



## **Employer Update and Message to UnitedHealthcare Members**

We recognize that your employees may be reaching out to your human resources team with questions about our negotiations with Montefiore Health System. While we hope the information we shared with you last month has been helpful, we're following up to provide the message below to our UnitedHealthcare members that you can send to your employees if you wish.

We value our relationship with you and appreciate your ongoing support during what we realize has been a difficult negotiation.

Sincerely,

Your UnitedHealthcare team



## **A Message to Our UnitedHealthcare Members: What You Should Know about Our Relationship with Montefiore and Our Commitment to Your Continued Access to Care**

All of us at UnitedHealthcare, including all of our UnitedHealth Group employees here in the New York City area, are grateful for the opportunity to serve you and your families. Helping you achieve optimal health and well-being is our top priority, which is why we work so hard to ensure you have access to quality, affordable health care close to where you live and work.

After many months of conversations and negotiations, we were unable to renew our relationship with Montefiore Health System. As a result, physicians are now out of network for employer-sponsored and individual plans, including Oxford, effective Jan. 1, 2021. However, consistent with state regulations, our members enrolled in fully insured commercial plans will continue to have in-network access to Montefiore's hospitals until March 1, 2021.

We recognize that your relationship with your doctor is not only important but also personal. We know many of our members value having access to Montefiore's hospitals and physicians and are rightfully concerned by this news. We assure you that we made every effort to renew our relationship. When it became apparent that we were not going to reach an agreement, we offered to allow our members to have network access to Montefiore's hospitals and physicians through May 31, 2021, while we continue our efforts to renew our relationship. Unfortunately, Montefiore refused, unnecessarily disrupting access for you and thousands of other New Yorkers.

While we are committed to continued discussions that would restore network access to Montefiore's hospitals and physicians at rates that are affordable for the companies and members we serve, our primary focus at this time is ensuring that you have uninterrupted access to the care you need and providing you the support you need. We know that network changes can be difficult, but you can rest assured that you will continue to have access to high-quality, affordable care.

- **You and your family continue to have access to nearly 7,000 physicians and more than a dozen hospitals throughout Bronx, Westchester and Rockland counties that are readily able to provide you high-quality, affordable care. Some of the hospitals and physician groups remaining in our network in the area include:**

### Hospitals

- Mount Sinai Health System
- New York Presbyterian Hudson Valley Hospital
- New York Presbyterian Lawrence Hospital
- NYC Health + Hospitals Lincoln Medical
- NYC Health + Hospitals North Central Bronx Hospital
- NYC Health + Hospitals Jacobi
- Westchester Medical Center
- Bon Secours Community Hospital
- BronxCare Hospital Center
- Garnet Health Medical Center
- St. Barnabas Hospital
- St. John's Riverside Hospital
- St. Anthony Community Hospital



#### Physician practices

- All Med & Rehabilitation of NY
  - BronxCare Health System
  - Essen Medical Associates
  - Riverdale Family Med Practice
  - SBH Physicians
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- **If you or someone in your family is in the middle of treatment at a Montefiore facility or with one of its physicians, you may qualify for continuity of care, which provides continued in-network benefits for a specified period of time after a hospital or physician leaves UnitedHealthcare's network. A few examples of patients who may qualify include:**
    - Women who are pregnant
    - Patients with newly diagnosed or relapsed cancer, or those currently in active cancer treatment
    - Transplant recipients in need of ongoing care due to complications associated with a transplant
    - You should call the number on the back of your health plan ID card to see if you may qualify for continuity of care.
  
  - **We will keep you updated on these negotiations. In the meantime, here are some resources to help answer any questions you might have:**
    - **myuhc.com**<sup>®</sup> – UnitedHealthcare's member website features a hospital and physician look-up tool to help you find other in-network providers in your community. Also, we encourage our members to [click here](#) to see information regarding primary care physicians and clinics in your area that participate in our network as well as information on Virtual Visits.
    - **Customer Care** – Please call the number on the back of your health plan ID card to speak with our advocates who can answer questions or help you find other hospitals or doctors.
    - **Negotiation Updates** – Please visit [www.uhc.com/montefiore](http://www.uhc.com/montefiore) for important updates, additional information and resources.

Again, we want to emphasize that we know this situation is difficult for you and many of our members. We're committed to making it easier for you. And we will stay at the negotiating table for as long as it takes to reach an agreement that restores network access with Montefiore, which is in everyone's best interests.

Thank you for the opportunity to serve you and support your health care needs. We wish you and your family good health.

Sincerely,

Your UnitedHealthcare Team