UnitedHealthcare® Oxford

<DATE>

<<first name>> <<last name>>
<<address 1>>
<<address 2>>
<<city>>, <<state>> <<zip>>

RE: EAST END HEALTH ALLIANCE'S PARTICIPATION IN THE OXFORD NETWORK

Dear <<first name>> <<last name>>,

As part of our ongoing commitment to provide you with access to comprehensive and affordable health care services, we are writing to inform you of an important change in our hospital network. This information may help you avoid unnecessary out-of-pocket costs that can occur when you use out-of-network hospitals.

Despite good faith efforts to negotiate a new agreement, our contract with **East End Health Alliance (EEHA) terminated on July 15, 2011.** Our contracts with EEHA include the following hospitals Eastern Long Island Hospital, Peconic Bay Medical Center and Southampton Hospital. To minimize any disruption this may cause you, and to provide you sufficient time to find another Oxford participating hospital, care received at an EEHA hospital will be considered in-network through **September 14, 2011.**

What does this mean to you?

1. **Through September 14, 2011,** in accordance with the two-month "cooling off period" mandated by the State of New York, care received at an **EEHA** hospital will be considered in-network.

2. **Effective September 15, 2011,** and consistent with our standard policy, care for an emergency illness, injury or condition will be treated as in-network care at any hospital. However, you may be transferred to an in-network hospital once your condition stabilizes. Should you decide not to be transferred, additional services will be covered on an out-of-network basis or denied (if you do not have out-of-network coverage). Furthermore, any non-emergent care that you receive from an **EEHA hospital,** other than Transitional Care (see below), may be covered as out-of-network or denied (if you do not have out-of-network coverage). If you have a plan with out-of-network benefits, higher deductibles and coinsurance may apply. Exceptions include:
   - If you received an authorization from us prior to September 15, 2011 to receive inpatient or outpatient hospital services at an EEHA hospital that will occur on or after September 15, 2011, the authorization will be honored. However, no new authorizations for coverage of services on or after September 15, 2011 will be provided unless Transitional Care has been granted.
   - **Approval for Transitional Care in accordance with the terms of your Certificate of Coverage**:
     a. If you are receiving an ongoing course of treatment or are hospitalized at an EEHA hospital on or beyond September 14, 2011, you <u>may</u> be entitled to Transitional Care. This means your care may be covered for a transitional period for up to 90 days beginning July 15, 2011; or
     b. If you are in your second or third trimester of pregnancy on July 15, 2011, and assuming that you remain eligible for coverage with Oxford, your care may be covered for a transitional period that includes postpartum care directly related to your delivery.

As noted in your Certificate of Coverage, the EEHA hospital must agree to abide by the terms of the former agreement (provide covered services and abide by our policies and procedures) and must agree to accept our contracted rate as payment in full.

<u>Important</u>: **You or your provider must request Transitional Care to be evaluated for it**. Please call Customer Service at the telephone number on your Oxford member ID card or at 1-800-444-6222 for details about Transitional Care, including how to make a request for Transitional Care if you believe it is warranted.

Please note that we will continue good faith efforts to negotiate a new contract with **EEHA** and will notify you if we reach a new agreement. However, after September 14, 2011, a primary care physician or specialist should not refer you to **an EEHA hospital** for any treatment or test. Instead, you should be referred to one of the major neighboring hospitals in our network, as listed below. You may also visit our website, *www.oxfordhealth.com*, to view our directory of providers online.

Hospitals in Suffolk County
Brookhaven Memorial Hospital Medical Center
Good Samaritan Hospital Medical Center
Huntington Hospital
John T. Mather Memorial Hospital
Saint Charles Hospital
Southside Hospital
St. Catherine of Siena Medical Center
Stony Brook University Medical Center

If you have questions, or would like more information about Transitional Care, please call Customer Service at the telephone number on your Oxford member ID card or at 1-800-444-6222. If you are hearing impaired and require assistance, please call our TTY/TDD line at 1-800-201-4875. For assistance in Chinese, please call 1-800-303-6719; for assistance in Korean, please call 1-800-544-4249. For assistance in other languages, please call the telephone number on your Oxford member ID card.

We apologize for any inconvenience this may cause you and we hope this precautionary notification allows you sufficient time to plan for these changes. We will continue to advocate on your behalf.

Wishing you the best of health.

Sincerely,

Oxford