

UnitedHealthcare Commercial & Medicare Advantage Patients

⚠️ IMPORTANT INSURANCE UPDATE

We want to inform you of an important upcoming change that may affect your care.

ECU Health and UnitedHealthcare are currently in contract negotiations that impact UnitedHealthcare Commercial and Medicare Advantage patients.

WHAT THIS MEANS FOR YOU

If no agreement is reached:

- ECU Health providers and facilities will become out of network
- This includes hospital services, surgeries, and procedures

👉 Because our surgeries and many procedures are performed at ECU Health:
This change will **DIRECTLY** affect services scheduled through our office.

KEY DATES TO KNOW

July 15, 2026

ECU Health hospitals, clinics, and facilities may become out of network
★ MOST IMPORTANT DATE

WHAT YOU SHOULD DO

Call Commercial or Medicare Advantage Member Services (number on your card) as soon as possible and ask:

- "Is ECU Health still in network for my plan?"
- "What are my options if they are not?"

Also ask about:

- Changing plans (if eligible)
 - Assigned primary care provider (PCP)
 - Referral requirements
- Contact our office BEFORE scheduling surgery or procedures — we can help guide next steps.

We understand how stressful this may be. This situation is the result of contract negotiations between ECU Health and UnitedHealthcare and is not something our office controls. We are committed to helping you understand your options and continue your care safely.