

Our Journey Forward

Your Path to Prime Healthcare

May 15, 2026

Legacy & Progress

As we move into our second week as part of the Prime Illinois family, we are excited about the future and pleased to share additional updates and resources to support a smooth transition. The recent Town Hall meetings were an important opportunity to connect with teams across Olympia Fields and begin our next chapter together. During Hospital Week, we are especially grateful for your continued dedication to our patients, to one another, and to the communities we serve.

Celebrating All That You Do

National Hospital Week (May 10-16)

During National Hospital Week, we celebrate the collective strength of our teams: the physicians, nurses, clinical professionals, and support staff who together create environments of healing, dignity, and trust. Each role, across every department, contributes to a shared purpose: delivering safe, high-quality care and ensuring our hospitals remain pillars of the communities we serve. It is through your collaboration, professionalism, and commitment to excellence that we are able to care for our patients not only with skill, but with compassion and respect. We are proud to recognize and thank each of you for the impact you make every day.

Honoring Our Contributions to Illinois

Board members of the Illinois Health Facilities and Services Review Board (HFSRB) praised Prime Healthcare's track record of preserving and strengthening hospitals, investing in behavioral health services, and expanding access to quality care throughout Illinois. During the unanimous approval, members recognized Prime Healthcare's commitment to fulfilling promises made to Illinois communities and advancing patient-centered care.

“ I was impressed with the fact that you had already acquired 45-plus hospitals around America, all of them in highly distressed condition. And you've been able to maintain

and improve their performance over the years. You really do seem to be fulfilling the promises that you made to us back in 2024. I compliment Franciscan for choosing, I think, probably the best organization to continue and improve healthcare in the Southland.”

- HFSRB Board Member David Fox

“ I think Illinois hospitals are fortunate to have you, Prime Healthcare, enter our marketplace and be a player as we try to advance care.”

- HFSRB Board Member Gary Kaatz

“ I think that's a wonderful thing that you're doing...People talk about values and then people do the right thing. And so I think in this case that's the case.”

- Dr. Dennis Beedle, Psychiatrist and Ex-Officio Member representing DHS

We are grateful for the trust and support shown throughout this process and honored to continue this important work together with our physicians, nurses, staff, leaders and community partners as we build upon Olympia Fields' longstanding legacy of compassionate care and service.

Click [here](#) to read the full press release and additional community statements.



Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

Reminders

Virtual Benefits Information Sessions Continuing This Week

Thank you to everyone who joined this week's Virtual Benefits Information Sessions. We appreciate the engagement and all of the thoughtful questions shared during the sessions. Our team is currently working on compiling frequently asked questions and responses, which will be shared once the virtual sessions are completed.

Again, these sessions will provide 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, voluntary benefits, ID card support, wellness resources, and employee assistance programs.

Virtual Benefits Information Sessions (via Microsoft Teams), hosted by the Corporate EHP Team:

- [May 15 at 12:00 p.m. CST](#)

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 accessing your card online at TPABenefits.Keenan.com/Member. Your physical ID card is expected to arrive by **May 18, 2026**.

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

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

First Payroll Check

The 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**.

Olympia Fields Hospital IT Transition Support Resources

As we continue making great progress with the Olympia Fields Hospital IT transition and more staff successfully log in and access Lawson, Prime Healthcare email, and Microsoft 365 applications, we wanted to share a quick reminder that support resources are available during this transition period.

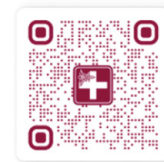
If you experience any issues related to the items listed below, please contact the Prime IT Help Desk directly so concerns can be properly logged, tracked, and addressed promptly. This process helps ensure appropriate visibility, accountability, and timely follow-up for any reported issues:

- JBDev Time & Attendance
- Lawson
- Mailbox Access (Prime Healthcare)
- Microsoft 365 Applications (Prime Healthcare)
- User Access (Prime Healthcare)

ServiceNow portal

Online:

ServiceNow.PrimeHealthcare.com or scan the QR code



Telephone:

Inside the hospital/facility: **Ext. 474357**

Outside the hospital/facility: **855-324-3751 or 800-346-2322**

Press 5 for Prime IT Support

Press 5 for Prime IT Support

Email:

Help@PrimeHealthcare.com

Thank you for your continued patience, partnership, and support throughout this transition.