UnitedHealthcare Medicare Advantage Plan
Service Area Changes for 2019
Frequently Asked Questions

Key Points

- In 2019, we’ll reduce some UnitedHealthcare Medicare Advantage plan service areas or discontinue plans.
- The affected plans include certain AARP® MedicareComplete®, UnitedHealthcare MedicareDirect and other UnitedHealthcare Medicare Advantage plans in multiple states.
- We’ll send notices to affected members with information about other plans available in 2019 in their service area.
- In most cases, we won’t need to modify Participation Agreements as a result of these changes.

Overview
Each year, we evaluate the locations of our Medicare Advantage plan offerings and decide if we need to make changes to the plans. These changes can include reducing service areas, terminating plans or non-renewing contracts. The following information answers questions about potential changes for 2019, and can help you answer questions for your patients who are UnitedHealthcare Medicare Advantage plan members.

Frequently Asked Questions and Answers

General Questions

Q1. What’s happening with UnitedHealthcare Medicare Advantage plans in 2019

A1. Effective Jan. 1, 2019, we’ll eliminate one or more UnitedHealthcare Medicare Advantage plans or reduce plan service areas. These changes affect only a small portion of the overall UnitedHealthcare Medicare Advantage membership. Your patients who are affected by either of these scenarios will need to choose another plan, or return to Original Medicare.

Q2. What does UnitedHealthcare mean by “service area reduction, plan termination or contract non-renewal”?

A2. A service area reduction means the removal of one or more counties from a service area for a specific UnitedHealthcare Medicare Advantage contract for the upcoming year.

A plan termination means a specific UnitedHealthcare Medicare Advantage benefit plan in a given county, market, state or region for the upcoming contract year is discontinued from the contract. Other benefit plans under the contract may still remain active.

A contract non-renewal means an entire UnitedHealthcare Medicare Advantage contract isn’t renewed and is allowed to end, affecting all benefit plan options and service areas included in that contract.
Medicare Advantage Plan Changes in 2019

Q3. Which UnitedHealthcare Medicare Advantage plans are affected by the service area reductions or plan terminations?

A3. The affected UnitedHealthcare Medicare Advantage plans include certain AARP® MedicareComplete®, UnitedHealthcare MedicareDirect and other UnitedHealthcare Medicare Advantage plans in multiple states.

Service area changes will vary by plan, state and county.

Q4. How will UnitedHealthcare notify members about the changes?

A4. We’ll send non-renewal notices to affected members by Oct. 2, 2018, informing them that their plan won’t be offered in their county for the coming year.

The non-renewal notice will include information regarding the special election period for member eligibility for 2019 benefit coverage. It will also include options available to the member, including other Medicare Advantage plans, Medicare Supplement insurance coverage, and/or Medicare Part D coverage, as applicable.

We’ll also call most affected members to notify them of their choices if another UnitedHealthcare Medicare Advantage plan option is available in their service area.

Because impacted members will receive a notice from UnitedHealthcare, in accordance with the Centers for Medicare & Medicaid Services (CMS) guidelines, please don’t disclose any information regarding service area reductions or non-renewals to your patients who are UnitedHealthcare members.

Q5. How will I know if I’m affected by these changes?

A5. For some markets, we may not offer some plans; however, we may offer new plans. In other markets, some plan options will be limited. In these areas, we’ll contact network care providers and facilities with more details.

Your Participation Agreement

Q6. If I’m a participating care provider with UnitedHealthcare Medicare Advantage plans, will these changes affect my Participation Agreement?

A6. In most cases, we won’t need to make changes to Participation Agreements as a result of service area reductions or plan terminations. We’re still offering a network-based UnitedHealthcare Medicare Advantage plan in many areas, including Special Needs Plans, so your Agreement would still be applicable.
Q7. If one of my patients doesn't enroll in a new UnitedHealthcare Medicare Advantage plan for 2019, what will happen and what should they do?

A7. If an impacted member hasn’t enrolled in a new UnitedHealthcare Medicare Advantage plan by Dec. 31, 2018, their current coverage will end and they’ll return to Original Medicare on Jan. 1, 2019. If their previous plan included prescription drug coverage, they’ll also lose those Part D benefits in 2019. Those members who haven’t selected a new Medicare Advantage plan will still have a special election period and, where available, may enroll in another Medicare Advantage option until Feb. 28, 2019.

Please encourage your patient to read the UnitedHealthcare non-renewal notice for their special election period eligibility, Medicare Supplement insurance guaranteed issue rights, also known as Medigap policies, and information for all Medicare Advantage and Part D sponsors available in 2019 in their service area.

Q8. Where can UnitedHealthcare Medicare Advantage members get more information on or after October 2?

A8. Members can:
   * Call the Customer Service number on the back of their member ID card
   * Call Medicare directly at 800-633-4227
   * Go to Medicare.gov for information about health plan availability

We’re Here to Help

Q9. Who do I contact if I have questions?

A9. If you have questions, please contact your local Network Account Manager, Physician Advocate or Provider Advocate. If you don’t know who your representatives are, you can find this information at UHCprovider.com > Menu > Contact Us.