



**Mount
Sinai**

February 2023

Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<< City >>, <<State>> <<Zip>>

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如需阅读本信的中文版, 请访问我们的网站 mountsinai.org/united

Dear Parent or Guardian of <<First Name>> <<Last Name>>,

I am writing on behalf of Mount Sinai’s hospitals to let you know that <<First Name>> will continue to be covered under their UnitedHealthcare Community Plan Child Health Plus insurance for two more months after December 31, 2022. This means that **Mount Sinai’s hospitals and hospital-based clinics will accept <<First Name>>’s UnitedHealthcare Community Plan Child Health Plus insurance until Tuesday, February 28, 2023 — and on Wednesday, March 1, 2023**, UnitedHealthcare’s Community Plan Child Health Plus insurance will no longer be accepted.

I informed you in November 2022 that as of January 1, 2023 <<First Name>>’s UnitedHealthcare Community Plan Child Health Plus plan will no longer be accepted at Mount Sinai’s hospitals or clinics. **The date in the prior letter was incorrect and has been corrected to March 1, 2023.**

Affected Mount Sinai hospitals:

- 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

To view a list of affected hospital-based clinics please visit our website at mountsinai.org/united.

Please know that for now, nothing changes. UnitedHealthcare Community Plan Child Health Plus members can keep getting care at Mount Sinai the way they always have until March 1, 2023. If you would like <<First Name>> to continue getting health care at Mount Sinai from March 1, 2023 forward, that gives you time to find a new plan that Mount Sinai accepts.

What you can do. If you wish to continue to have <<First Name>>’s care covered at Mount Sinai, you may be able to change plans to a plan that Mount Sinai participates with. You can go to New York State’s “NYS Provider & Health Plan Look-Up” website for help locating a Child Health Plus plan that participates with Mount Sinai and is available in your area. The website address is: <https://pndslookup.health.ny.gov>.

If you choose to continue receiving <<First Name>>’s care from Mount Sinai, we want your transition to a new plan to be smooth. As a result of the date correction described above, you now have more time to find a new plan. We encourage you to look at other plans now, well ahead of March. We do not want you to have any gaps in your ability to access care from Mount Sinai.

Please turn this page over for important information on what you can do.

How to Change Plans

- If you wish to continue to receive <<First Name>>'s care at Mount Sinai with in-network benefits, you can change your Child Health Plus plan at any time during the year by calling the NY State of Health, The Official Health Plan Marketplace at **1-855-355-5777 (TTY: 1-800-662-1220)**. Calls are answered Monday through Friday from 8 am to 8 pm, and on Saturday from 9 am to 1 pm.

Important Notes

- Plan changes made on or before the 15th of the month will be effective the first of the following month. Plan changes made after the 15th of the month will be effective the first of the second following month. **This means that if you choose to change your plan for March 1, 2023, you must do this by February 15, 2023.**
- If you are switching to another plan, please check with the health insurance company to make sure that your doctors and other providers are in their network.

Transitional Care

In certain circumstances, UnitedHealthcare Community Plan may be required to continue providing <<First Name>> in-network benefits with Mount Sinai **for up to 90 days** after December 31, 2022. This is called "transitional care."

Transitional care applies to patients who are:

- Receiving ongoing treatment at a Mount Sinai location
- Hospitalized and receiving care at a Mount Sinai location
- More than three (3) months pregnant as of January 1, 2023

To learn more about receiving transitional care, please call our UnitedHealthcare Patient Assistance Line at **800-927-1720**, or please call UnitedHealthcare Community Plan at the phone number listed on the back of your member ID card.

Stay informed. Visit our website at **mountsinai.org/united** to stay up to date and view answers to frequently asked questions. If you have questions, you may call Mount Sinai's UnitedHealthcare Patient Assistance Line at **800-927-1720**. Calls are answered Monday through Friday from 8 am to 5 pm ET.

We value your choice to receive care at Mount Sinai and hope to remain your trusted health care provider in 2023 and beyond.

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Sincerely,



Vicki LoPachin, MD, MBA
Chief Medical Officer
Senior Vice President
Mount Sinai Health System