



Mount  
Sinai

## Key Information About Mount Sinai's Relationship with UnitedHealthcare Community Plan

### Overview

Mount Sinai has made the difficult decision to terminate our participation in UnitedHealthcare (United) **Dual Complete** plans. These plans are under United's "Community Plan" umbrella for consumers eligible for both Medicare and Medicaid. Approximately 13,000 United Dual Complete members who have received care at Mount Sinai are affected.

- On **Sunday, January 1, 2023**, Mount Sinai's hospitals and hospital-affiliated (Article 28 and 31) outpatient locations will be out of network for United's **Dual Complete** plans.
- On **Thursday, March 2, 2023**, all of Mount Sinai's physicians and other medical providers will be out of network with United's **Dual Complete** plans.

Mount Sinai has also decided to terminate our participation in United's other Community Plans—**Medicaid, Child Health Plus, and Essential Plans**. We are in discussions with United regarding the timing and logistics of our exit from those plans. We will update you as additional information about those plans becomes available.

- Patients covered by other UnitedHealthcare plans are not affected, nor is the plan that covers our own employees.
- Patients can still use Mount Sinai's Emergency Departments, where we will provide stabilizing treatment to all patients regardless of insurance coverage or ability to pay.

### Communication is Key

We are committed to doing what's best for our patients – and to communicating clearly with them and with Mount Sinai's providers and all Mount Sinai employees as well.

- All of Mount Sinai's providers and employees have been notified. Affected patients (those with a United Dual Complete plan who have received care at Mount Sinai) have received letters and emails explaining what is happening.
- Patient FAQs and copies of patient communications are available at [www.mountsinai.org/united](http://www.mountsinai.org/united).
- A Patient Assistance Call Center dedicated to answering questions on this topic is in place: **800-927-1720**.

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### What Patients Can Do

We don't want anything to come between our patients and the Mount Sinai hospitals and providers they rely on. We are advising impacted patients about the other managed care plans that we participate in so that they can continue to receive care from the Mount Sinai hospitals and providers they know and trust if they so choose. Medicare beneficiaries may enroll in a new Medicare plan or change plans during Medicare's Annual Enrollment Period, which runs from **Saturday, October 15, to Wednesday, December 7, 2022**.

- Mount Sinai has engaged **eHealth**, an independent insurance agency, to assist our patients by providing information about plans that may meet their needs.
- eHealth's licensed insurance agents can also help patients enroll, if needed. There is no obligation to enroll and no charge for this service. You can advise patients that they can call eHealth's Helpline for Mount Sinai Health System patients at **866-698-0938** (TTY 711) to speak to a licensed insurance agent. They can also visit eHealth's non-government website at [eHealthMedicare.com/KeepMountSinai](https://eHealthMedicare.com/KeepMountSinai)

### What Our Health System is Doing

We are collaborating with internal partners to update our systems so that we are prepared to operationalize this product termination. We will engage impacted departments in areas where their input or action is needed, such as:

- Identifying members that require continuity of care (COC) or other scheduling considerations
- Educating staff on COC processes to manage impacted patients