



## FAQs

# Notification on Humana Negotiations

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### Frequently Asked Questions

MercyOne and Humana have reached a new multi-year agreement effective **January 1, 2026**, that will reinstate your in-network access to MercyOne hospitals, facilities, and health care providers you trust.

**Q: What is happening?**

**A:** MercyOne and Humana have reached a fair agreement that will reinstate in-network access to MercyOne hospitals, facilities, and health care providers. **Patients may once again schedule an appointment for care without experiencing disruption.**

**Q: I have a Humana health plan. What does this mean for me?**

**A:** MercyOne and Humana have reached a fair agreement which means you can visit your MercyOne facility and doctors for care as normal.

**Q: If I moved my appointment, what can I do now?**

**A:** You can keep your appointment or contact your physician's office directly to reschedule and move your appointment up sooner, as space allows.

**Q: What if I have more questions?**

**A:** For questions, please call our patient information line at **MercyOne.org/Humana**.

**To schedule an appointment with your provider**, please contact your physician's office directly.

**For questions related to your health plan coverage or benefits**, please contact Humana at the number on the back of your health insurance card.