

Key Messages

Providence caregiver benefits administration change for 2025.

- **Providence will switch to Aetna** as the third-party administrator (TPA) for most of Providence's caregiver medical and prescription drug plans beginning Jan. 1, 2025. This will replace our current relationship with Providence Health Plan.
- **Caregivers in Texas** with benefit plans administered through Baylor, Scott & White will also transition to Aetna at the start of next year.
- **The 2025 change will not apply to HMO plans currently offered through Blue Shield of California and Kaiser of Washington.**
- **Nothing is changing this year.** During open enrollment in the fall, caregivers will have the opportunity to evaluate and choose benefits for 2025.
- **More information will be coming this summer.** Caregivers will receive more details about their health plan options and benefits before the open enrollment period this fall.
- **Why Aetna?** Aetna's scope and scale will offer streamlined and enhanced benefit services to our caregivers and their family members. Ensuring that our caregivers have a smooth experience during next year's transition is our top priority.
- We know that change like this raises many questions. **Our leadership team appreciates your patience and support** as we work through the details of this change. Please reassure your staff that more information is coming.