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Starting - January 1, 2023

**NMRHCA MEMBERS WITH UNITED HEALTHCARE MEDICARE ADVANTAGE PLAN I & II
 UTILIZING LOVELACE HEALTH SYSTEM PROVIDERS**

The announcement has been made that contracts between Lovelace Health System and United Healthcare are now ending for 2023, and agreements for contract renewal were not reached. NMRHCA is committed to providing accurate information to its members. NMRHCA members on United Healthcare Medicare Advantage plans I & II should understand how this change impacts them and the services they need. We encourage these members to refer to this communication as the source of their information rather than alternative information that is not specific to the NMRHCA’s plans offered through United Healthcare.

FACTS

1. Health Plans for NMRHCA members are specific to NMRHCA and will be different than plans offered outside of NMRHCA. Please note communication you see in the media will not be relevant to NMRHCA plans.
2. With contracts ending, most Lovelace services will no longer be in-network.
3. You can still access Lovelace providers as out-of-network under the NMRHCA United Healthcare Medicare Advantage Plans I & II.
4. United Healthcare’s Medicare Advantage Plans I & II offered by NMRHCA have the same co-pays for in-network and out-of-network services, your share of the cost for services received will be the same as if they were in-network.
5. The current understanding is that Lovelace providers will continue to bill and accept payment from UHC on your behalf so you will not have to file claims, but this is not guaranteed. NMRHCA is continuing to discuss this with the parties involved.
6. If you experience any situation that is not consistent with the above facts, we encourage you to contact NMRHCA to report your experience so that we may take measures to address any discrepancies.
7. The table below shows effective dates of change for specific facilities/services.
8. If you have specific questions about coverage for United Healthcare, please call their toll-free number 866-622-8014.

EFFECTIVE DATE	FACILITY/SERVICE	STATUS
Jan 1, 2023	Lovelace Medical Center	Out-of-Network
	Heart Hospital of NM	
	Lovelace Women’s Hospital	
	Lovelace Westside Hospital	
Jan 15, 2023	Lovelace Regional Hospital	
March 1, 2023	All Lovelace affiliated physician practices	
	Southwest Medical Associates	
	Lovelace Medical Group	
Not Applicable	Lovelace UNM Rehabilitation Hospital	In-Network – not impacted