



Important information regarding Baptist Health Arkansas and the UnitedHealthcare Group Medicare Advantage (PPO) Plan

November 24, 2023

Dear Member,

UnitedHealthcare recently sent a letter letting you know that Baptist Health Arkansas and its affiliated health care providers will no longer be part of your plan's network starting January 1, 2024.

We are writing to let you know that Baptist Health Arkansas has already confirmed they are willing to see you as an out-of-network provider in the letter they sent on October 13, 2023, stating: ***"Potential network changes should not affect the ability of State retirees participating in UnitedHealthcare's Group Medicare Advantage PPO plan to receive services at Baptist Health."***

As a member of the State of Arkansas ARBenefits UnitedHealthcare Group Medicare Advantage (PPO) plan, you can see any provider (network or out-of-network) for the same \$0 copay, as long as they participate in Medicare and are willing to see you. **This includes Baptist Health Arkansas.**

If you have any questions, please call UnitedHealthcare toll-free at 1-844-488-3953, TTY 711, 8 a.m.—8 p.m. local time, Monday--Friday. This number is also on your UnitedHealthcare member ID card.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Wallace'.

Grant J. Wallace, Director
Transformation and Shared Services, Employee Benefits Division