

## WATER CONTAMINATION RESPONSE

Navigating the varied and extensive administrative tasks required to successfully manage an environmental crisis can easily overwhelm a law firm, corporation or government body. GCG has the experience, resources, and specialized knowledge to assist people affected, from initial mass communication and outreach services, to immediate emergency funds disbursement to those unable to work or pay for basic needs, help for people displaced from their homes and businesses, and even assistance with settling punitive damages.

### HOW WE CAN HELP:

Years of experience handling the *DuPont C-8 Medical Monitoring Program*, as well as the massive *Gulf Coast Claims Facility* and *Deepwater Horizon Settlement* following the 2010 BP Gulf Coast oil spill have prepared us to provide resolution for those affected personally and economically by water contamination and other environmental crises.

- **Class Member Identification** – Working with local water authorities to identify distinct class members and assist in expedited eligibility determinations.
- **Uniform Communication** – Establishing uniform and easy to use lines of communication to the residents of the affected area, including a first response Call Center, community town hall meetings, dedicated website and other avenues for impacted parties to seek assistance.
- **Design and Planning** – Determining who will be compensated and how compensation will be calculated, including claims management, processing and reporting, and medical monitoring.
- **Water Testing Resources** – Coordinating with water testing experts as needed.
- **Implementation** – Establishing a uniform claims filing and review payment process in order to provide immediate emergency funds to people who were unable to work or pay for basic needs.
- **Job Training in Community** – Training and hiring qualified residents to staff Help Centers and Contact Center.

### MEDICAL MONITORING & CLAIMS REVIEW:

GCG's team has also worked directly with medical panels to provide medical monitoring and claim review services:

- **Intake of claim and medical documentation** – Managing the intake, data entry, and document categorization of medical screening questionnaires, provider referrals and follow-up testing, physician correspondence and provider invoices, diagnostic results, and lab testing results.
- **Multi-stage award determination processes** – Working with the parties to design and establish an award determination process based on level of exposure and other factors.
- **Eligibility determinations** – Collaborating with local agencies and oversight bodies to establish the processes required to confirm eligibility and increase class member participation.
- **Extensive medical records review** – Providing highly specialized claims review personnel to interpret medical records, design and implement the document review process, establish and develop damage models, and construct training materials to facilitate the document review process.

### CASE STUDY:

**Challenge:** For this high-profile class action involving the release of ammonium perfluorooctanoate (PFOA), or C-8, from DuPont's Washington Works Plant in Wood County, WV, into drinking water supplies in certain specified areas, GCG served as the court-appointed administrator for the more than \$300 million medical monitoring program conducted over two phases.

**Resolution:** To meet stringent notice requirements for both phases, GCG mailed notice to a total of more than 130,000 potential class members, assisted in the creation and development of medical monitoring claim forms, and coordinated, as well as participated in town hall meetings. GCG's tasks included responding to water testing requests from potential class members, implementing the medical monitoring program; performing eligibility determinations; categorizing medical monitoring documents; and reviewing physician invoices, questionnaire screenings, diagnostic results and lab testing. GCG's Contact Center assisted registrants in filing claims, submitting supporting documentation, and coordinating physician visits. Additionally, GCG provides class member notice for new C-8 Medical Panel recommendations.

Partner with Performance® with GCG – Call us today to discuss your legal administration needs.