



Employee Health Clinic Closing December 31, 2026

The City of Phoenix Employee Health Clinic will close on December 31, 2026, when our current contract with Banner Employer Solutions ends. This decision comes after a review showing that employee use of the clinic has remained very low while operating costs have continued to rise. Because these costs draw directly from the City's Health Care Trust, continuing to fund a low-use service would increase pressure on the health plan and future premiums. **Banner has also informed the City that the related urgent care clinic will close on the same date.**

To avoid confusion, we want to clarify that the City will not be opening another employee health clinic. Instead, we will continue to focus on providing access to flexible, high-value healthcare options that serve the greatest number of employees.

After the clinic closes, employees and dependents enrolled in a City medical plan will continue to have access to a wide range of healthcare resources, including:

- Urgent care centers within approximately five miles of City Hall
- Virtual /telemedicine visits through azblue.com or 98point6
- Primary care physicians and specialists

Beginning in 2027, the City's Wellness Program will expand **onsite biometric screening events**. These events are intended to support preventive care by offering convenient access to basic health measurements throughout the year. We will continue looking for opportunities to bring high-value services to City employees.

We understand these changes come at a time of rising healthcare costs, and we appreciate your understanding as we work to manage resources responsibly and support the long-term sustainability of our benefits. In the coming months, we will be communicating 2027 premium updates, which will be higher for some plans due to medical cost trends and increased claims costs. While the closure of the clinic may not feel like a savings or an improvement in this context, reducing spending on services that are rarely used helps limit additional cost increases and allows us to focus our resources on benefits that reach more employees and provide greater overall value.

We have listed below a few urgent care facilities that are within a short distance from the Employee Healthcare clinic. We are committed to ensuring a smooth transition and will provide additional information in the coming months.



If you have questions or need assistance locating an urgent care facility, please contact the appropriate City's designated representative based on your medical plan:

Members enrolled in the Banner | Aetna HMO medical plan: please contact Debbie Crain (602) 495-5724 or email COPSupport@aetna.com

Members enrolled in a Blue Cross Blue Shield (BCBS) PPO/Saver's Choice medical plan: please contact Aimee Johanning at (602) 534-5165 or email cityofphoenix@azblue.com

For general questions regarding this communication, please contact the Benefits Office by phone or email at (602) 262-4777 or benefits.questions@phoenix.gov



BANNER HMO MEMBERS

Alliance Urgent Care, PLLC

702 W Camelback Rd
Ste 20
Phoenix AZ 85013

Banner Urgent Care Arizona, LLC

5018 N. 7th St
Phoenix AZ 85014
(602) 255-7680

Banner Urgent Care Arizona, LLC

3141 E Indian School Rd
Suite 102, 103, 104
Phoenix AZ 85016
(602) 255-7700

NextCare Urgent Care

1701 E Thomas Rd
Ste A104
Phoenix AZ 85016
(602) 845-4445

BCBS PPO/SAVER'S CHOICE MEMBERS

Concentra Urgent Care

1818 E Sky Harbor Cir N Bldg 2, Ste 150
Phoenix AZ 85034
Phone:(866) 944-6046

NextCare Urgent Care

1701 E Thomas Rd
Ste A104
Phoenix AZ 85016
(602) 845-4445

Alliance Urgent Care

702 W Camelback Rd
Ste 20
Phoenix AZ 85013
(602) 845-5950

Alphamed Urgent Care

1743 E Camelback Rd
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(602) 325-5114