

Our Journey Forward

Your Path to Prime Healthcare

Week of March 31, 2025

Thank you for your continued support and commitment as we conclude another productive week. This week serves as an important reminder regarding your Health Plan Benefits, as well as SharePoint, and updates related to IT.

National Doctors' Day:

As we excitedly celebrated National Doctors' Day on March 30, we are happy to recirculate the warm message from Prime Healthcare's Founder, Chairman & CEO, Dr. Prem Reddy:

On Doctors' Day, we celebrate not only the dedication and expertise of physicians but also the profound impact you have on the lives of those you serve.

This year, we are especially honored to welcome more than 3,000 Illinois physicians into the Prime Healthcare family—an extraordinary community of physician leaders committed to delivering compassionate, high-quality care.

At Prime Healthcare, our mission is rooted in a deep respect for physicians and the vital role you play in revitalizing community hospitals and expanding access to life-saving care. As a physician-founded and physician-led organization, we understand the challenges you face and are dedicated to providing the support and innovation needed to make your work possible.

Your expertise and commitment are at the heart of the transformative efforts we are leading in hospitals across the country, including the eight Illinois hospitals that have joined our family this month. Together, we are saving hospitals, preserving access to essential healthcare and changing the lives of countless patients for the better.

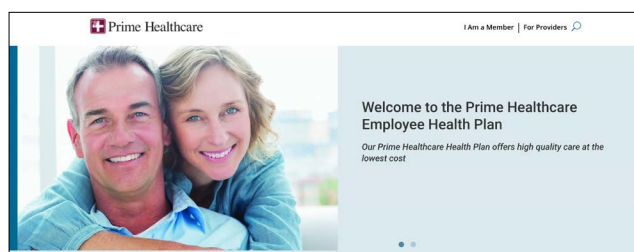
On this special day, we extend our deepest gratitude for your service, compassion, and unwavering dedication to healing.

Thank you for being part of this journey with us.



With appreciation,
Prem Reddy, MD, FACC, FCCP
Founder, Chairman & CEO

Reminders - Health Plan Benefits:



Physicians Joining Our Network

Leaders or associates are welcome to share this link with providers interested in joining: <https://ehp.primehealthcare.com/join-our-network/>. Alternatively, all are welcome to send an email referring a physician to the EHP team at EHPprovidercontracts@primehealthcare.com.

Members Requesting Authorization

- Physicians (PCPs and Specialists) must submit requests at <https://ehp.primehealthcare.com>
- To download a Prior Authorization Request Form visit <https://ehp.primehealthcare.com/requesting-authorization/>

Members Provider Directory

To check if a physician (Primary Care and Specialty) is enrolled in the Tier 1 network:

- Option #1: Visit <https://ehp.primehealthcare.com/provider-directory-files-tier-1/> and select the corresponding state to find directories of physicians in our network
- Option #2: Lookup tool visit <https://ehp.primehealthcare.com/find-a-provider/> provides a simple search option by entering a name, specialty, and zip code

To search if a physician is enrolled within the Tier 2 (BCBS) network of providers:

- Visit <https://provider.bcbs.com/>
- Follow the easy steps to find the type of physician you want by selecting the 'Location'
- Enter the plan prefix "JPH", then click 'Continue'

Additional information can be found at <https://ehp.primehealthcare.com>.

For any Prime Benefits related questions not answered in this section reach out to EHPbenefits@primehealthcare.com to connect with a dedicated team member.

SharePoint (IntraNet):

Each hospital, along with the corporate office, maintains its own SharePoint site. These sites serve as essential resources for accessing key documents such as HR forms, benefits information, policies, procedures, templates, and logos.



- [Holy Family Medical Center](#)
- [Mercy Medical Center](#)
- [Resurrection Medical Center](#)
- [Saint Francis Hospital](#)
- [Saint Joseph Hospital - Elgin](#)
- [Saint Joseph Medical Center - Joliet](#)
- [Saint Mary of Nazareth Hospital](#)
- [St. Mary's Hospital - Kankakee](#)
- [Prime Healthcare Illinois Medical Group](#)

Looking for your hospital logo? Visit our [Prime repository for logos](#).
For instruction on how to access your SharePoint visit [SharePoint FAQs](#).

Media Relations & Communications:

If you have any questions regarding Media Relations or Communications, please email communications@primehealthcare.com.

IT Support:

Resurrection Medical Center

All issues should be directed to the Prime Helpdesk. The Helpdesk team will triage each request and either escalate it to Ascension as appropriate or assist users in reporting the issue directly. This process ensures that all matters are handled efficiently and in a timely manner.

- Dial 8323 or 1-800-418-1828: Listen to the options in the call tree, and choose the option most relevant to the problem you are experiencing
- Email: help@primehealthcare.com
- Service Portal: <https://servicenow.primehealthcare.com>

All Other Illinois Sites

For issues with Lawson, Microsoft M365/Office, JBDev, and Telecom

- Dial 8323 or 1-800-418-1828: Listen to the options in the call tree, and choose the option most relevant to the problem you are experiencing
- Email: help@primehealthcare.com
- Service Portal: <https://servicenow.primehealthcare.com>

For all other IT issues, including PACS, Ascension MEDITECH, Ascension Epic, other clinical systems:

- Dial 8323 or 1-800-418-1828: Listen to the options in the call tree, and choose the option most relevant to the problem you are experiencing
- Email: servicedesk@ascension.org
- Service Portal: <https://ascensionprod.service-now.com/>