

Subject: Questions About UnitedHealthcare Coverage?
Date: Monday, March 30, 2026 at 12:35:50 PM Eastern Daylight Time
From: Church Pension Group

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Important Notice Regarding UnitedHealthcare Coverage

Dear Friend:

We are writing to remind you that your UnitedHealthcare (UHC) Group Medicare Advantage plan allows you to visit doctors and hospitals in or out of UHC's network for the same cost share, as long as they participate in Medicare and accept the plan.

Denials, Questions, and Continuity of Care

If any medical provider or facility declines the plan, call UHC at **866-519-5401**, and UHC will contact them to explain how your coverage works and encourage them to accept the plan. **Before calling UHC, make sure that you have your provider's name, address, and telephone number available.**

If your health professional or medical center has questions about benefits, claims, or patient eligibility, advise them to call UHC Provider Services at **877-842-3210** or visit UHCprovider.com. Likewise, if you're currently undergoing treatment, have your physician(s) call UHC Provider Services to ensure continuity of care.

If, after working with UHC, you require additional assistance, please contact our Client Services Team at **800-480-9967**.

Our Commitment to You

We want to assure you that we are monitoring UnitedHealthcare's performance. Our commitment is to deliver the best possible solution for you, and we continue to evaluate vendor options across the health insurance industry.

Sincerely,

The Episcopal Church Medical Trust

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Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in these plans depends on the plan's contract renewal with Medicare.

Out-of-network/non-contracted providers are under no obligation to treat UnitedHealthcare Group Medicare Advantage (PPO) plan members, except in emergency situations. Please call the number on the back of your ID card or see your Evidence of Coverage for more information.

Limitations and exclusions apply.

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