

# Vendor Communications: Guidance and FAQs

Dear Waterbury team,

Your interactions with vendors remain a critical part of providing services to our community. As we continue our transition into the UConn Health Community Network, some of our valued vendors and partners may contact you with questions about what this means for their existing agreements and future work with us. To support consistent, clear communication, we suggest utilizing the **General Guidance** and **FAQs** outlined below:

## **General Guidance for those who interact with Vendors:**

- **Route all vendor contracting questions** to the Supply Chain & Contracting team.
- Do **not** make contractual commitments or discuss contract terms with vendors.
- Do **not** amend, terminate, or renegotiate agreements without Supply Chain & Legal approval.
- **Escalate immediately** if a vendor expresses concerns about continuity, compliance, or payment.

## **FAQs**

### **1. What should I do if a vendor raises patient safety, service, or compliance concerns?**

Escalate immediately to the Hypercare team (Tel: 203-575-2222; Email: [ITsupport@pmh.com](mailto:ITsupport@pmh.com)) in the period immediately following close (through March 3<sup>rd</sup>); otherwise, reach out to Ken Rasmussen-Teller (contact details at the bottom of this document). Do **not** attempt to resolve the issue independently.

### **2. Will vendors experience any changes to their services or payments?**

Vendors should continue providing goods and services as usual unless explicitly instructed otherwise. Existing contracts, pricing, ordering, invoicing, and payment processes remain unchanged, and Waterbury Health will continue to pay for services rendered during the transition.

### **3. How should the transition be described to vendors?**

Waterbury Health, including Waterbury Hospital, will partner with UConn Health as part of the new UConn Health Community Network effective March 1, 2026. This partnership strengthens our shared commitment to patient-centered care and supports the long-term stability of healthcare services in the Waterbury community. Throughout this transition, our priority is uninterrupted operations, and we rely on our vendor partners to help us continue delivering this critical care.

### **4. Are any vendors being terminated or replaced?**

Any changes will be reviewed with functional stakeholders and evaluated through a structured review process centered on patient safety and operational continuity. These changes will continue to be communicated. If you have any questions, please contact the Supply Chain & Contracting team.

### **5. When will vendors be contacted about changes with their agreements?**

In many cases outreach has already begun, and each will receive an email and/or mail notifying the vendor of the 'change-of-control'. Additional outreach is expected to occur over the 90 day period following close; prioritization of this outreach will be driven based operational needs, contract timelines, and service dependencies.

**6. How are vendor agreements being handled?**

For agreements specific to Waterbury, we will work to execute agreements, with terms that mimic existing ones, under the new entity that has been formed by the transaction. In many cases, vendor agreements under the former Prospect network govern goods and services that were provided to multiple hospitals, including but not limited to Waterbury; in these cases, we will work with vendors to adjust the scope of services to reflect Waterbury's specific needs. In all cases, vendor engagement for contracting will be coordinated centrally through the Waterbury contracts team.

**7. Will vendor access to facilities or systems change?**

Not at this time, unless notified. Any changes to access, credentials, or procedures will be communicated formally.

**8. Will vendor payment or tax information change?**

Payment processes will remain the same unless the vendor is specifically told otherwise. As we work to execute new contracts with our vendors, we will provide an updated W-9 for the new entity that has been formed, and we will be able to provide vendors with a tax-exempt certificate in the coming weeks.

Our vendors are important partners in providing products and services to Waterbury HEALTH, and we all have a responsibility to respond with consistent feedback should questions arise.

Thank you for your support and for helping ensure consistent communication with our vendor community during this important transition; if you have any questions or concerns, please reach out to Ken Rasmussen-Tuller ([Kenneth.rasmussen@wtbyhosp.org](mailto:Kenneth.rasmussen@wtbyhosp.org), 203-573-7562).

We appreciate your continued partnership.

Sincerely,

**Marc Brunetti**

Executive Vice President & Chief Operating Officer, Waterbury HEALTH

**Ken Rasmussen-Tuller**

Senior Project Manager, Waterbury HEALTH