



Dear Immanuel Employees,

We are writing to provide you with an important update regarding our healthcare insurance vendor, Aetna, and their current network of providers. As communicated last fall, Aetna and CHI ended their contract in late November, which impacts both the Broad Network Plan or SimplePay Health Plan through Aetna.

As of now, Catholic Health Initiatives (CHI) and Aetna are having active discussions regarding a formal agreement being reached to allow CHI providers to re-join their network. While CHI providers currently remain out of network with Aetna, we are pleased to inform you that Aetna has formed direct partnerships with a significant number of CHI providers. This means that over 150 CHI providers are now accessible within the Aetna network through these partnerships, offering you more options for your healthcare needs. For your convenience, we have attached a comprehensive list of CHI providers who are now accessible through this partnership.

We understand that this situation may have caused some inconvenience and led to delays in seeking care. Your health and well-being are of utmost importance to us, and we want to ensure that you have access to the care you need without further delay. As a reminder, in order to take advantage of the wellness reward available in 2026, your yearly wellness check needs to be completed with your provider of choice by November 14, 2025.

If you have been postponing your wellness check or any medical appointments, due to your current provider being associated with CHI, we strongly encourage you to schedule an appointment with a provider who is within the Aetna network. This will help you maintain your health and address any medical concerns promptly. A Yearly Wellness Check with your physician is one of the required activities to complete to earn your 2026 wellness reward. Please make sure you complete all requirements to earn your wellness reward by November 14, 2025.

Thank you for your understanding and cooperation as we continue to navigate this transition. We have re-emphasized to Aetna the importance of having CHI providers as a part of our network and remain committed to supporting your health and well-being. We will continue to provide updates as new information becomes available.

If you have any questions or need further assistance, please do not hesitate to contact our HR team at MyHR@Immanuel.com. Visit <https://immanuel.com/benefits-enrollment> to access additional resources for the Broad Network and SimplePay Health.

[Attachment: List of CHI Providers with Aetna Direct Partnerships]



2025 Employee Wellness Brochure