

UnitedHealthcare Medicare Advantage plan service area reductions for 2023

Frequently asked questions

Overview

Each year, we evaluate UnitedHealthcare® Medicare Advantage plan offerings and locations and decide if we need to make changes. Effective Jan. 1, 2023, we're reducing some service areas and discontinuing some plans. UnitedHealthcare will send notifications dated Oct. 2, 2022, to members who are affected by these changes. You can use the following information to respond to questions from members who receive notifications.

Frequently asked questions

What does “reducing some service areas” mean?

UnitedHealthcare Medicare Advantage will no longer service one or more counties for a specific contract in the upcoming year. Other counties on the plan will remain active.

What does “discontinuing some plans” mean?

UnitedHealthcare Medicare Advantage will no longer offer a specific benefit plan as part of a contract for a given county, market, state or region in the upcoming year. Other benefit plans under the contract will remain active.

Which UnitedHealthcare Medicare Advantage plans are affected?

Certain AARP® Medicare Advantage, UnitedHealthcare® MedicareDirect, UnitedHealthcare Dual Complete® and other UnitedHealthcare Medicare Advantage plans in multiple states. Service area changes will vary by plan, state and county.

How many members will these changes affect?

Only a small percentage of our overall Medicare Advantage membership will need to change their plan.

How will UnitedHealthcare notify members about the changes?

We'll send non-renewal notices dated Oct. 2, 2022, to affected members informing them that their plan won't be offered in their county for the coming year. Depending on the market, we may offer other plans in their service area. Some UnitedHealthcare plan options may be limited in 2023. The non-renewal notice will include information on the special election period for member enrollment eligibility for 2023 benefit coverage. It will also identify options available to the member, including other Medicare Advantage plans, Medicare Supplement insurance coverage and/or Medicare Part D coverage, as applicable.

We may also conduct additional outreach to affected members to notify them of their choices if another UnitedHealthcare Medicare Advantage plan option is available in their service area.

Key points

- In 2023, we're reducing some UnitedHealthcare Medicare Advantage plan service areas and discontinuing some plans
- The affected plans include certain AARP Medicare Advantage, UnitedHealthcare MedicareDirect, UnitedHealthcare Dual Complete and other UnitedHealthcare Medicare Advantage plans in multiple states
- We'll send notices dated Oct. 2, 2022, to affected members with information on other plans available in their service area in 2023
- In most cases, we won't need to modify Participation Agreements for health care professionals as a result of these changes

Will these changes affect my Participation Agreement if I'm a participating health care professional with UnitedHealthcare Medicare Advantage plans?

No. We continue to offer network-based UnitedHealthcare Medicare Advantage plans and, therefore, your Participation Agreement will still be applicable.

What will happen if a member doesn't enroll in another UnitedHealthcare Medicare Advantage plan for 2023?

If an affected member doesn't enroll in a new UnitedHealthcare Medicare Advantage plan by Dec. 31, 2022, their coverage with UnitedHealthcare will end on Jan. 1, 2023. Depending on what action the member has taken, they may be enrolled in a different organization's Medicare Advantage plan or be returned to Original Medicare on Jan. 1, 2023.

Will a member still have Part D benefits with prescription drug coverage?

If an affected member's discontinued plan included prescription drug coverage, they'll also lose Part D benefits in 2023. Whether the member resumes Part D benefits in 2023 is dependent on the health plan coverage that the member elects.

Where can UnitedHealthcare Medicare Advantage members get more information on or after Oct. 2, 2022?

Members can call the Customer Service number located on their member ID card and in the non-renewal notice for questions about their existing plan or for assistance enrolling into a new UnitedHealthcare plan. Members can also go to [medicare.gov](https://www.medicare.gov) for information about health plan availability.

Who do I contact if I have questions?

Please call Provider Services at **877-842-3210** or your provider advocate or local network account manager. If you don't know who your representatives are, go to UHCprovider.com/contactus > [Network Contact](#).