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Dear Colleagues,

We want to provide you with an important update regarding the contract negotiations between Blue Cross Blue Shield (BCBS) and Memorial Hermann Health System.

As of April 1st, Memorial Hermann is considered out-of-network, which means that care received through the Memorial Hermann healthcare system may lead to higher co-pays, deductibles, and unexpected bills. The parties have not yet reached an agreement and negotiations are ongoing.

Our top priority remains ensuring that you and your families have access to high-quality care at an appropriate and sustainable cost. We are actively engaged with BCBS and Memorial Hermann to advocate on behalf of you and your families for a quick resolution that supports:

- Continued access to trusted, quality providers and facilities in and out of the Memorial Hermann healthcare system
- The freedom for you to choose where and from whom you receive care
- Fair and reasonable pricing for care

What this means for you

While these negotiations are a routine part of the healthcare system and typically occur every few years, we recognize that the timing can feel disruptive, especially if your current providers are impacted.

- **If you don't have an urgent need for care at this time:** If your provider is part of Memorial Hermann and your care can safely be delayed, you may consider waiting before taking any action, as we are hopeful negotiations will be positively resolved in the coming weeks.
- **If you are receiving ongoing or critical care (e.g., pregnancy, cancer treatment):** Please submit a [Continuity of Care](#) request with BCBS as soon as possible to help ensure uninterrupted access to your current Memorial Hermann provider.
- **If you need care now:** If you are unable to safely delay care, and it doesn't meet the critical requirements for Continuity of Care, we recommend identifying an in-network provider outside of Memorial Hermann. BCBS Health Advocates are available 24/7, excluding company-recognized holidays, at 1-866-491-4911 to assist you with locating providers and scheduling appointments.

We will continue to keep you informed as updates become available. In the meantime, if you have questions about your options, we encourage you to contact your BCBS Health Advocate for guidance.

Sincerely,

Jesse Stephan
Vice President, Total Rewards