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Automatic UnitedHealthcare Level Funded plan adjustment

Note: You are receiving this email because one or more of your UnitedHealthcare Level Funded clients have been impacted. Please review this email for information on how UnitedHealthcare is working to address this issue.

Due to an issue with how Outpatient Physician Behavioral Health services ("Services") benefits were being processed for select members, plan participants were inadvertently charged a copay, deductible and coinsurance. For these Services plan participants should only be responsible for a copay.

To correct this issue, UnitedHealthcare has updated the plan designs and will reprocess claims back to the beginning of the plan participants coverage. Impacted plan participant claims will be adjusted and as a result, plan participants will receive an updated Explanation of Benefits (EOB), which will be completed by September 30, 2022. Current rates will not be impacted by this change and adjusted claims will be reflected in monthly claim utilization reports.

Plan participant electronic Summary Plan Description will also be updated to reflect this correction.

UnitedHealthcare teams are working diligently to adjust all impacted claims.

Adjustments are in progress. **No action is required.**

Sincerely,

The UnitedHealthcare Level Funded Team

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