



October 11, 2021

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

Dear Valued Wellstar Patient,

In an email update sent on October 3, we let you know that Wellstar had provided our written consent for UnitedHealthcare to access Wellstar physicians and hospitals through the MultiPlan agreement. Shortly after we shared that update, MultiPlan notified us that it received notice from UnitedHealthcare, that they (UnitedHealthcare) will no longer access any and all locations of Wellstar as network providers in the MultiPlan Network.

We continue to pursue discussions with UnitedHealthcare on behalf of our patients to reach an agreement that ensures access to the Wellstar physicians and hospitals you know and trust. At this time, we urge you to consider taking the following actions:

- **If you have an appointment with Wellstar**, 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 if there are or should be other health plans available during your company's next Open Enrollment period that offer in-network services from Wellstar.
- **Should you be required by UnitedHealthcare to change physicians**, we would suggest that you consider a physician from the accompanying physician listing.
- **Call UnitedHealthcare** at the number on the back of your health insurance card to demand it puts patients ahead of profits. Tell UnitedHealthcare why it is important for you to have full access to your trusted Wellstar physicians and hospitals. You can also email Junior Harewood, CEO, Georgia and Alabama UnitedHealthcare, at junior_r_harewood@uhc.com.
- **Visit Wellstar's website** at 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.

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