



Para leer esta carta en español, visite nuestro sitio web en mountsinai.org/united

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mountsinai.org/united

February 2023

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

Dear <<First Name>>,

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) Medicaid 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 Medicaid plan until Tuesday, February 28, 2023 — and on Wednesday, March 1, 2023**, United's Medicaid plan will no longer be accepted.

I informed you in November 2022 that as of January 1, 2023, your UnitedHealthcare Medicaid health plan will no longer be accepted at Mount Sinai's hospitals or clinics. **That date has now changed 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.

Please know that for now, nothing changes. United's Medicaid 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 Medicaid plans: Affinity by Molina, EmblemHealth (HIP plans), Empire BlueCross BlueShield, Fidelis Care (Centene), Healthfirst, MetroPlus, Amida Care (HIV SNP), and VNS Health (HIV SNP).

If you choose to continue receiving your care from Mount Sinai, we want your transition to a new plan to be smooth. You now have an extra two months to find a new plan, and 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.

How to Change Plans

You can change your plan at any time during your first 90 days in a new plan. You can also change your plan after your first full year (12 months) in a health plan.

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

- If you enrolled in UnitedHealthcare Community Plan through the NY State of Health, The Official Health Plan Marketplace, please call **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.
- If you have Medicaid through your cash assistance case, you can change your plan by calling New York Medicaid Choice at **1-800-505-5678 (TTY 888-329-1541)**. Calls are answered Monday through Friday from 8:30 am to 8 pm, and on Saturday from 10 am to 6 pm. Have your Medicaid number handy when you call.

Important Notes

- Plan changes made 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, for example, you must do this before Wednesday, February 15.**
- 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.”

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