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<First name> <Last name>

<Address In 1>

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<City> <State> <Zip>

Dear <First name>,

We're grateful for the trust you've placed in us as your care partner and want to make sure you're aware of an upcoming change we've worked hard to avoid.

**Starting in 2025, we will no longer be an in-network provider for UnitedHealthcare Medicare Advantage plans.** This change will apply to care provided at our HealthPartners and Park Nicollet clinics and hospitals, including Methodist, Regions and Lakeview hospitals. If you have a UnitedHealthcare Medicare Advantage insurance plan, **there's nothing you need to do right now.** We're sharing this information today, however, to give you as much advance notice as we can and to explain why this change is happening.

***Why are we making this change?***

We're committed to relationships with our insurance partners that keep our patients at the center of all we do. It's unusual for us to leave a health plan network. Unfortunately, after a year of negotiations, we've determined that we can no longer participate in the UnitedHealthcare Medicare Advantage network.

Here's one of the key reasons why. UnitedHealthcare delays and denies approval of payment for our patients' Medicare Advantage claims at a rate unlike any other insurer in our market. At times, this denial rate has been up to 10 times higher than other insurers we work with. UnitedHealthcare's practices create unnecessary waits and delays for you, and they interfere with our ability to provide you with timely and appropriate care.

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***What does this mean for our patients?***

Again, HealthPartners hospitals and clinics will remain in-network for you through the end of 2024. There's nothing you need to do right now. You may wish, however, to consider your options that will allow you to receive in-network care from us in 2025.

- **If you're currently covered by an individual Medicare Advantage plan**, the best time to do this will be during Medicare's Annual Enrollment Period, Oct. 15 – Dec. 7.
- **If your Medicare Advantage plan is provided to you by a former employer** and you need to obtain your care from providers that will be in the UnitedHealthcare network in 2025, you'll need to contact your former employer or UnitedHealthcare directly to learn which providers will be available to care for you.

As always, our team is here to help. Over the next few months, we'll be offering additional resources and information to support you through this change. If you have questions today, you can visit our website at [healthpartners.com/uhc](https://healthpartners.com/uhc) or call us at 952-977-3065 or 1-800-317-8838 (TTY 711).

Thank you for trusting us with your care.

Sincerely,



Steve Connelly, MD  
Co-Executive Medical Director  
HealthPartners  
Park Nicollet



Mark Sannes, MD  
Co-Executive Medical Director  
HealthPartners  
Park Nicollet