

November 2, 2017

Dear Patient

We greatly appreciate the trust you have placed in White Plains Hospital. You are very important to us and your health and well being are our highest priority. While you may have received a letter from United stating that you will need to change your current physician(s) and hospital, **this is not the case.**

By choosing one of many other Medicare Advantage plans that White Plains Hospital participates with (a list is at the end of this letter), your current care will not be disrupted and you can be sure that you will continue to receive the highest quality care you have come to expect from our facility and providers.

To clarify, **UnitedHealthcare Medicare Advantage** is the **only** product that is being terminated as of 1/1/18. This plan is typically called “**Medicare Advantage Complete**” (Plan 1, 2 or 3) or also “**AARP Medicare Advantage Complete.**” **Medicare Supplement Plans** (Medi-Gap) – is **NOT** part of a termination.

What you can do:

To keep your White Plains Hospital doctor and their White Plains Hospital affiliation, you can change to a different Medicare Advantage plan during the current “Annual Election Period.” The Annual Election Period runs from October 15 to December 7. You can call CMS for more information by dialing **1-800-MEDICARE (1-800-633-4227)** or go to **<https://www.medicare.gov/find-a-plan>**.

Insurance representatives will be onsite at the Center for Care at 2 Longview Avenue, White Plains from 9:00 AM to 2:00 PM during the week to answer any questions and assist you with plan selection. Representatives will also be onsite at our New Rochelle outpatient facility located at 1296 North Avenue every Monday, Tuesday and Wednesday from 9:00 AM to 2:00 PM from now until December 31st, 2017.

General questions can be directed to White Plains Hospital at 1-(914)681-1004. You can also email questions to billing@wphospital.org. **Your health is our only business** and we apologize for any inconvenience this might cause. We care about you and your healthcare needs.

Sincerely:

Susan Fox
President & Chief Executive Officer

Please visit <https://www.medicare.gov/find-a-plan> to learn more about your options
White Plains Hospital participates in the following Medicare Advantage Health
Plans:

Empire BlueCross BlueShield

Phone: 800-992-2583

Web: <https://www11.empireblue.com>

MVP Health Care

Phone: 800-684-9286

Web: <https://www.mvphealthcare.com>

EmblemHealth Medicare

Phone: 877-411-3625

Web: <https://www.emblemhealth.com>

Aetna Medicare

Phone: 888--632-3862

Web: <http://www.aetna.com>

Affinity Health Plan

Phone: 866-206-1775

Web: <http://www.affinityplan.org>

WellCare

Phone: 855-538-0454

Web: <https://www.wellcare.com>

VNSNY Choice Medicare

Phone: 866-783-0222

Web: <https://www.vnsnychoice.org>

ElderPlan

Phone: 800-353-3765

Web: <https://elderplan.org>

Fidelis Care

Phone: 888-343-3547

Web: <https://www.fideliscare.org>