

Message from our Chief People Officer

Choose Well

The last few years have brought many changes to the Providence family of organizations, including how many of us work and access health care. We now have a larger national footprint with caregivers located throughout most of the country. Furthermore, advancements in technology have enhanced how our caregivers access prescriptions and care.

In light of this, Providence regularly evaluates our benefits Program as part of our commitment to offering the best benefits Experience for our Caregivers by reviewing services and service providers.

After much thoughtful discernment, we have decided to change the administrator for most caregiver benefit plans in 2025. Starting Jan. 1, the caregiver benefit plans sponsored by the Providence family of organizations will begin using Aetna to administer health insurance benefits.

In making this decision, we considered a variety of factors including expanded access, improved experience, and enhanced digital tools, at a cost that enables us to offer the benefits caregivers need.

Aetna is one of the largest and most diversified health care benefits companies nationwide, serving more than 36 million people and other health care systems. Aetna's scope and scale will enable Providence to offer streamlined and enhanced benefit services to our caregivers and their family members.

For many years, Providence Health Plan has administered health insurance benefits for most of our caregiver benefit plans. PHP has worked tirelessly to serve our caregivers and their families, easing their way to access the best possible care available. We extend our deepest appreciation to our PHP colleagues as they continue to focus efforts on growth.

The change in benefits administration will be effective Jan. 1, 2025. In addition to those covered by PHP, 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 or Kaiser in Washington.

In the months to come, we will be preparing benefit information for caregivers to review prior to open enrollment this fall. We expect all Providence, St. Joseph, Covenant Health, Kadlec, PacMed and Swedish participating providers and facilities to remain in network. To help answer questions you or caregivers may have, please see our caregiver [FAQs](#) and [key messages](#) and [resource document](#).

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.

Thank you for your partnership.

Greg Till,
Chief People Officer

