



Our Journey Forward

Your Path to Prime Healthcare

May 4, 2026

Welcome to Prime Healthcare!

Today marks an exciting and meaningful milestone as we officially and warmly welcome you into the Prime Healthcare family! We are honored to have you join our growing network of hospitals in Illinois, now united across nine locations by a shared commitment to compassionate, high-quality care and service to our communities. We recognize the deep legacy of care you bring and are grateful for the dedication of the physicians, nurses, and teams who have long served the South Suburbs. As we begin this journey together, we are excited about the opportunities ahead to invest in people, strengthen services, and build on that strong foundation to ensure access to exceptional care for years to come. Welcome to the Prime family!

Benefits Open Enrollment Update and Additional Town Halls

We are pleased to continue supporting you as we move forward following Open Enrollment. Thank you to everyone who took the time to review and select benefits that best support you and your family.

While Open Enrollment concluded on April 25, 2026, with coverage effective May 1, 2026, we understand that questions may still come up. To provide continued guidance, additional Benefits Town Halls will be offered via Microsoft Teams. These sessions will include a comprehensive overview of your benefits and an opportunity to ask questions in real time.

Topics will include medical plan options, dental and vision coverage, flexible spending accounts, life and disability plans, and voluntary benefits. We will also review how to access care, ID card support, and available wellness and employee assistance resources.

Additional Virtual Benefits Town Halls (via Microsoft Teams), hosted by the Corporate EHP Team:

- [May 6 at 12:00 p.m. CST \(10:00 a.m. PST\)](#)
- [May 8 at 6:00 a.m. CST \(4:00 a.m. PST\)](#)
- [May 11 at 6:00 p.m. CST \(4:00 p.m. PST\)](#)
- [May 13 at 6:00 a.m. CST \(4:00 a.m. PST\)](#)
- [May 15 at 12:00 p.m. CST \(10:00 a.m. PST\)](#)

If you have any questions or need assistance regarding the town halls, our team is here to help:
ehpbenefits@primehealthcare.com.

Accessing Your ID Card

You may request a temporary ID card by calling Keenan Customer Service or access your card online beginning **May 8, 2026**. Your physical ID card is expected to arrive by **May 18, 2026**. Please see the attached instructions for additional details.

If you have any questions or need assistance, our team is here to help at **888-773-7218**.

We look forward to continuing to support you and ensuring you have the resources you need.

Olympia Fields Hospital IT Transition

We are pleased to share several important milestones as part of the Olympia Fields Hospital IT transition.

The organization has successfully completed its transition to Lawson for several core business functions, including Human Resources, Payroll, Supply Chain, and Accounts Payable/General Ledger. This milestone represents a significant step in modernizing our systems and enhancing operational efficiency across the organization.

In addition, JBDev for Time and Attendance is now live, providing a more efficient way to track and manage employee time while supporting improved accuracy and ease of use for both staff and managers.



Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

Another key development is the deployment of Prime Healthcare email to all staff members. A welcome packet will be provided to end-users starting **Friday, May 1**, which will include the following important materials:

- Citrix Login Instructions
- Desktop Icons
- JBDev Timekeeping
- Timeclock Locations
- Lawson Command Center Support
- Login Labs
- Logging in to Your Prime E-mail from an Olympia Fields Hospital Workstation
- Remote Access

This initiative helps ensure that everyone across the organization has access to a consistent and reliable communication platform. The migration of email services from Olympia Fields Hospital to Prime Healthcare will begin soon and will occur in phases to help ensure minimal disruption for users.

We are also in the process of rolling out updated IT policies and procedures to provide clearer guidance, strengthen governance, and promote best practices in technology use and information security.

Meanwhile, the Technical Risk Office and Cybersecurity team continue their assessment of current systems and processes to identify opportunities to further strengthen security and ensure alignment with organizational and regulatory requirements.

First Payroll Check

Prime Payroll department will be processing a one-time, semi-monthly payroll for hours worked from **May 1, 2026 through May 9, 2026**. The only semi-monthly pay date will be **Friday, May 15, 2026**. Starting with hours worked on **May 10, 2026**, Prime Payroll department will be processing a bi-weekly payroll. The first bi-weekly pay date will be **Friday, May 29, 2026**.

Coming Soon: A New Way to Learn with HealthStream

Prime Healthcare is preparing to launch HealthStream as the new learning management system for Olympia Fields. HealthStream is an easy-to-navigate platform that will serve as a central resource for both required and elective courses. Nursing staff will also have access to CE Unlimited, offering a robust library of continuing education programs.

Additional details, including access instructions and timing, will be shared soon.

Hospital Websites and SharePoint/Intranet

We are excited to share a brief update regarding our digital platforms. The current hospital and medical group websites will be transitioning to Prime Healthcare branding and refreshed with newly designed, dedicated sites for each hospital. We look forward to sharing these updated platforms with you soon.

As a next step, SharePoint will serve as Prime's intranet, featuring a range of engaging content, including hospital news, upcoming events, and employee recognition. It will also be an important resource for accessing critical documents such as HR forms, benefits information, and company policies and procedures. We look forward to introducing this resource to you soon.

Outlook Email Signature

At Prime Healthcare, maintaining consistent email signatures is essential to our brand identity. Clear and professional email signatures embody the quality and professionalism that Prime Healthcare represents. Think of your email signature as your digital business card.

For instructions for setting up your email signature, visit our [Email Signature Standards](#).

Welcome to Prime Healthcare

Here are two easy ways to obtain a copy of your ID card until your physical card is received in the mail:

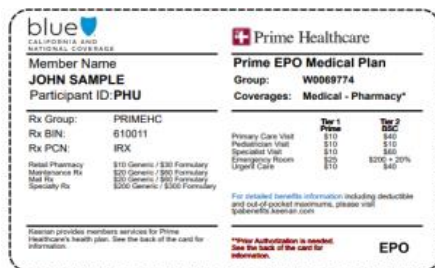
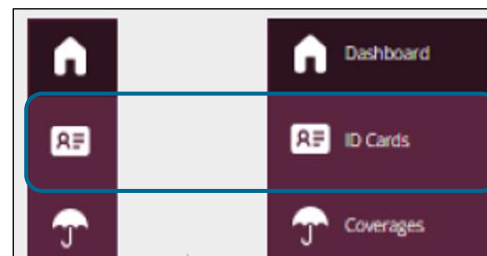
Option 1: Call Keenan Customer Service

Call (888) 773-7218 to request an ID card. A temporary ID card will be sent to you by email until your physical card arrives.

Option 2: Online Access (Available After 5/8/2026)

Visit www.tpabenefits.keenan.com/member/ and follow the steps below:

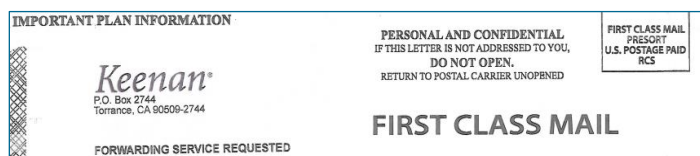
- Select **“Register”**
- Select **“I am a member”**
- Choose **“Find My Account”**
- Enter your personal information
- From the left navigation bar, select **“ID Card”**
- View, download, or email your ID card



Your Physical ID Card

Your physical ID card should arrive by 5/18/2026.

Your physical ID card will be sent to you in an envelope, similar to the sample shown.



Questions?

Contact Keenan Customer Service: (888) 773-7218 | Monday – Friday, 6:00 AM – 5:00 PM PST