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**Frequently Asked Questions (FAQs)
For UnitedHealthcare's (United) Community Plan
Dual Complete Members**

Q: What is happening between Mount Sinai and United's Dual Complete plans?

A: Since January 1, 2023, Mount Sinai's hospital participation with United's Dual Complete plans has ended. This means that Mount Sinai's hospitals and hospital-based clinics are no longer accepting your United Dual Complete plan. View [this list](#) of hospitals and clinics that are no longer participating with United's Dual Complete plan since January 1.

On Saturday, April 1, all of Mount Sinai's physicians and other medical providers will stop participating with United's Dual Complete plans.

Q: Why is this happening?

A: Mount Sinai has decided to end its participation with United's Dual Complete plans. We have decided that continued participation does not enable us to achieve our mission.

Q: What is Mount Sinai doing to reach an agreement with United?

A: Mount Sinai is not in negotiations regarding our participation in United's Dual Complete plans. We will focus on partnerships with other health insurance plans, all of which support our mission and will provide patients the same access to the high-quality health care they deserve and expect.

Q: What is the timing of the changes to coverage?

A: Since January 1, 2023, all Mount Sinai hospitals and hospital-based clinics are no longer participating with United's Dual Complete plans. If you would like to continue getting your health care at Mount Sinai, you will need to switch to a new plan that Mount Sinai accepts. View [this list](#) of hospitals and clinics that are no longer participating with United's Dual Complete plans since January 1.

On Saturday, April 1, all of Mount Sinai's physicians and other medical providers will stop participating with United's Dual Complete plans.



**FAQs (Continued)
for UnitedHealthcare's Community Plan
Dual Complete Medicare Advantage Plan Members**

Q: What hospitals and practices are affected?

A: Since January 1, 2023, all of Mount Sinai's hospitals listed below and hospital-based clinics are no longer participating in United's Dual Complete plans.

- The Mount Sinai Hospital
- Mount Sinai Beth Israel
- Mount Sinai Brooklyn
- Mount Sinai Morningside
- Mount Sinai Queens
- Mount Sinai South Nassau
- Mount Sinai West
- New York Eye and Ear Infirmary of Mount Sinai

View [this list](#) of hospitals and clinics that are no longer participating with United's Dual Complete plans since January 1.

Q: Will my upcoming appointment or procedure be covered? What happens if I am pregnant or receiving treatment for an ongoing condition?

A: In some circumstances, for certain medical conditions, United may be required to cover you for what is called "transitional care." This means that United may have to continue providing you in-network benefits with Mount Sinai for a period of time after Mount Sinai's hospital participation with United's Dual Complete plans ended on December 31 and after Mount Sinai's providers end their participation on March 31.

To find out if you are eligible for transitional care, contact United directly at the customer service number on the back of your insurance ID card. See the below list of conditions that qualify for transitional care with timeframes for coverage. If you have a condition that is not on the list below, but your doctor recommends that you contact United to request transitional care, please contact United as soon as possible.

Transitional Care Services Coverage after Hospital Participation Ends

If you were receiving any of the services listed below as of December 31, 2022, you are entitled to continue receiving the services at a **Mount Sinai hospital or hospital-based clinic affiliated with a Mount Sinai hospital** for the length of time noted below:

- **Inpatient Covered Services:** You are covered for 90 days or until discharge, whichever comes first.



FAQs (Continued)
for UnitedHealthcare's Community Plan
Dual Complete Medicare Advantage Plan Members

- **Pregnancy:** If you were pregnant and receiving care for your pregnancy at Mount Sinai as of December 31, please contact United at the number on the back of your member ID card for information about receiving continuing care at Mount Sinai for your pregnancy.
- **Non-Surgical Cancer Treatment:** You are entitled to receive coverage until your recommended courses of chemotherapy or radiation treatment are completed.
- **Other Ongoing Courses of Treatment:** You are entitled to receive coverage for 90 days from December 31, 2022 for all continuing care.

Transitional Care Services Coverage after Physician Participation Ends

If you are receiving any of the services listed below as of March 31, 2023 you are entitled to continue receiving **physician services only*** at your doctor's practice for the length of time noted below:

- **Pregnancy:** If you were pregnant and receiving care for your pregnancy at Mount Sinai as of March 31, please contact United at the number on the back of your member ID card for information about receiving continuing care at Mount Sinai for your pregnancy.
- **Non-Surgical Cancer Treatment:** You are entitled to receive coverage until your recommended courses of chemotherapy or radiation treatment are completed.
- **Other Ongoing Courses of Treatment:** You are entitled to receive coverage until 90 days from March 31 for all continuing care.

***Note:** "Physician services only" means that if you need care beyond what your doctor is able to provide in an office setting, you will need prior authorization from United for services provided at a hospital or hospital-affiliated outpatient location. If United does not grant the authorization, you will need to contact United at the customer service number on the back of your insurance ID card for help finding in-network care.



**FAQs (Continued)
for UnitedHealthcare's Community Plan
Dual Complete Medicare Advantage Plan Members**

Q: What happens if I need emergency care at a Mount Sinai hospital?

A: You can always receive emergency care in our emergency departments, no matter what.

Q: What can I do?

A: Consider your options for changing plans to a plan that Mount Sinai participates with.

Dual Complete plan members can change plans once every calendar quarter, which are the three-month periods of January through March; April through June; July through September; and October through December. **If you missed the Medicare open enrollment period that ended in December 2022, you can still switch plans in 2023.** A switch will become effective on the first day of the following month. Once you switch plans, you will have to wait until the next calendar quarter to switch again.

The choice of health insurance is a personal matter, and Mount Sinai has engaged eHealth, an independent insurance agency, to assist our patients by providing information about plans that may meet their needs. Their licensed insurance agents can also help you enroll, if needed. There is no obligation to enroll and no charge for this service.

We also want you to know that Mount Sinai is pleased to be working with Healthfirst to provide you with extra services to better manage your health. In addition to having in-network access to Mount Sinai's hospitals and doctors, with Healthfirst coverage you will also have access to advanced care management services to help you manage your health.

Visit these non-government websites for more information:

[Learn more about Healthfirst plans](#)

[Learn more about all plans](#)

Call eHealth's Helpline for Mount Sinai Health System patients today:

866-698-0938 (TTY 711)

Calls are answered Monday through Friday from 8 am to 8 pm ET,
and Saturday from 10 am to 7 pm ET

You will speak to a licensed insurance agent.

Or you can visit the non-government website eHealthMedicare.com/KeepMountSinai



FAQs (Continued)
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Q: How can I stay informed?

A: Visit our website at mountsinai.org/united to stay up to date and view answers to frequently asked questions.

Contact Information

- If you have questions, you may call our Patient Assistance phone line for UnitedHealthcare members at **800-927-1720**. We are available to answer your calls Monday through Friday from 8 am to 5 pm ET.
- If you have questions about what your United Dual Complete plan covers, and what United would cover after Mount Sinai's in-network participation ends, contact United directly at the customer service number on the back of your insurance card.
- If you are considering other insurance plans that have in-network access to Mount Sinai's hospitals and doctors, 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 you enroll, if needed. There is no obligation to enroll and no charge for this service.

Call eHealth's Helpline for Mount Sinai patients at **866-698-0938** (TTY 711). Calls are answered Monday through Friday from 8 am to 8 pm ET and Saturday from 10 am to 7 pm ET. Or you can visit the non-government website eHealthMedicare.com/KeepMountSinai.