



# Mount Sinai

February 2023

<<First Name>> <<Last Name>>  
<<Address1>>  
<<Address2>>  
<< City >>, <<State>> <<Zip>>

Dear <<First Name>>,

Para leer esta carta en español,  
visite nuestro sitio web en  
[mountsinai.org/united](https://mountsinai.org/united)

如需阅读本信的中文版，请访问  
我们的网站  
[mountsinai.org/united](https://mountsinai.org/united)

I am writing on behalf of Mount Sinai's hospitals to let you know that you will continue to be covered under your UnitedHealthcare (United) Essential Plan as you are today for two more months after December 31, 2022. This means that **Mount Sinai's hospitals and hospital-based clinics will accept your United Essential Plan until Tuesday, February 28, 2023 — and on Wednesday, March 1, 2023**, United's Essential plan will no longer be accepted.

I informed you in November 2022 that as of January 1, your UnitedHealthcare Essential 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.**

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](https://mountsinai.org/united).

**Please know that for now, nothing changes.** United's Essential Plan members can keep getting care at Mount Sinai the way you always have until March 1. If you would like to continue getting your health care at Mount Sinai from March 1 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 your care covered at Mount Sinai, you may be able to change plans to a plan that Mount Sinai participates with. We participate with these health insurance companies that offer Essential plans: Affinity by Molina, EmblemHealth (HIP plans), Empire BlueCross BlueShield, Fidelis Care (Centene), Healthfirst, and MetroPlus. Some of these plans may not be available in the county where you reside. Please check with the health insurance company to confirm the plan is offered where you live.

If you choose to continue receiving your 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 your care at Mount Sinai with in-network benefits, you can change your UnitedHealthcare Community 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 1st, for example, you must do this on or before February 15th, 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, United may be required to continue providing you in-network benefits with Mount Sinai **for up to 90 days** after December 31, 2022. This is called “transitional care.” You will owe only your usual co-pay and/or deductible during this transitional care period.

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 United 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