



## Frequently Asked Questions

**Q: In what states does First Choice of the Midwest operate?**

A: First Choice of the Midwest has participating providers in the following ten states: Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, North Dakota, South Dakota, Utah and Wyoming.

**Q: Why did CVS Health purchase First Choice of the Midwest?**

A: CVS Health recognized the value of having a strong network in the upper Midwest states. The addition of First Choice of the Midwest will strengthen its national PPO organization, providing more access points and increased savings for clients and members.

**Q: What is the value of the acquisition?**

A: First Choice of the Midwest is a small, privately held company. Terms of the transaction were not disclosed.

**Q: What impact does the acquisition have on First Choice of the Midwest's customers, members and providers?**

A: For now, it's business as usual – we aren't making immediate changes to the existing processes. Customers, providers, and members will continue to access the same First Choice of the Midwest resources as they did before the acquisition. We'll communicate further with advance notice before any process changes occur.

**Q: Will First Choice of the Midwest customers have a new point of contact?**

A: First Health's account management team will become the point of contact for First Choice of the Midwest customers. They'll reach out to each customer individually to initiate discussions.

**Q: How does this change benefit customers and members?**

A: Customers and members will ultimately have increased provider access, which in turn brings lower medical costs. First Health also has web-enabled services and other resources for customers and providers.

**Q: How does this change benefit First Choice of the Midwest providers?**

A: First Health has a much larger client base with over 300 payer customers and 5.5 million members accessing the network each year. First Choice of the Midwest providers could see additional patient volume as a result of the acquisition. First Health also has web-enabled services and resources for providers.

**Q: Will First Choice of the Midwest continue to operate under its own brand?**

A: Yes. For now, we'll maintain the First Choice of the Midwest brand as a standalone network. The long-term goal is to integrate the network into the national First Health network and have one enhanced network, branded as First Health.

**Q: Who is First Choice?**

A: Founded in 1997, First Choice of the Midwest is a regional PPO located in Sioux Falls, SD. First Choice of the Midwest contracts with employers, insurance companies and third-party administrators seeking access to a high quality, cost effective network to support health care benefit plans.

First Choice of the Midwest's network includes more than 40,000 providers and over 100 hospitals in 10 states (Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, North Dakota, South Dakota, Utah and Wyoming).

**Q: Who is First Health?**

A: First Health provides national PPO network access and other cost containment programs to help clients manage benefit plan costs. Clients include third party administrators, insurance carriers, health plans, unions, governmental entities, and international payers. First Health is a subsidiary of Aetna, a CVS Health company.

First Health's network includes more than 6,100 hospitals, 130,000 ancillary facilities, 845,000 doctors and other health care providers with over 1,000,000 locations

nationwide. Network providers have agreed to provide services to members at a reduced fee<sup>1</sup>.

**Helpful resources:**

- [First Choice of the Midwest website](#)
- [First Health website](#)

**First Health is a brand name of First Health Group Corp., a subsidiary of Aetna, a CVS Health company. Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies.**

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<sup>1</sup> As of December 2020 First Health data warehouse