



NORTHWEST ALLIED PHYSICIANS

Northwest Allied Physician Locations:

- Continental Reserve
- Duval Mine Road
- Innovation Park
- La Paloma
- Lambert
- Magee
- Northwest Medical Center
- Orange Grove
- Oro Valley Hospital
- Paradise Falls
- QuickMed Swan
- QuickMed Tangerine
- QuickMed Valencia
- Rancho Vistoso
- SaddleBrooke
- Tangerine Crossing

March 02, 2017

Dear Patient:

Thank you for trusting your healthcare needs to Northwest Healthcare. I want to make you aware of a development about the status of negotiations between our organization and UnitedHealthcare. United recently notified us they will terminate the contract with the following Northwest Healthcare locations and affiliated providers effective May 1, 2017:

- Northwest Medical Center
- Oro Valley Hospital
- Northwest Allied Physicians (all locations)
- Northwest Urgent Care (all locations)
- QuickMed Clinics (all locations)
- Northwest Emergency Center
- Northwest Cardiology d/b/a Desert Cardiology & Heart Center of Southern Arizona
- Tucson Surgery Center
- Center for Pain Management

Medicaid, Medicare Advantage and commercial plans are affected by this termination.

You should have the option of choosing Northwest Healthcare for any of your healthcare needs.

We continue to negotiate with United to come to a mutual agreement that will allow you this choice. You may also receive a letter from United.

- **Emergency care is not impacted.** Patients in need of emergency care can always access care at our emergency room at in-network benefit rates, regardless of our network status.
- **Certain patients may be eligible for Continuation of Care benefits through United.** This includes patients receiving ongoing treatment for special conditions or women in their third trimester of pregnancy. United members who think they may qualify should call the number on the back of their insurance card.

We understand this will be challenging for you if the contract reaches termination. **Please consider expressing your dissatisfaction with United's decision by contacting them directly at (800) 985-2356.**

Northwest Healthcare is committed to providing services to our patients and community. We accept all other major health plans in our area. Please contact Gail Winterkorn at 520-469-8339 with any questions or concerns.

Sincerely,

Kevin Stockton
Market Chief Executive Officer
Northwest Healthcare