April 27, 2023

Hillcrest HealthCare System reaches agreement with UnitedHealthcare.

Dear Valued Patient,

Thank you for entrusting Hillcrest HealthCare System with your care. Hillcrest has been working in good faith with UnitedHealthcare to achieve an agreement that protects your in-network access to care.

We are pleased to share that Hillcrest and UnitedHealthcare have reached an agreement that secures in-network status for all UnitedHealthcare health insurance plans. **This means UnitedHealthcare members will continue to have in-network access to Hillcrest facilities and our team of health care providers, and you will not experience any disruption in care.**

Hillcrest will continue to be in-network with all UnitedHealthcare commercial and Medicare Advantage health plans.

What number can I call if I have questions?

Medicare members may call our Medicare Insurance Helpline, serviced by MedicareCompareUSA, at **855-607-2615** between 9 a.m. and 7 p.m. CST, Monday through Friday. You may also call UnitedHealthcare's member services; their phone number is on the back of your medical ID card.

Commercial and employer-sponsored plan members should contact the number on the back of your card or your benefits administrator at your place of employment.

Hillcrest is pleased to maintain our relationship with UnitedHealthcare and our shared commitment to patients in our region. Thank you for allowing us to be your healthcare partner. It is a privilege to care for you and your loved ones and we look forward to doing so for years to come.

Hillcrest HealthCare System