



Process

1. Why is Freeman Health System acquiring Northwest Health?

Freeman Health System is committed to strengthening access to care, supporting our caregivers, and investing in the talent, services, and technologies that will shape the future of healthcare in our region. Welcoming Northwest Health reflects our *Freeman Forward* vision, shared commitment to compassionate care, and long-term well-being of the communities we serve.

2. Will Northwest Health become not-for-profit?

Yes. Freeman Health System is a not-for-profit organization. Northwest Health will begin transitioning to not-for-profit status following the close of the transaction.

3. What does that change mean or what impact will it have on the community? (Will it change the taxes they pay, increase charity care, etc.?)

As a not-for-profit health system, Freeman Health System and its affiliated hospitals are eligible for tax-exempt status. While this may result in changes to the taxes paid by Northwest facilities, not-for-profit hospitals typically reinvest those resources directly into their communities through local payroll, charity care, community health programs, and other essential services that support access to care and economic stability. Freeman Health System is committed to investing in Northwest communities by strengthening access to care, supporting local healthcare teams, and ensuring services reflect the needs of the people they serve. As this transaction moves forward, Freeman will take a thoughtful, collaborative approach, listening to caregivers and community leaders to identify priorities, preserve essential services, and expand care where gaps exist. Working alongside local teams, Freeman will align financial and operational strategies to support sustainable, community driven healthcare for the long term.

4. Will Freeman Health System rename Northwest Health?

Yes. Northwest Health will become part of Freeman Health System upon the closing of the transaction. Northwest Health locations will be rebranded to reflect our unified health system, with exact timing and naming to be shared after close.

5. When will the transaction be finalized?

The transaction is expected to close in the second quarter of this year, subject to customary regulatory approvals and closing conditions.



Frequently Asked Questions

Financial Contributions/Operations

6. How does this transaction impact patient care?

There will be no disruption to patient care at any point during the transaction process. Northwest Health patients will continue to receive care in the locations they are used to visiting from the providers they know and trust.

7. Will any services change?

There are no plans to change services currently provided by Northwest Health. In the future, there may be changes to expand offerings and support further community demands for services.

8. Northwest Health currently contributes to taxes in Northwest Arkansas. If the system is transitioning to a not-for-profit provider, how will those tax funds be impacted, and will the system account for the loss of economic benefit to the community?

As a not-for-profit health system, Freeman and its affiliated hospitals reinvest resources into the community through payroll, uncompensated care, programs that improve health, and other support for local residents. Freeman is committed to strengthening access to care, supporting healthcare teams, and investing in services that reflect the needs of Northwest Arkansas and those who live there.

9. Does Freeman Health System plan to make capital improvement investments and, if so, what is the timeline?

Yes. Freeman Health System looks forward to sharing more information about its plans in the future.

10. Does Freeman Health System plan to discontinue any services or close any Northwest Health locations?

Freeman Health System recognizes the important role Northwest Health plays in providing care for the community and has no plans to discontinue services or close locations. The system will conduct a thorough review of existing services compared with community demand to understand how to best serve residents, including potentially expanding offerings.

11. Will the transition impact Northwest Health's current in-network status with major payers?

There are no anticipated changes at this time.



Frequently Asked Questions

12. Freeman Health recently discontinued plans to build a new facility in Southeast Kansas. Why is it now purchasing a system in Arkansas?

Unfortunately circumstances beyond our control that came to light during the due diligence process prevented us from moving forward with a new facility in Southeast Kansas. Importantly, the decision does not impact the high-quality primary and specialty care we already provide in the southeast Kansas region. We remain committed to our mission of improving the health and well-being of the communities we serve. By integrating Northwest Health into our system, we are creating new opportunities to do just that – enhance care, improve access, and support more families with the compassion and quality Freeman is known for.

Northwest Employees

13. Will Freeman Health System retain Northwest Health employees?

Yes. We look forward to welcoming Northwest Health employees to the Freeman Health System team and are working closely with the Northwest Health team to ensure a smooth transition for our new colleagues. Freeman Health System is committed to employee retention and intends to retain employees in good standing at the time of the transition, subject to the system's standard hiring and onboarding practices.

14. Are Freeman Health System's benefits comparable to those currently offered by Northwest Health?

Freeman Health System is proud of its total rewards package and will be sharing additional details about all aspects of the transition, including benefits, in the coming weeks leading up to and after close of the transaction.

15. Will there be any leadership changes?

The current leadership structure is unchanged. At the close of the transaction, Northwest Health leaders will report to Freeman Health System. Reporting structures are being carefully reviewed as part of the integration process and we expect to be able to provide more details in the coming weeks.

16. Will there be changes to EHR systems?

In the near term, there will be no changes to current EHR systems. As part of the integration process, leaders from both Northwest Health and Freeman Health System are working together to ensure a seamless transition of patient records. Northwest Health teams should continue to use their EHR system and maintain the operational processes they are used to.



Frequently Asked Questions

Freeman Health Employees

17. What does this announcement mean for Freeman Health employees?

There will be no immediate changes to our day-to-day operations. Between now and when the transaction closes, leaders from Freeman Health and Northwest Health will work together to plan the best way to integrate our systems smoothly, with minimal disruption for all parties. At close, Northwest Health employees will become part of the Freeman Health team.

18. What should I expect in the next 30 / 60 / 90 days?

Freeman Health and Northwest Health leaders will be working together closely over the next few months to ensure a smooth transition. You can expect to be kept informed as decisions are made and more details become available.

19. Who will be impacted, how, and when?

We don't expect any major changes to our existing Freeman Health staff. We intend to retain Northwest Health employees and they will transition to the Freeman Health team at close. We are currently working with leadership to better understand timelines for system integrations and there may be some Freeman Health employees who will be asked to help work with the Northwest Health team to ensure a smooth transition. You can expect to hear more directly from your supervisor as details are finalized.

20. When will changes take effect?

We expect the transaction to close in the second quarter, pending customary regulatory reviews. In the meantime, our leadership will be working with Northwest Health leaders to outline operational integration timelines. We will share more information as details are finalized.

21. Can I apply or transfer to a position in Arkansas?

We do expect to grow the services currently provided by Northwest Health and there may be opportunities for current Freeman Health employees to be considered for those opportunities. We will share these details when they are available.

22. Will they be on Epic?

Freeman Health will continue our Epic implementation timeline as planned. As part of our integration we are working with Northwest Health leaders to develop a plan for a unified EHR. The exact timing of this remains in development and we will share more information when we can.