



May 19, 2025

RE: Termination of Cleveland Clinic

Dear Valued First Health Client:

This communication is to advise you that Cleveland Clinic's participation in the First Health networks will terminate effective July 1, 2025. This termination is applicable to facility, ancillary and employed physician services for dates of service on or after July 1, 2025.

- Cleveland Clinic will be out-of-network effective on July 1, 2025.
- We will continue to offer our members in-network access to their hospitals and providers through June 30, 2025.
- We understand the importance of providing members with access to affordable care that is local, simple and helps achieve better health. We have a network of health care providers that can meet the vast majority of our members' health care needs in the communities where they operate.

The providers affected by this termination include:

- Lodi Community Hospital
- South Pointe Hospital
- Hillcrest Hospital
- Union Hospital
- Cleveland Clinic Foundation
- Mercy Medical Center
- Medina Hospital
- Lutheran Hospital
- Euclid Hospital
- Cleveland Clinic - Marymount Hospital
- Cleveland Clinic - Avon Hospital
- Cleveland Clinic Children's Hospital for Rehabilitation

Alternative First Health hospitals available to your members:

- Summa Health Wadsworth Rittman Hospital
- Ahuja Medical Center Building
- Lake Health Beachwood Medical Center
- Trinity Hospital Twin City
- University Hospitals Case Medical Center
- Summa Health St. Thomas Hospital
- AMC Fairlawn
- St Vincent Charity Medical Center
- UH Ahuja Medical Center- Suburban Health

- Regency Hospital of Cleveland East
- St John Medical Center
- University Hospitals Rainbow Babies and Children's Hospital

We have also listed additional alternative providers in Appendix A, which is below.

Continuity of care

For any member who is currently receiving inpatient treatment at a Cleveland Clinic hospital, our contract requires them to continue to provide treatment at our current contracted rates until discharge. If you have a member who has had care preauthorized or scheduled to start on or after July 1, 2025, you should contact Cleveland Clinic directly to determine payment in advance of the member receiving treatment. Or you can contact us at **1-800-226-5116** and we will contact Cleveland Clinic on your behalf.

We're here to answer your questions

We regret the inconvenience that this termination may cause for you and your members. We're committed to ensuring a smooth transition for you and your members during this process. You can contact your Account Manager with any questions or concerns that you may have – we're here to help.

Sincerely,

Gina Paglia, Director of Account Management

Appendix A
Additional Alternative Providers

Out-of-Network Providers (as of 7/1/2025)	Alternative Providers (approximate distance in miles)
Lodi Community Hospital	Summa Health Wadsworth Rittman Hospital (15.8m) Wooster Community Hospital (17m) Aultman Orrville Hospital (28.7m)
South Pointe Hospital	Ahuja Medical Center Building (2.6m) Lake Health Beachwood Medical Center (3.1m) UHC Chagrin Highland Medical Center (3.2m)
Hillcrest Hospital	Lake Health Beachwood Medical Center (5.9m) UH Ahuja Medical Center- Suburban Health (6.5m) University Hospitals Ahuja Medical Center (6.7m)
Union Hospital	Trinity Hospital Twin City (11.5m) Pomerene Hospital (28.3m)
Cleveland Clinic Foundation	University Hospitals Case Medical Center (1.2m) St Vincent Charity Medical Center (3.2m) UH Ahuja Medical Center- Suburban Health (6.2m)
Mercy Medical Center	Summa Health St. Thomas Hospital (22.6m) Akron General Medical Center (23m) Western Reserve Hospital (25.2m)
Medina Hospital	AMC Fairlawn (10.4m) Regency Hospital of Cleveland West (18.3m) Southwest General Health Center (18.5m)
Lutheran Hospital	St Vincent Charity Medical Center (2.4m) Fairview Hospital (8.5m) University Hospitals Case Medical Center (7.9m)
Euclid Hospital	UH Ahuja Medical Center- Suburban Health (6.6m) University Hospitals Case Medical Center (8.0m) UH Lake West Medical Center (8.9m)
Cleveland Clinic - Marymount Hospital	Regency Hospital of Cleveland East (7.0m) Ahuja Medical Center Building (7.9m) University Hospitals Case Medical Center (7.9m)
Cleveland Clinic Avon Hospital	St John Medical Center (5.2m) UH North Ridgeville Health Center (6.9m) University Hospitals Elyria Medical Center (12.7m)
Cleveland Clinic Children's Hospital for Rehabilitation	University Hospitals Rainbow Babies and Children's Hospital (3.0m) Children's Hospital Medical Center of Akron (34.8m)