



**Mount  
Sinai**

October 4, 2022

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<< City >>, <<State>> <<Zip>>

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 a Mount Sinai Health System hospital, doctor's office, or other Mount Sinai hospital-affiliated clinic. **Please know that Mount Sinai has decided to end our participation with UnitedHealthcare's (United) Dual Complete plans.** Here is what you need to know, including how to continue seeing Mount Sinai doctors for your care.

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. A list of these clinics is available at [mountsinai.org/united](https://mountsinai.org/united).

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.

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

While our desire is to limit patient confusion, United is requiring Mount Sinai's doctors and other medical providers to remain in-network for their Dual Complete Plans until March 2, 2023. This means that while United's Dual Complete patients like you may continue to see Mount Sinai doctors until March 2, 2023, your care will be out-of-network if you need care after December 31, 2022 that is more complex than a doctor's office can provide.

**Please know that for now, nothing changes.** United's Dual Complete plan members can continue to receive care through Mount Sinai the way you always have until the dates when Mount Sinai's hospitals, certain clinics affiliated with Mount Sinai hospitals, and doctors will become out of network for patients 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.

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

## 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: **eHealthMedicare.com/KeepMountSinai**

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 at **mountsinai.org/united** 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 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)

Sincerely,



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