



## Important Update About Your Health Insurance Coverage

Dear <First Name>>>,

I am writing with an important update about your health insurance. Our records show that you are enrolled in a UnitedHealthcare Dual Complete Medicare Advantage plan and have received care at Mount Sinai. **Please know that Mount Sinai has decided to end our participation with UnitedHealthcare's (United) Dual Complete plans.**

A letter with more information is on its way to you, and you may visit our [website](#), where you can view the letter and answers to frequently asked questions about what is happening. Here is what you need to know, including how to continue seeing Mount Sinai doctors for your care.

### **Important dates**

Starting **Sunday, January 1, 2023**, all Mount Sinai **hospitals and certain clinics affiliated with Mount Sinai hospitals** will no longer be participating with United's Dual Complete plans. [View this list of affected hospitals and clinics.](#)

Starting **Thursday, March 2, 2023**, all **Mount Sinai doctors and other Mount Sinai medical providers** will be out-of-network with United's Dual Complete plans.

We understand this situation can be stressful, and we want to tell you about things you can do to maintain your in-network access to Mount Sinai's services in 2023.

### **What you can do**

- **From October 15 to December 7, you have the opportunity to change to a plan that allows you in-network access to Mount Sinai hospitals and doctors throughout 2023.** As you may know, the Medicare Annual Enrollment Period allows Medicare beneficiaries to enroll in a new Medicare plan or change plans during this timeframe.
- To find a plan that has your preferred Mount Sinai doctors and hospitals in-network, you may contact eHealth, an independent insurance agency we have engaged to assist our patients by providing information regarding plans that may meet their needs. Call eHealth's Helpline for Mount Sinai Patients to speak to a licensed insurance agent at **866-698-0938 (TTY 711)**. Calls are answered Monday through Friday from 8 am to 8 pm ET, and on Saturday from 10 am to 7 pm ET. Or you can visit this non-government [website](#).

eHealth can provide you with a free, no-obligation review of your Medicare coverage plan

options online, or over the phone. Their licensed insurance agents can also help you enroll, if needed. There is no obligation to enroll and no charge for this service.

- **Stay informed.** Visit our [website](#) to stay up to date and view answers to frequently asked questions. If you have questions, you may call our dedicated phone 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.

Para leer esta carta en español, visite nuestro sitio [website](#)

如需阅读本信的中文版，请访问我们的网站 [website](#)

Sincerely,

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



You are receiving this email because you made an appointment with, requested information from, or have visited the Mount Sinai Health System.

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