

Date: May 2, 2017

To: **Our Patients Covered by UnitedHealthcare (Commercial)**

From: **Premier Physician Network**

Because we care about you as our patient and you are insured by UnitedHealthcare (UHC), we are writing to provide some important information about your access to our practice due to recent contract issues. We genuinely value our relationship with you and are disappointed that UHC is willing to limit your access to our practice.

You should have received a letter informing you that you will not have coverage through UHC at Premier Health as of April 30, 2017, or at our employed physician practices after May 14, 2017, if a contract is not signed. We understand that this is distressing and can be inconvenient for you. We share your concerns and want to provide as much assistance to you as possible. For that reason, we are letting you know about some options to consider that are available so that you can continue to visit our practice for many of your health care needs while issues are being resolved.

Primary Care Office Visits: We are offering office visits that will have a maximum \$25 out-of-pocket fee to you. We will bill your insurance for any out-of-network coverage. This is being offered for visits such as physicals, routine chronic disease management, well visits, and sick visits. If you need additional services/tests, we will assist you with finding an appropriate referral within your network. This offer will be available until we are back in network with UHC or through December 31, 2017, whichever comes first.

Premier MyChart E-Visits: This option provides a convenient alternative to an office visit that allows you to visit your health care provider directly from your computer instead of making an office visit. A number of non-emergent health problems can be addressed and the full list and process to use the service can be seen by visiting www.premiermychart.com for details. The fee for a visit is \$30.

Premier Virtual Care: We recently launched Premier Virtual Care, a virtual urgent care clinic that enables you to conduct visits with providers via video or phone chat 24 hours a day, seven days a week. To find out if you have a qualifying health care need, visit www.premiervirtualcare.com or call 1-844-658-8317. The fee for a visit is \$45.

Numbers to call for information: We have set up a hotline number, 1-866-270-0807, to assist you with questions. Other resources available include your insurance broker, your human resources department, or UHC at 1-800-537-2977.

We want to continue to serve you and are here to help in any way possible.