

# Caregiver Benefits Administration Change

Choose **Well**

Beginning Jan. 1, 2025, the caregiver benefit plans sponsored by the Providence family of organizations will begin using Aetna to administer our health plan benefits.

## We regularly evaluate our benefits

As part of our commitment to provide the best benefits experience for our caregivers, Providence regularly reviews our services and service providers. We look for ways to evolve the benefits experience and embrace caregiver feedback.

After much thoughtful discernment, we have made the decision to change the administrator to Aetna for most caregiver benefit plans in 2025.

We are confident making this move will provide the best possible health coverage for caregivers, their families, and other dependents. Offering generous medical and pharmacy plan benefits is something we are deeply committed to doing in alignment with our Mission, promise and values.

For more information, check out the [Caregiver Frequently Asked Questions \(FAQ\)](#)

## Looking forward

### SPRING '24

- HR and core leader resources provided

### SUMMER '24

- More detailed information available for all caregivers

- Home mailers
- Online tools & resources

### FALL '24

- Aetna provider directory available to all caregivers

- Open Enrollment

### 2025

- New plan administrator effective

## Announcing our new medical and prescription drug plans administrator for 2025

- Aetna will become the third-party administrator for our caregiver medical and prescription drug plans beginning Jan. 1, 2025.
- Our HMO plans through Blue Shield of California and Kaiser of Washington where offered will not change.
- Providence Health Plan will continue to serve our caregivers through Dec. 31, 2024.
- Providence, St. Joseph, Covenant Health, Kadlec, PacMed and Swedish participating providers and facilities to remain in-network with Aetna.

## Why Aetna?

- Operating nationwide, Aetna is one of the largest and most diversified health care benefits companies.
- Aetna offers robust member support through advocacy, an integrated medical and behavioral health network, care management and 24/7 access.
- Aetna's scope and scale will offer streamlined and enhanced benefit services to our caregivers and their family members.

## Your support is important

As a leader, we are asking you to:

- Read and use the [Caregiver FAQs](#) to answer early questions from your teams.
- Take advantage of the materials provided on this administration change throughout the next few months.
- Discuss the value of this change within your teams.
- Encourage caregivers to read the communications provided to them, and direct them to the appropriate resources when they have questions.
- **Reassure your staff that more information will be provided in the coming months with plenty of time to answer their questions.**

