



October 3, 2021

RE: Wellstar Health System is Now Out of Network for UnitedHealthcare Commercial Members

Dear Valued Wellstar Patient,

We are reaching out with an important update:

**UnitedHealthcare has let Wellstar Health System's  
Primary Commercial Network Contract Lapse as of October 3, 2021.**

As of October 3, 2021, UnitedHealthcare is telling its commercial members they no longer have access to in-network care and services from Wellstar hospitals and physicians. While it is accurate that UnitedHealthcare allowed its primary commercial network contract with Wellstar to lapse on October 3, 2021, UnitedHealthcare does have access to Wellstar physicians and hospitals through a secondary commercial network contract UnitedHealthcare has with MultiPlan. Until such time as a new primary commercial contract is executed, Wellstar has given UnitedHealthcare express written consent to access Wellstar physicians and hospitals through its agreement with MultiPlan ("MultiPlan Agreement") for services rendered to UnitedHealthcare commercial members at reimbursement rates specified in this MultiPlan Agreement. These reimbursement rates offer a substantial discount from Wellstar's normal charges.

**In other words, UnitedHealthcare can access contracted rates for Wellstar physicians and hospitals on behalf of you and your family – if it chooses to do so.**

At this time, we urge you to consider taking the following actions:

- **If you have an appointment with Wellstar on or after October 3**, contact UnitedHealthcare customer service at the number on the back of your insurance card to see if you can continue to access your Wellstar provider through the MultiPlan Agreement, or contact your provider to re-schedule for a later date and/or to discuss other options.
- **If you are currently receiving care from a Wellstar provider for a condition requiring ongoing treatment on or beyond October 3, you may qualify for a Continuity-of-Care waiver.** You will need to obtain the appropriate form by contacting UnitedHealthcare member services at the number on the back of your insurance card. Your Wellstar physician can assist in completing and submitting the waiver request.
- **Speak with your employer** to make sure that you understand your health insurance options, including whether your employer is requesting that UnitedHealthcare access Wellstar through the MultiPlan Agreement, or if there are other health plans available during your company's next Open Enrollment period that offer in-network services from Wellstar.
- **Call UnitedHealthcare** at the number on the back of your health insurance card. Tell UnitedHealthcare why it is important for you to have full access to your trusted Wellstar physicians and hospitals and to put patients ahead of profits. You can also email Junior Harewood, CEO, Georgia, and Alabama UnitedHealthcare at [junior\\_r\\_harewood@uhc.com](mailto:junior_r_harewood@uhc.com).
- **Visit Wellstar's website** at [www.wellstar.org/UHC](http://www.wellstar.org/UHC) for regular updates and a list of health plans that include Wellstar for open enrollment selection. Wellstar understands the disruption this may cause for our patients, and we continue to pursue a fair agreement that prioritizes patient care to resolve the issue. We appreciate that you have trusted us with your healthcare, and we want to be there for you.

We have attached a list of Frequently Asked Questions that may be helpful to you. If you would like more information, please contact the Wellstar team at (770) 956-STAR or (770) 956-7827.

Sincerely,  
Barbara Corey  
Senior Vice President, Managed Care  
Wellstar Health System