



April 7, 2023

ADDRESSEE'S NAME  
TITLE  
COMPANY NAME  
STREET ADDRESS  
CITY STATE ZIP CODE

**Notice of Potential Termination - Hospital may no longer be in the UnitedHealthcare network beginning May 1, 2023**

Dear UMR Member,

UnitedHealthcare is committed to providing its members with access to a broad network of physicians, hospitals, and health care professionals to meet their individual needs. Occasionally, for a variety of reasons, a relationship ends between our network and a hospital.

We are working diligently to continue our contractual relationship with **Hillcrest**, a hospital network with whom you or a dependent have a relationship. Unfortunately, we have not yet reached an agreement, and the deadline for the contract is rapidly approaching.

If we cannot reach agreement with **Hillcrest**, the following hospitals may no longer be part of your plan's network starting on May 1, 2023:

We assure you we are making every effort to reach a successful resolution. Nevertheless, while we continue our contracting efforts, you may need to make plans if **Hillcrest** becomes an out-of-network provider. Utilizing an out-of-network provider may result in higher costs for you.

If an agreement is reached, UMR will notify you by mail. If we are unable to reach an agreement with **Hillcrest**, to continue receiving the highest level of benefits we encourage you to choose another hospital within the UnitedHealthcare network for care that you will receive beginning May 1, 2023.

You can choose a new hospital from our network. If you need additional help locating an in-network provider, please call Accolade at **833-346-3929** or log into your Accolade portal via [my.aa.com](https://my.aa.com). Health assistants can be reached Monday through Friday, from 7 a.m. to 10 p.m. CT.

Please remember: In an emergency you should go to the closest hospital, it does not need to be one of the hospitals we've listed. You get covered emergency care wherever and whenever you need it.

In some situations, you may be able to continue seeing your provider at your plan's network cost for a short time after they leave the network. This is called Continuity of Care (sometimes called Transitional Care). You may qualify for Continuity of Care if you are pregnant, actively getting treatment for an illness, or receiving treatment, such as chemotherapy. To find out if you are eligible, please contact Accolade. You will need authorization (approval) to continue getting treatment at your plan's network cost.

We have found the following hospitals that may fit your needs\*:

**Other network hospitals**

St John Broken Arrow  
St. John Owasso  
Stillwater Medical Center  
St. Francis Hospital South  
St. John Medical Center

We value our relationship with you, and we appreciate your understanding as we strive to provide you with continued access to health care.

Sincerely,

UMR

\* Participation status can change. Please call to verify participation status before receiving services.