



GUAM MEMORIAL HOSPITAL AUTHORITY

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Press Release

For Immediate Release

GMHA to End Contract with TakeCare Insurance

TAMUNING, GUAM— October 14, 2025— The Guam Memorial Hospital Authority (GMHA) notifies the public its contract with TakeCare Insurance Company expires October 31, 2025 and will not be renewed.

Starting November 1, 2025, GMHA will no longer be part of TakeCare's provider network. At that time, patients with TakeCare insurance will be considered "self-pay" when receiving care at GMHA. Patients will be responsible for payments to GMHA and will need to seek reimbursement directly with TakeCare.

Why This Is Happening

For several years, GMHA repeatedly asked TakeCare to follow the terms of the current agreement—especially the requirement to make timely processing of claims and payment for patient care. Despite reminders, multiple demands from GMHA, and even settlement agreements, TakeCare failed to meet its contractual obligations.

Instead of continuing these disagreements with TakeCare, GMHA made a critical business decision to end its contract with TakeCare upon expiration of the current contract term.

"We encourage TakeCare members to reach out to their insurer as soon as possible to understand their options," said Interim Hospital Administrator and CEO Dr. Joleen M. Aguon. "GMHA will continue to welcome all patients and provide the necessary care."

What This Means

We understand this causes concern for TakeCare members and their families. GMHA is committed to providing care to everyone in our community. However, we also have duty to ensure the hospital has the resources it needs to serve the public.

For more information, please email communications@gmha.org.

About GMHA

The Guam Memorial Hospital Authority is committed to compassionate forward-thinking, quality-driven, and safe healthcare that honors the community.

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