



Mount  
Sinai

Frequently Asked Questions (FAQs)  
For UnitedHealthcare's Community Plan  
**Medicaid Plan Members**

**Jump to**

**What is happening?**

**What is the timing?**

**What can I do?**

**How can I stay informed?**

**Q: What is happening between Mount Sinai and United's Medicaid plans?**

**A:** Mount Sinai's **hospital** participation with United's Medicaid plans is ending this year. **Starting January 1, 2023, all Mount Sinai hospitals and certain clinics affiliated with Mount Sinai hospitals will no longer be participating with United's Medicaid plans.** View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plan starting January 1.

**Starting March 2, 2023, all Mount Sinai doctors and other medical providers will no longer be participating with United's Medicaid plans.**

**Q: Why is this happening?**

**A:** Mount Sinai has decided to end its participation with United's Medicaid plans. We have decided that continued participation does not best enable us to achieve our mission.

**Q: What is Mount Sinai doing to reach an agreement with United?**

**A:** Mount Sinai is not in negotiations regarding our participation in United's Medicaid plans. We believe that focusing on partnerships with an array of other health insurance plans, all of which support our mission and will provide patients the same access to the high-quality health care they deserve and expect, is the best path forward now.

**Q: Why are there two different dates for when hospitals (January 1, 2023) and doctors (March 2, 2023) will be out of network with United's Medicaid plans?**

**A:** United will allow you to continue seeing Mount Sinai doctors at their offices between January 1 and March 2. However, you will not be covered for non-emergency services delivered at other Mount Sinai locations.

Starting January 1, 2023 if United's Medicaid plan members receive care at a Mount Sinai hospital or certain clinics affiliated with Mount Sinai hospitals, it will be out of network. **View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plan starting January 1.**

**Back to top**



**FAQs (Continued)  
for UnitedHealthcare's Community Plan  
Medicaid Plan Members**

**Q: What will happen starting January 1, 2023, if my Mount Sinai doctor recommends that I receive hospital care or care at a hospital-affiliated outpatient location?**

**A:** Starting January 1, 2023, hospital care and care at certain clinics associated with Mount Sinai hospitals will be out of network with United's Medicaid plans. If you need care beyond what your doctor is able to provide in an office setting, a prior authorization from United will be needed for services provided at a hospital or hospital-affiliated outpatient location. If United does not grant the authorization, you will need to contact United at the customer service number on the back of your insurance ID card for help finding in-network care.

View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plan starting January 1.

**Q: What happens starting January 1, 2023 if I need emergency care at a Mount Sinai hospital?**

**A:** Our emergency departments are here for you always in case of an emergency, no matter what.

**Q: What is the timing of any coverage changes?**

**A:** **Starting January 1, 2023, all Mount Sinai hospitals and certain clinics affiliated with Mount Sinai hospitals will no longer be participating with United's Medicaid plans.** View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plan starting January 1.

**Starting March 2, 2023, all Mount Sinai doctors and other medical providers will no longer be participating with United's Medicaid plans.**

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

[Back to top](#)



**FAQs (Continued)  
for UnitedHealthcare's Community Plan  
Medicaid Plan Members**

**Q: What hospitals and practices are affected?**

**A:** Starting January 1, 2023, all of Mount Sinai's hospitals listed below and certain clinics affiliated with Mount Sinai hospitals will no longer be participating in United's Medicaid plans.

- 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

View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plans starting January 1.

**Q: Will my upcoming appointment or procedure be covered? What happens if I am pregnant or receiving treatment for an ongoing special condition?**

**A:** Right now, you can continue scheduling appointments and receiving treatment for care at Mount Sinai hospitals and certain clinics affiliated with Mount Sinai hospitals as you normally do through the end of the year.

View [this list](#) of hospitals and clinics that will no longer be participating with United's Medicaid plans starting January 1.

In some circumstances, for certain medical conditions, United may be required to continue providing you in-network benefits with Mount Sinai for a period of time after Mount Sinai's hospital participation with United's Medicaid plans ends on January 1, 2023 and after Mount Sinai's provider participation ends on March 2, 2023.

This is called "continuity of care." To find out if you are eligible for continuity of care, contact United directly at the customer service number on the back of your insurance ID card.

**Back to top**



## FAQs (Continued) for UnitedHealthcare's Community Plan Medicaid Plan Members

### Q: What can I do?

A: The choice of health insurance is a personal matter. We want you to know that Mount Sinai participates with the following insurers that offer Medicaid plans:

- Affinity
- EmblemHealth (HIP plans)
- Empire HealthPlus
- Fidelis Care (Centene)
- Healthfirst
- MetroPlus
- Senior Whole Health of New York
- AmidaCare (HIV SNP)
- VNSNY Choice (HIV SNP)

If you wish to continue to receive your care at Mount Sinai with in-network benefits, you may be able 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.

- If you have Medicaid in the NYS of Health marketplace, you can change your plan by contacting the assister who enrolled you or by calling the NYS of Health directly 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.
- 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.

### Important Notes

- Plan changes made before the 15<sup>th</sup> of the month will be effective the first of the following month. Plan changes made after the 15<sup>th</sup> of the month will be effective the first of the second following month.
- If you are switching to another plan, please check with the insurer to make sure that your doctors and other providers are in their network.

[Back to top](#)



**FAQs (Continued)**  
**for UnitedHealthcare's Community Plan**  
**Medicaid Plan Members**

**Q: How can I stay informed?**

**A:** Visit our website at [mountsinai.org/united](https://mountsinai.org/united) to stay up to date and view answers to frequently asked questions.

Contact Information

- 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.
- If you have questions about what your United Medicaid plan covers, and what United would cover after Mount Sinai's in-network participation ends, contact United directly at the customer service number on the back of your insurance card.
- If you are considering other insurance plans that have in-network access to Mount Sinai's hospitals and doctors, view the answer to the "**What can I do?**" question on page 4).

[Back to top](#)