

Corporate Communication

Access to high-quality healthcare is foundational to the well-being of our employees and their families. We recognize how deeply personal and important it is to have confidence in your healthcare provider and to make timely and informed decisions when it comes to planning for care.

As part of our ongoing commitment to offering competitive and comprehensive healthcare benefits, we informed all employees ahead of Annual Enrollment in 2024 that we would be transitioning from Aetna and Blue Cross Blue Shield (BCBS) to UnitedHealthcare (UHC), effective in 2025. This decision was driven by our goals to enhance support through doubling health insurance plan options and expanding virtual care offerings, and to do so while minimizing provider disruptions.

Despite these intended improvements, we understand that this transition presented unexpected challenges starting from the early weeks of the transition period. Some employees experienced issues related to access to treatments, specialists, and healthcare facilities. For others, moving to an in-network provider under the new UHC plans meant changing providers altogether, resulting in inconvenience, uncertainty, and frustration. These outcomes were not in line with our intentions.

We acted promptly to evaluate the scope of the issues and explored additional solutions with urgency and care. As a result, we are pleased to share that, beginning January 1, 2026, we will be offering Blue Cross Blue Shield again as an additional PPO option alongside UHC. This decision reflects our commitment to providing more choice and flexibility to our employees. As in prior years, we're sharing these updates to give you and your families ample time to evaluate options for your healthcare needs and coordinate any prearranged care in advance of this year's Annual Enrollment period.

Thank you for your continued feedback, your patience, and your commitment to one another. Continuous Improvement is a core operational principle of the International Way, and we remain committed to aligning our benefit offerings with the evolving needs of our employees and the high standards we uphold as an organization.

International Benefits Team