



<<Date>>

<<Member First Name>> <<Member Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<ZIP>>

RE: JFK Medical Center Continues Participation with the Oxford Network

Dear <<Member First Name>> <<Member Last Name>>,

We recently sent you a letter about a change in network status for JFK Medical Center, in Edison, New Jersey. We are writing to you today to provide you with an update.

We are pleased to inform you that we have reached a new agreement with JFK Medical Center and, as such, the hospital will continue to participate with the Oxford network. You may continue using JFK Medical Center on an in-network basis.

In these difficult economic times, it is important that we all work together to keep health care both affordable and accessible. We are proud of our long-standing relationship with JFK Medical Center, and thank you for your patience and support throughout these negotiations.

If you have any questions about this good news, please call Customer Service at the telephone number on your health plan ID card, or call 1-800-444-6222. If you are hearing impaired and require assistance, please call our TTY/TDD line at 1-800-201-4875. Please call 1-800-303-6719 for assistance in Chinese, 1-800-544-4249 for assistance in Korean, or the telephone number on your health plan ID card for assistance in English and other languages.

Wishing you the best of health.

Sincerely,

Oxford

UnitedHealthcare Insurance Company
P.O. Box 30555
Salt Lake City, UT 84130-0555



<<Date>>

<<Member name>>

<<Address>>

<<City, State ZIP code>>

Re: Hospital contract approved

Dear Valued Member:

At UnitedHealthcare, we are committed to supporting your access to quality, affordable health care through a broad national network. We are pleased to tell you that we are further strengthening this commitment with a successfully negotiated contract between UnitedHealthcare and JFK Medical Center.

JFK Medical Center will continue to be part of our national network of 500,000 physicians and 4,600 hospitals. This means any eligible services you receive at JFK Medical Center will continue to be covered by your benefit plan at network levels.

If you have chosen an alternate network hospital, you can continue accessing services at that facility. Or, if you'd like to return to JFK Medical Center, work with your physician to reestablish that relationship. All hospitals in our network are rated by the UnitedHealth PremiumSM designation program according to quality and efficiency standards in certain specialties. To find out how your hospital rates, please visit myuhc.com[®].

If you have applied for Continuity of Care in preparation of a network disruption with JFK Medical Center, please know that you will not need these benefits. You can continue receiving your care at JFK Medical Center as part of your regular benefit plan at network levels.

We thank you for your patience through this negotiation process, and regret any inconveniences that occurred. If you have any questions about the UnitedHealthcare network or your benefit plan, please call Customer Care at the telephone number printed on your ID card.

Wishing you good health,

UnitedHealthcare

Non-HMO (ASO)

UnitedHealthcare Insurance Company
P.O. Box 30555 Salt Lake City, UT 84130-0555



<<Date>>

<<Member Name>> <<Address>>
<<City, State ZIP code>>

Dear UnitedHealthcare Member:

Recently, you have received a letter indicating that JFK Medical Center was no longer participating in the UnitedHealth Network. After that letter was mailed to you, JFK Medical Center was reinstated and is participating in the UnitedHealth Network. Consequently, in the future you may receive in-network benefits for services from JFK Medical Center as you have in the past.

If you have any questions, please call the Customer Service number that is listed on the back of your UnitedHealthcare identification card.

Sincerely,

Customer Service

Non-HMO (FI)