

**Kaleida Health Master Negotiations 2025  
Side Letter**

**Date Presented: June 27, 2025**

**Side Letter  
Durable Medical Equipment**

Kaleida Health, the Communications Workers of America, AFL-CIO and the Service Employees International Union/1199 United Healthcare Workers East agree that an agenda item for the first Medical Awareness Committee meeting after ratification of the 2025 Master Agreement will be to conduct a root cause analysis for purposes of better understanding the process for evaluating bargaining unit member claims for durable medical equipment. The parties will also consider and develop pathways for members to determine why one or more claims may have been denied.

TH 6/30/25  
CWS  
RUB 6/30/25