

December 2, 2025

Administration

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VIA E-MAIL

Mr. Jason R. Teal
City Council Secretary/Legislative Counsel
117 West Duval Street, Suite 425
Jacksonville, Florida 32202

Dear Mr. Teal:

I am writing on behalf of Shands Jacksonville Medical Center, Inc. in response to the Duval DOGE Committee's Request for Documents and Interrogatories regarding Jacksonville Telehealth Contracts, which was directed to UF Health ACO Jacksonville, LLC.

Shands Jacksonville Medical Center, Inc. understands the Committee intended to direct these interrogatories and requests to the entity that operates the hospital known as UF Health Jacksonville, rather than to UF Health ACO Jacksonville, LLC. Accordingly, the responses provided in this letter are from Shands Jacksonville Medical Center, Inc., hereinafter referred to as UF Health Jacksonville.

UF Health Jacksonville is providing responsive information voluntarily and in good faith; however, UF Health Jacksonville expressly reserves all rights and objections, including but not limited to those related to scope, relevance, confidentiality, and privilege, as well as the right to supplement, amend, or revise its responses as necessary. Nothing in this response shall be construed as a waiver of any legal rights, protections, privileges, or objections available under applicable law.

UF Health Jacksonville respectfully submits the following responses to the interrogatories and document requests:

Interrogatories:

1. Please describe in detail why UF Health Jacksonville opted not to work with Telescope Health.

Response:

UF Health Jacksonville recognizes and respects that there are multiple organizations in Jacksonville working to increase access to health care and telehealth services. As

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the region's safety net hospital, UF Health Jacksonville has an established and refined internal process for connecting uninsured and underinsured patients to care, including telehealth, primary care, and wraparound services. UF Health Jacksonville's decision not to formalize a partnership with Telescope Health was not due to a lack of willingness to collaborate, but rather because UF Health Jacksonville already has a system in place that is integrated with its clinics, care management teams, and electronic medical record. This system has been designed and continually improved over time to meet the needs of UF Health Jacksonville's most vulnerable populations, ensure continuity of care, and avoid fragmentation or duplication of services. In short, UF Health Jacksonville believed its existing infrastructure was best suited to continue serving these patients safely and efficiently.

2. Please describe in detail the financial impact the City's Telehealth contracts have on UF Health Jacksonville's ability to serve uninsured patients in the City of Jacksonville.

Response:

To date, UF Health Jacksonville has not experienced a financial impact attributable to the City's Telehealth contracts. UF Health Jacksonville's role as the safety net provider, supported in part by taxpayer funded indigent care arrangements, remains unchanged. UF Health Jacksonville continues to care for uninsured and underinsured patients at similar levels and has not identified a material reduction in reimbursement or uncompensated care that can be specifically linked to the City's Telehealth program.

3. Please describe in detail the redundancies created by the City's Contract with Telescope Health with UF Health Jacksonville's tax-payer funded indigent care and primary care clinics.

Response:

In practical terms, UF Health Jacksonville has not observed significant operational redundancies between the City's contract with Telescope Health and UF Health Jacksonville's indigent care and primary care clinics as the functions are not the same. UF Health Jacksonville's clinics are designed to provide comprehensive, longitudinal care including chronic disease management, specialty referrals, diagnostic follow up, and social support connections for patients who are often medically and socially complex. The populations served through UF Health Jacksonville's established system and those reached through the City's Telehealth contracts appear to be largely distinct, and UF Health Jacksonville has not seen a decrease in demand for its services. Any potential overlap has not yet translated into reduced clinic utilization or disruptions in the care continuum for UF Health Jacksonville's patients.

4. Please describe any changes in emergency department intake at UF Health Jacksonville since the implementation of the City's Telehealth contract(s).

Response:

Since the implementation of the City's Telehealth contract(s), UF Health Jacksonville has not observed a change in emergency department intake that it can attribute to those contracts. UF Health Jacksonville's emergency departments continue to see high volumes of uninsured and underinsured patients, many of whom present with complex medical, behavioral health, and social needs. While a telehealth program may provide an alternative point of entry for some residents, overall ED utilization at UF Health Jacksonville has remained consistent with prior patterns and is more strongly influenced by broader community health factors and social determinants of health.

5. Does the emergency department at UF Health Jacksonville receive referred patients from other emergency departments or any other facility or provider for uninsured patients?

Response:

Yes. UF Health Jacksonville routinely receives uninsured and underinsured patients referred from urgent care centers, community clinics, and provider organizations. As the area's safety net hospital, UF Health Jacksonville frequently serves as the destination for higher acuity or complex patients who require specialty services, inpatient care, or follow up that other facilities are not equipped or funded to provide. These referrals are a longstanding part of UF Health Jacksonville's role in the regional health care system and are central to ensuring that uninsured residents of Jacksonville have access to the full spectrum of hospital based and specialty care.

Document Requests:

1. All Communications between any UF Health Jacksonville employees, officers or agents and the Administration during the Relevant Time Period.

Response:

UF Health Jacksonville objects to this request as being overly broad, unduly burdensome, and not reasonably limited in scope. The request is not limited to subject matter or specific individuals, and responding to the request would require a review of communications involving thousands of UF Health Jacksonville employees over the Relevant Time Period. Furthermore, to the extent the Committee seeks records of

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communications involving employees, officials, and agents of the City's Administration, such records should be available directly from the City.

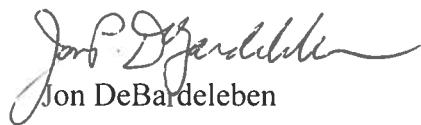
2. All Communications between any UF Health Jacksonville employees, officers or agents and any Telescope Health employees, officers or agents during the Relevant Time Period.

Response:

UF Health Jacksonville objects to this request as being overly broad, unduly burdensome, and not reasonably limited in scope. The request is not limited to subject matter or specific individuals, and responding to the request would require a review of communications involving thousands of UF Health Jacksonville employees over the Relevant Time Period.

UF Health Jacksonville appreciates the Committee's attention to these matters. Should you have any questions, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jon DeBardleben", with a stylized, flowing script.

Jon DeBardleben
VP and Regional Chief Legal Officer