicare. If Medicare made a payment over VA Choice than Medicare would be due a refund". Allegedly Clotea Holley ignored this information.

A previous employee by the name of Joe Moran was responsible for the VA Choice claims under Clotea Holley.

### Joe Moran:

In 2017, while I was still in the Medicare billing department under Marie Mansfield, I sat next to Joe Moran. Joe Moran did the VA and VA Choice billing for Clotea Holley. Joe Moran was a Vietnam veteran. Joe had been a remote worker, but he had been called back into the office. Joe was about 65-66 years old. Joe was a soft spoken, shy individual. Joe had been employed by Partners Healthcare for over 30 years. I could hear everything that happened at Joe Morans desk, phone calls, conversations etc. Joe soon began to confide in me about how he could not do anything to please Clotea Holley. I began to notice that Clotea Holley came up to Joe 2-3 times a day. Clotea was constantly criticizing and finding fault with everything Joe did. I heard every word.

Clotea Holley's constant criticizing and knit picking with Joe Moran was a sign of things to come when I began to work with Clotea Holley. Review:

[https://www.health.com/anxiety/gaslighting-at-work?utm\\_source=emailshare&utm\\_medium=email&utm\\_campaign=email-share-article&utm\\_content=20191115](https://www.health.com/anxiety/gaslighting-at-work?utm_source=emailshare&utm_medium=email&utm_campaign=email-share-article&utm_content=20191115)

In 2017 Joe Moran was honored at the Partners yearly celebration for long time employees. A video about Joe Moran was shown during the celebration to honor Joe's contribution and dedication to Partners Healthcare.

Joe told me that he needed a medical procedure, but Clotea was making it difficult for Joe to schedule the procedure. Instead of working with Joe and after a few weeks after Joe's celebration for being a dedicated employee, Clotea Holley fired Joe. I happened to be at the printer when Joe came up to me, he had tears in his eyes, and said "Clotea just fired me". I shook Joes hand and said how sorry I was that this happened. I walked Joe to the elevator. There was no fanfare, no goodbyes to co-workers. That was the last time I saw Joe Moran.

### My Work Laptop:

Let me state from the beginning...I DO NOT KNOW HOW THE INNER FUNCTIONS OF HOW A LAPTOP WORKS. I AM A TOTAL DUNCE WHEN IT COMES TO ANY TYPE OF ELECTRONICS. My work laptop was operating with Windows 7.

In late Jan. of 2019 I noticed that my remote work laptop was disconnecting from the internet. I was losing internet connection slowly over time. I just thought it was a random fluke that the internet connection was dropping. I told Clotea that my laptop was slow and losing connection. I was told to call the IT help desk. The IT help desk told me to reboot the laptop. I did as I was told. I would be able to boot up the work laptop in the morning but only half of the Partners Applications would appear, I had to reboot...loading, loading, loading would appear on the laptop screen.

The laptop was frozen...10-20-30 minutes would go by, I rebooted...same thing happened. I followed the help desk instructions...rebooted.

Over the coming weeks/months the laptop continued to lose internet connection at any time during the workday. I noticed the problem was most severe on Wednesday mornings and after lunch. Even when I used the screen saver at lunch, I would come back to the laptop and find my internet connection had been lost. I tried NOT using the screensaver at lunch, internet connection was still lost.

The laptop was over 3 years old. In 3 years the laptop was never updated by the IT department. The only instructions I was given was to bring the laptop into the office, plug it in, sign on and let the "in office" Wi-fi refresh the laptop with any "updates". I did this once a month, per instructions.

The problem became progressively worse over the weeks/months. It was the same problem, losing internet connection at any time. If it was the same problem, then the solution to solve the problem must be the same...reboot the laptop. The solution was the same from IT, reboot the laptop. I noticed the rebooting could take anywhere from 15 minutes to 30 minutes. After the first reboot, sometimes, I noticed only half of my Partners applications would appear. I had to reboot again.

Please keep in mind, I was still able to maintain my daily work quota of 40 (or more) claims per day.

I happened to be in Best Buy one Saturday afternoon. I explained my situation to the IT employee. The first thing I was asked was "how old is your router?" I had to think about it for a minute, I told the IT rep that the router was about 12 years old. The rep asked where the router located was located, I said on the first floor, he asked where my laptop was, and I said the laptop was on the third floor. The IT rep smiled and said routers have a life span of 6-8 years, at most. He said routers wear out over time. I bought a new router. The rep said to have the router in the same room as the laptop. Best Buy installed the new router the following week and examined all my PC and laptop connections. All connections were solid.

My internet provider, Comcast, also verified that my connections were solid and in working order. The new router seemed to fix my internet connection with the laptop. I did not have internet connection problems with my own home PC. The internet connection with the work laptop seemed to be resolved with the new router. I had internet connection issues only with my work laptop. Slowly, the dropping internet connection problem returned. I was losing connection to VPN as well.

I remember what the Partners Help Desk IT department told me to do to resolve the connection issue. ...reboot the laptop. I rebooted the laptop

sometimes, 2-3 times a day. I did not know what to do. I was still able to maintain my daily work quota. I told Clotea again about the laptop connection issues when I was in the office. Once again the advice from Clotea was to call the help desk. The help desk solution was to reboot the laptop.

I brought the work laptop into work. I gave the laptop to the IT department. Johan Liriano was the IT tech assigned to my laptop repair. Ticket #INC1800163. The Partners IT department determined that my internet connection issues were the result of the “wireless AND the wired drivers were out of date”. I have this in writing from the IT help desk. My laptop was operating with Windows 7, in-house Wifi was operating with Windows 10. Windows 7 could not keep up with the demands of Windows 10. Windows 7 was not compatible with Windows 10. Once the drivers were repaired and Windows 10 was installed on the laptop I did not have internet connection problems. Let’s move forward to April 22, 2019.

### Clotea Holley

Review: “Gas Lighting in the Workplace”.

[https://www.health.com/anxiety/gaslighting-at-work?utm\\_source=emailshare&utm\\_medium=email&utm\\_campaign=email-share-article&utm\\_content=20191115](https://www.health.com/anxiety/gaslighting-at-work?utm_source=emailshare&utm_medium=email&utm_campaign=email-share-article&utm_content=20191115), this is Clotea Holley.

In January 2019, Clotea Holley hired a young lady by the name of Ariana Jorgenson-Adhl. Ariana’s initial 90 day probation ended at the end of April 2019. Keep in mind that I was the oldest employee in Clotea Holley’s department. I am 67 years old. Joe Moran was 66-67 when Clotea Holley fired him 2 years before. More about Ariana in a minute.

My Tricare worklist under Clotea Holley was 3211 and 3212. I was also given the added responsibility of working VA Choice claims.

On the morning April 22, 2019 Clotea Holley had a staff meeting. I arrived to the meeting early, Clotea Holley sat across from me. A few other co-workers were present and sitting together at the other end of the table.

The new healthcare company Haven was mentioned on the morning news. Haven Healthcare will be located in Cambridge. <https://havenhealthcare.com>. To break the silence I casually asked Clotea how Haven Healthcare would impact Partners Healthcare. Without missing a beat, Clotea looked at me and said “Why? Are you thinking of applying for a job with them?” Without thinking I said, “No, I don’t think they (Haven) would hire a 67 year old gay guy.” My response caught Clotea off guard, her eyes widen and her eyebrows went up. I could tell that my comment caught Clotea off guard. I think my comment made Clotea uncomfortable. I thought Clotea’s question and response was odd and very telling. The entire exchange lasted less than 30 seconds. Clotea’s response made me very uneasy. The rest of the staff arrived and the meeting began.

Towards the end of the meeting, Clotea asked if we (the staff) had any issues. Once again I brought up the topic of Tricare requiring medical records for claim processing and the medical records submission for the VA Choice claims. I was following the instructions on the Tricare remit. Tricare would not process the denied claims until they received the medical records. No records, no



payment. Once again (third time) I gave Clotea the written information. Once again Clotea ignored the information that was presented.

Three hours after the staff meeting on April 22, 2019, Clotea called me into a conference room. Rithy Eth (supervisor) was already in the room, his laptop was open. Rithy said to Clotea "do you want me to start". Clotea said "no, I will". Clotea looked at me and started accusing me of taking 90 minute lunches? Why was I going to lunch 2 minutes early at 12:58? Why was there gaps in time during my workday? Why was it taking me so long to status a claim that should only take 5 minutes to work? Why was I sending/requesting so many medical records? The barrage of false accusations continued for about 10 minutes. I felt ambushed and attacked. Rithy could not type fast enough to keep up with Clotea's questions. I finally realized I was in the middle of giving a deposition. I was confused to say the least. In my entire 67 years I was never spoken to in that type of disrespectful manner. I have never been accused of dishonesty, until April 22, 2019. I sat there in stunned silence, I could not believe what I was hearing. Clotea would not listen when I said that I had told her on many occasions that my work laptop was slow and disconnecting from the internet. Clotea said. "Well, my laptop works fine." Clotea turned to Rithy and said "and Rithy's laptop works fine as well". So that was Clotea's response? Since Clotea's and Rithy's laptop worked fine than MY laptop should be working fine as well? That was one of the most idiotic comments anyone had for an excuse. Clotea just called me a liar and a cheat. I did not know what to say...Clotea just stared at me.

Clotea put me on a two week probation period before my next QR, Rithy left the room. I turned to Clotea and said "I never had problems with my QR scores before". Clotea said "they (QR scores) were all wrong". I took that to mean that my past excellent job performance reviews and QR scores were all wrong and invalid. The past 12 years were wasted. The next day I received an e-mail from Clotea listing all my faults and indiscretions. I have a copy of the e-mail dated April 23, 2019.

Let's go through the accusations from the e-mail that Clotea sent me on April, 23 2019 and from the meeting I had with Clotea on April, 22 2019. These accusations are dangerously wrong, inaccurate and total lies. This was a smear campaign in an attempt to either fire me or an effort for me to quit. Clotea has used these same tactics on other employees. Per Clotea:

1. **unexplained gaps in your daily work flow and not following work flow processes. Specific to start time, lunch break and of day....**I explained to Clotea my problem with my laptop internet connection. According to Clotea if I did not status a claim by 7:01am then I was doing what? Goofing off? What is Clotea implying? That I am cheating, lying, what? We were instructed to send Clotea and Rithy Eth (supervisor) an e-mail when we started work at the beginning and end of the day. Because of the laptop internet connection problem. I would begin to log on (NOT WORK) sometimes at 5:30am, I wanted to make sure I had a solid internet connection by 7am. I WAS NEVER LATE signing in at 7am. We were told to be careful about signing out at the end of the day, no overtime...Clotea was looking at the time I sent the e-mail to her, not the actual time I signed in/out on KRONOS. I can't send e-mails to Clotea and sign out on KRONOS at the same time. I sent the e-mail first to Clotea and then signed out

on KRONOS. The difference in the two times was about one to two minutes. How petty and nit picking can Clotea be.

2. **Accounts reviewed were not difficult (How does Clotea know which claims are difficult) and therefore should (not) have taken more than 5 minutes to complete.**

I looked up every claim on the Tricare or Tricare for Life website. It took time to connect to the websites. I could not work the claim until the Tricare websites booted up. We were told to work all claims over 10k the first thing in the morning. This took time and more than 5 minutes to update registration, verify pts eligibility, cross reference the claim and update other claims for the same patient. It also took time to make clear concise notes in TRAC. I always worked the difficult claims first. I gave Clotea copies of the claims that took more than 5 minutes to status. Once again Clotea ignored the information.

3. **Lunch breaks begin minutes before 1pm....WHERE DID THIS COME FROM? THIS IS NOT TRUE.** For the past 12 years my lunch break has always been 12-1pm, NOT 1-2pm.

4. **We should not be sending medical records as a solution for appealing no auth, eligibility and Third Party Liability forms....**This makes no sense. I printed the Tricare eligibility information directly from the Tricare website, hence, why would I send medical records? I reviewed every claim on the Tricare website, if the patient was not eligible for benefits a note would appear on the Tricare webpage screen that the pt was not eligible for benefits. WHERE IS THIS COMING FROM? Once again Clotea did not listen. More time and money wasted.

Tricare, Champva, and Tricare for Life never required an authorization, therefore there was no need to send medical records to "replace an authorization". I followed the written instructions as indicated by Tricare remits and from CHAMPVA phone calls or remits. Tricare and CHAMPVA required an ICN (document # from the EOB) on all submitted medical records. I did as I was instructed. I told Clotea in Jan 2019 that Tricare and CHAMPVA were becoming more demanding in their request for medical records. Sending medical records, as instructed, to Tricare/CHAMPVA was very time consuming. I was not in the office on Wed-Friday, so remits, Tricare EOB's, UB's, and medical records needed to be printed and sent by certified mail by Tuesday at 3pm...I can't status claims if I am gathering documents to mail, hence "gaps in time" . It can take 2-4 hours over a 2 day period to reconstruct claims for rebills and to answer denials. Once again, no medical records (I sent the bare minimum that was requested), no payment. Unless Clotea removed it, I do believe that the departments SOP clearly states CHAMPVA requires medical records for claims over \$10k.

Tricare posted remits (EOB's) on their website on a daily basis. I would be proactive and review ALL claims over 1k. I could review each claim on the remit and determine which claims needed follow-up and which claims were being paid. This claim review was necessary because I was the only Tricare analyst working the claims. If I went on vacation for 2 weeks those claims would be waiting in my worklist when I returned. I was able to review claims BEFORE they appeared on my daily worklist, hence saving time and money. I never had any claims in my worklist by 3:30pm on Friday.

5. **After checking the website and there is no change in status the next step would be to call and speak to a customer service rep...**What? When calling Tricare or CHAMPVA you needed to call early. If you called Tricare and

CHAMPVA sometimes you were on hold for hours, yes hours. More wasted time and more wasted money. I used the automated phone system for CHAMPVA, I received the information I needed and therefore there was no wait time to talk to a customer service rep. I followed the instructions that I was given during the automated phone call. Of course I always called CHAMPVA and spoke to a "live" customer service rep if there was an issue with a claim. Time and time again I was told by the CHAMPVA customer service rep that medical records would always be required for claims over 10K. It's there policy, not mine. I never sent medical records to CHAMPVA without calling CHAMPVA first and obtaining a claim # that was required to be written on the medical records.

Tricare had an "on-line chat" feature. I never had to wait more than 5 minutes to starting "chatting with a customer service rep". I received the same information that I would have received if I had "called" Tricare. During the "online chat" I could concentrate on the information I needed, I did not have to waste time by taking notes. I still received the customer service reps name and phone reference #. When the "chat" was completed I could print out the entire conversation and I could copy and paste the information directly into my account notes in TRAC. Cloteas insistence that I call Tricare instead of using "on line chat" was inefficient, a waste of resources, a waste of time and money. I am sure you agree.

6. **Communication with VA Administration and VA Choice must be done through the secure e-mail address created especially for claim status inquiry, by VA...**I never worked VA Administration claims.VA admiration claims were processed in Boston. I never had those claims assigned to my work list. Where is this coming from? See my previous information on VA Choice claims. VA Choice and VA Administration claims are not the same. VA Choice e-mail system never worked. Clotea is aware of this. Once again I am being falsely accused of doing something that I am not responsible for or aware of.

7. **Within the past 3 weeks your QR scores have declined...**Please review my responses to points 1-6 above. This was a smear campaign by Clotea Holley in an attempt to either fire me or to make working conditions so miserable that I, in turn, would quit. Clotea wanted the "7" points above "on the record".Clotea has done the same thing with previous employees. Clotea did not think I would file a formal complaint with HR or with anyone in higher management.

Within in two weeks of my April 22, 2019 meeting, Clotea Holley had assigned my work to a newly hired employee by the name of Ariana Jorgenson-Adhl. Ariana is a very nice young lady. Ariana is around 25 years old, about 40 years younger than I am. Ariana has no prior billing experience with Tricare, CHAMPVA or Tricare for Life claims. I do not believe that it is a coincidence that Ariana was given my work assignments at the same time Clotea began to criticize my work. I now understand Cloteas motive: "Let's get rid of the old gay guy", bring on younger employees at less pay? Age discrimination? Clotea wanted an employee who would not question her procedures or inaccurate policies. Did Clotea need to save money on the department's payroll budget? Clotea changed procedures on a whim, always catching the employees off guard and keeping us on edge. I began to think Clotea wanted me out of the way, I was an obstacle in the way of Clotea's abusive management style. Clotea

has a long standing pattern of subtle abuse and intimidation. I was being set up. Remember, I was always polite and respectful. I was the “nicest” guy in the room.

Remember, Clotea asked me if I was looking for another job on April 22, 2019. When I had the HR meeting with Emily White, Emily asked me twice if I was “going to retire.” Is there an unwritten policy to “push” older employees out of their jobs? It sounds like it. More about Emily White later.

Two weeks after my April 22, 2019 meeting with Clotea Holley I was ordered back into the office and my remote working privileges were rescinded. Clotea Holley and Emily White will accuse me of being a “disgruntled” employee, let’s replace the word “disgruntled” with “whistleblower”.

Clotea Holley manages her department my fear and intimidation. Clotea’s constant micro-managing has ruined that department.

<https://www.pluralsight.com/blog/business-professional/why-micromanagement-is-bad>. Clotea Holleys abuse of her management powers have been going on far too long. In the long term, Clotea Holley is more of a liability than an asset. Why is Clotea Holley never held accountable for her subtle abuse? Why is Clotea Holley given a pass on the amount of time and money wasted in her department? Why is Emily White and Patti Hennessey protecting Clotea Holley? Over the years, I am sure thousands, if not tens of thousands of dollars have been lost in that department.

From the end of April 2019 to the end of June 2019 it was a constant stream of criticism, faultfinding and knit picking by Clotea Holley and Rithy Eth. My QR’s were done on a weekly basis. Rithy Eth accidently admitted that Clotea Holley was reviewing every account note I had worked during the previous week. Clotea gave my work to a younger more inexperienced employee. For about 2-3 weeks I had less than 40 claims in my work que for the entire week. Claims over 10k were not reviewed for about 3 weeks. I have no idea where they were. To further humiliate me I had to take a 10 week “refresher class”. I was told that all employees would be taking this “refresher course”. They never did. I was the only one in the class. Rithy Eth was conducting the class. Rithy always had a third person in the class taking notes. “Notes” were only taken when I spoke or made a comment.

To reiterate, I noticed that “notes” were only taken when I spoke or made a comments when I was called in on a few minutes notice into a conference with Clotea. Another deposition? Were Clotea and Rithy trying to collect “evidence” against me? Rithy NEVER took “notes” when other employees had QR’s. Why was I being singled out with all the note “taking” that Rithy did on his laptop anytime Clotea called me into a conference room? I have no idea what Rithy wrote down. It was very intimidating.

Clotea Holley came up to me one morning and said that she did not want anyone outside of the department to come up to my desk and ask me any questions about Tricare. Clotea said that all further questions about Tricare, CHAMPVA and Tricare for Life were to be directed to her attention. I was to forward all Tricare e-mails, phone calls or correspondence to her or to Rithy Eth. This was a very strange comment by Clotea. Micro-managing? Clotea and Rithy knew absolutely nothing about Tricare, CHAMPVA and Tricare for Life. In the past Clotea and Rithy came to ME if they had a Tricare question. I never had

this type of a request from a previous manager or supervisor. All of a sudden I felt like an outcast and totally worthless.

The next day Rithy Eth sent me an e-mail reminding me that I am not to talk to anyone outside of the department about Tricare issues. I have a copy of that e-mail. I was forbidden to answer any inquiries about Tricare, especially if the inquiry came from Lynne Afrow-Ellis (legal department). For almost a year Lynne and I had been desperately trying to have a terminally ill patient return a Third Party Liability form. Lynne and I worked together on Tricare issues for years, we had a great working relationship.

When Clotea Holley's has you on her radar, her goal is to have the employee quit, transfer out of the department or, in Joe Moran's case, get fired. We are "at will employees", Clotea could fire anyone at a moment's notice. Clotea Holley wanted passive employees. Clotea wanted her employees to come into work with your head down and your mouth shut. Clotea manages her employees by harassment and intimidation. Clotea Holley could not be told anything. I thought I was being a good employee by updating Clotea about updates with Tricare and Veteran's Choice. Filing a complaint with HR (Emily White) was useless. It appears that all investigations against Clotea stop with Emily White. Employees are punished if they speak truth to power (Clotea).

If an employee went to HR to file a grievance, Clotea Holley would retaliate. In my case, Clotea denied a PTO request. I was written up for the first time ever in my entire career because Clotea did not want upper management (you) to know about the time, money, and revenue that was being wasted on just one Third Party Liability claim. (I had about 20-25 claims per month that required a Third Party Liability form or a MEOB that was never received, or both).

I was told by Rithy Eth in one of the refresher classes to include who said what, when and where and who gave the instructions for the next step in having the claim processed. I had mentioned Clotea's name in Trac account note. Clotea Holley was livid. I did what I was told and Clotea wrote me up for following instructions. BTW: Rithy Eth (supervisor) is your typical sycophant.

Clotea wrote me up because she did not like the fact I mentioned her name in claim note on TRAC. We always include the name of a co-worker if it's needed to complete the claim information or if a procedure needs clarification. The claim in question was over \$103K, Clotea wanted me to send the claim to self-pay because the patient did not return the Third Party Liability form. The patient would be extremely upset if they received a bill for \$103K. I have that claim # on file, it's at my work desk. I sent one page from the discharge summary to Tricare that had the DX written out in black and white. I sent the information to Tricare to satisfy the Third party Liability qualifications. Tricare paid the claim. This was proof once again that medical records can replace a Third party Liability form. Clotea insisted I send a Third Party Liability form to the pt. I did what I was told. About a month later the pt returned the third party form, by this time the claim had been paid, the pt wrote on the form "I have cancer". If it were up to Clotea this claim would have been sent to self-pay, creating undo stress on the pt. Clotea's actions were detrimental to the welfare of the patients. In over 90% of cases a Third Party Liability form was simply not needed. Years ago I was told by the legal department do not contact the patient if it is not necessary. I was following the instructions from Tricare. What is more important Clotea Holleys

fragile ego or the welfare of the patient? Do you want the claim paid in a timely manner or not? Do you want to waste time/money or not?

The 2.0 program seems to be ignored by Clotea as well. The employee turnover rate in Clotea's department is rather high. It's a waste of time to constantly post job positions, hire and train new employees. Sooner or later all my Tricare claims were paid, sometimes it could take over a year to have a high dollar claim paid. Not once did I ever send a claim to Clotea Holley to have a claim written off because the claim issues could not be resolved.

I never saw other managers or supervisors talk to or socialize with Clotea Holley. Clotea Holley has destroyed many of her working relationships with co-workers over the years. Clotea's reputation is not very good with other managers and supervisors, I know, I asked and they told me.

I never knew what Clotea Holley was going to do next or what false accusations she would throw in my direction, it would be Clotea Holley's word against mine. The stress became so intense working with Clotea Holley that I would not even get into the elevator alone with her. I would leave the kitchen if Clotea walked in, Clotea could accuse me of anything and Emily White would believe her. I felt threatened by Clotea. Clotea Holley has a pattern of intimidating and harassing employees.

Because of Clotea's intimidation and harassment I knew it was time to leave. I am still dealing with the stress and anxiety that Clotea created. In June of 2019 I transferred to the Blue Cross billing department under the management of Marie Mansfield

### **Emily White.**

I sent the following to Emily White:

Harassment, such as gaslighting, is a violation of Title VII of the Civil Rights Act of 1964, and two other federal Acts.

FYI: In the US, see the Equal Employment Opportunity Commission at <https://www.eeoc.gov/laws/types/harassment.cfm>.

11 Warning Signs of Gaslighting <https://www.psychologytoday.com/blog/here-there-and-everywhere/201701/11-warning-signs-gaslighting?eml>

Are you being Gaslighted at work? [https://www.health.com/anxiety/gaslighting-at-work?utm\\_source=emailshare&utm\\_medium=email&utm\\_campaign=email-share-article&utm\\_content=20191115](https://www.health.com/anxiety/gaslighting-at-work?utm_source=emailshare&utm_medium=email&utm_campaign=email-share-article&utm_content=20191115)

On May 5, 2019 I sent Rose Sheehan an e-mail asking for assistance. I have a copy of the email dated May, 5 2019. Emily White was assigned to my complaint. I think I received one e-mail and 2 phone conversation from Emily White on May 10, 2019. The two phone conversations with Emily White lasted about 10 minutes each. During the second phone conversation with Emily White, I told Emily the facts about my laptop not working and the comment that Clotea Holley made on April 22, 2019 about my past QR scores "were wrong". I was upset. Emily White said that if I did not calm down that she was going to end the conversation. I told Emily White that it was impossible to work with Clotea Holley. Out of nowhere Emily White made the following comment twice: "Does this mean you are going to retire?". "Does this mean you are going to retire?" Where did this comment come from? Once again was this an effort to get rid of an "older employee"? Remember, Clotea Holley hired a 25 year old, inexperienced young

lady who took over my position. Emily White scheduled a meeting with Clotea Holley and myself for Monday, May 13, 2019. Emily would moderate the meeting. Emily White and I never met in private before the meeting scheduled for May 13, 2019.

I arrived at the scheduled meeting. The first thing I noticed was Rithy Eth was in the room, laptop open and ready to take notes. Once again I was giving a deposition. I could tell by the look on Emily's face that she (Emily) had no intention of listening to the facts. Clotea lied when she (Clotea) never said that my past QR scores "were all wrong". Clotea Holley also denied that she never implied that I was "goofing off" as a remote worker. Once again I explained about my work laptop not working properly, once again Clotea said "my laptop works fine and so does Rithy's". The meeting was a waste of time. The last comment Emily said to me was "yea, I saw the gaps in time". Emily White had made up her mind before I walked in the door. Emily White and Clotea Holley never contacted the IT department to confirm that my laptop was broken. Remember, "The Partners IT department determined that my internet connection issues were the result of the "wireless AND the wired drivers were out of date".

Emily White's primary goal was to protect Clotea Holley at all costs. Emily White's handling of my situation was totally un-professional and just plain sloppy. Other employees have complained about Clotea Holley, once again Emily White sides with Clotea. What is going on here, cover up? I think a former supervisor under Clotea filed a grievance, and Emily White ignored it. Next time, Emily do your homework. We all can't be wrong.

### Conclusion:

Thank you for taking the time to read and review this information. It was very painful to relive the entire situation. How many more complaints do you need before something is done to stop this waste and abuse of power? Why is the morale in Clotea's department so abysmal? Why is there such a high employee turnover rate in Clotea's department? Is there some type of cover up going on that is preventing Clotea Holley from being held accountable for her behavior? This is not the voice of a single "disgruntled employee". This is the voice of a concerned "whistleblower" and a dedicated Partners Healthcare employee whose primary job was to do the tasks at hand in a timely, professional manner. I always had the patient's best interest in the forefront of my mind.

I believe I was forced out of my position as a Tricare analyst by Clotea Holley. The undo stress created by Clotea Holley created my health situation that I am in today as diagnosed by my doctor, congestive heart failure and PTSD.

With that being said, I know how petty and vindictive Clotea Holley can be. I fully expect some type of retaliation, maybe not soon, but sometime. I fully expect to be fired.

With all due respect I DO NOT WANT OR EXPECT a response from ANYONE concerning this information. This was strictly FYI. Since I no longer work for Clotea Holley I demand to be left alone. Any attempt to contact me will be ignored and discarded.

I am dealing with a serious life threatening situation as diagnosed by my doctor congestive heart failure and PTSD. I do not want or need any extra stress.

Any attempt to contact me by phone, e-mail, and letter or in person now or when I return to work will be considered harassment. I want the word sent to Clotea Holley, Rithy Eth, Patti Hennesey and Emily White to leave me alone, I don't even want them to say "hello" to me. What a disgrace to Partners Healthcare. If you need personal references please contact:

Marie Mansfield, (my Director, CBO, Medicare & Blue Cross),  
Robert Traylor (my Blue Cross manager),  
Kathie Collins (my Blue Cross supervisor),  
Lynn Afrow-Ellis, (legal department)  
Mary Guerriero (my former supervisor under Marie Mansfield, and at one Mary was a supervisor under Clotea Holley, ask Mary why she transferred out of Clotea's department),  
Hope Anthony (my former supervisor under Clotea, Hope also transferred out of Clotea's department),  
and Karl Cassidy.

Thank you for taking the time to read my statement of fact as to why I was compelled to transfer out of Clotea Holley's mismanaged department.

Respectfully,  
Clifford ODay