

## 2017 Medicare Advantage Service Area Reductions

### Frequently Asked Questions

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#### Overview

Each year, UnitedHealthcare evaluates where we offer our Medicare Advantage plans and, as a result, we may make changes to the plans offered in some areas, including service area reductions, plan terminations or contract non-renewals. The following answers to frequently asked questions provide information on potential changes for 2017 and how you can advise your patients who are UnitedHealthcare Medicare Advantage plan members.

#### Q1. What does UnitedHealthcare mean by “service area reduction, plan termination or contract non-renewal”?

- A. **A service area reduction** means either non-renewal of a certain Medicare contract or removing one or more counties from a service area for a specific Medicare contract for the upcoming year.

**A plan termination** means a specific 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 Medicare contract is terminated or non-renewed, affecting all benefit plan options and service areas covered by that contract.


Effective Jan. 1, 2017, UnitedHealthcare will be eliminating one or more Medicare Advantage plans for each of these scenarios, affecting only a small portion of the overall Medicare Advantage membership. Your patients who are affected by any of the scenarios will need to choose another plan, or return to Original Medicare.

#### Q2. Which types of Medicare plans will be affected?

- A. UnitedHealthcare will eliminate some Medicare Advantage and Special Needs Plans. In some markets, our Private Fee-for-Service plans will no longer be offered based on federal regulations.

#### Q3. Which UnitedHealthcare plans and states are affected by the service area reductions, plan terminations, or contract non-renewals?

- A. The affected UnitedHealthcare plans may include certain AARP<sup>®</sup> MedicareComplete<sup>®</sup>, Care Improvement Plus, Preferred Care Partners, UnitedHealthcare MedicareDirect<sup>™</sup> and other UnitedHealthcare plans. Service area changes will vary by plan, state and county. Affected members will receive official non-renewal notices from UnitedHealthcare by Oct. 2, 2016 informing them that their plan will not be offered in their county for the coming year.



The non-renewal notice will include detailed instructions regarding the special election period for member eligibility for 2017 benefit coverage and all options available to them including other Medicare Advantage plans, Medicare Supplement insurance coverage, and/or Medicare Part D coverage, as applicable.

Most affected members will receive a call to notify them of their choices if there is another UnitedHealthcare Medicare Advantage plan option available in their service area.

**Q4. If I am a participating care provider with UnitedHealthcare Medicare Advantage plans, will my Participation Agreement be affected?**

- A. In most cases, Participation Agreement changes will not be necessary due to service area reductions, plan terminations or CMS contract non-renewals. UnitedHealthcare is still offering a network-based Medicare Advantage plan in many areas, including Special Needs Plans, so your Agreement would still be applicable.

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

**Q5. If one of my patients does not enroll in a new Medicare plan for 2017, what will happen and what should they do?**

- A. If a member has not enrolled in a new Medicare Advantage plan by Dec. 31, 2016, their current coverage will end and their benefits will return to Original Medicare on Jan. 1, 2017. Those members who have not selected a new Medicare plan will still have a special enrollment period and where available, may enroll in another Medicare Advantage option until Feb. 28, 2017.

Please encourage your patient to read the official 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 their service area.

**Q6. Where can my patients get more information?**

- A. Your patients can:
- Call 877-629-3617 or 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.

**Q7. If I have other questions, who can I contact?**

- A. If you have questions, please contact your local Network Account Manager or Physician Advocate.

Thank you.