

August 2021

RE: AARP / United Healthcare health insurance

Effective January 1, 2022 Erickson's has made the hard decision to **no longer accept AARP and United Healthcare plans, which includes ALL AARP Medicare Advantage, United Healthcare Medicare Advantage, commercial and private United Healthcare, and United Healthcare Medicaid plans.**

We are NOT dismissing you as a patient. If you are unable to switch insurances, we will still work with you. We would love nothing more than to continue to give you the best service possible, while still also being appropriately reimbursed by the insurance company.

Here is what we are asking of you:

During **open enrollment (November 1, 2021 through December 15, 2021)** look into your other available health insurance options. Visit www.healthcare.gov to see if you are eligible to switch insurances. Please call our office with any questions and we are happy to give you guidance on plans that work well with us. Also consult an insurance broker on other potential options.

If you choose to keep your AARP or United Healthcare insurance:

For any NON-MEDICAID members: you may still make an appointment with us with the understanding that the **full cost for services will be due at the time of your appointment**, and we will still bill your insurance. If there is any reimbursement from the insurance, we will forward that reimbursement to you after payment is received from the insurance company. If there is no insurance reimbursement, you will be responsible for appealing with the insurance company if you choose to do so, and we will happily provide documentation and guidance to help you with the process.

For any MEDICAID members: we will no longer be able to see any patient with United Healthcare and/or AARP due to the billing rules set forth by the State of Washington and DSHS.

We understand that many of you have these insurance carriers for your health insurance, and we are happy to assist you any way that we can to help minimize any disruption in servicing your prosthetic eye needs. Please call us at (509)747-6148 if you have any questions or concerns.

Respectfully,

Erickson's Artificial Eyes