

Procedure for Filing Grievances for Matters Related to Employee Wellness Center

1. Employees with concerns about a decision made by Employee Wellness Center (EWC) should first attempt to resolve the matter with a Nurse Case Manager by calling the EWC VRU (800-409-7425).
2. If, after speaking with a Nurse Case Manager, the employee wants the decision reviewed, the employee should call the Medical Helpline (800-454-1960). The employee will be asked to complete an Authorization for Release of Health Information to allow the Medical Helpline representative to discuss the employee's medical information with Occupational Health.
3. If, after taking the above steps, the employee believes the company violated the contract, the union may file a grievance up to 30 calendar days from the date the Medical Helpline representative informs the employee of its final determination, following this modified grievance procedure:

Step One: The employee's Business Agent or designee (including an acting Business Agent but not the employee or shop steward) will present the grievance to the Senior Specialist in – Benefits & Wellness*. The employee must sign an Health Grievance Authorization to allow the company and the union to discuss the employee's medical information for grievance purpose. This authorization is separate and apart from the authorization completed for the Medical Helpline.

Step Two: If the employee is dissatisfied with the decision of Step One, the Business Agent or designee may submit the grievance to the Director of EWC or designee.

Step Three: If the employee is dissatisfied with the decision of Step Two, the Senior Business Agent or designee may present the grievance to the Vice President of Human Resources or designee.

4. If remedy is still sought after the above steps, the Union may file a demand for arbitration.

*The current Senior Specialist :
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