

eBulletin

Important Network Information

January 18, 2019**UnitedHealthcare and Oxford Networks Update**

Please see below for important information about the network participation of Waterbury Hospital and UPMC Pinnacle Lancaster.

If you would like more information or have questions, please contact your sales representative.

UnitedHealthcare and Waterbury Hospital Reach Agreement

We're pleased to announce that UnitedHealthcare and Waterbury Hospital, in Waterbury, Connecticut, have reached a new agreement.

Waterbury Hospital is once again a participating (network) provider with the Oxford network for all commercial fully insured and self-funded products. Waterbury Hospital continues to participate in the UnitedHealthcare network.

What this means for your clients.

Oxford members may begin using Waterbury Hospital on an in-network basis.

If members received services at Waterbury Hospital on or after Dec. 1, 2017, the services will be treated as in-network. Please note that we are working to reprocess claims incurred during this time. This may mean members will get a new Explanation of Benefits, but no action will be required.

How we're communicating to members.

We're sending letters to Oxford members who live in the Waterbury area or received services at Waterbury Hospital on or after Dec. 1, 2017. A sample is attached below for your reference.

- [Sample Oxford Member Letter](#)

Closure of UPMC Pinnacle Lancaster

We want to let you know that UPMC Pinnacle Lancaster, located at 250 College Avenue in Lancaster, PA, is planning to close its doors on March 1, 2019.

What this means for your clients.

Your clients and their plan participants will no longer be able to receive services at UPMC Pinnacle Lancaster as of March 1, 2019. However, we continue to maintain relationships with other neighboring hospitals that are participating in our network, including those listed below.¹

Neighboring Hospitals ¹	
Hospital	Location
Lancaster General Hospital	Lancaster, PA
UPMC Pinnacle Lititz	Lititz, PA
WellSpan Ephrata Community Hospital	Ephrata, PA

How we're communicating to members.

We're sending letters to members who may be affected by UPMC Pinnacle Lancaster's closure. Samples are attached below for your reference.

- **[Sample UnitedHealthcare Member Letter](#)**
- **[Sample Oxford Member Letter](#)**

1 Participation status can change. Plan participants should verify participation status before receiving services.

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