



4800 E. Johnson
Jonesboro, AR 72401
870-936-1000

NEABaptist.com

Dear Patient,

Our records indicate that you may be receiving your Medicare benefits as a member of Care Improvement Plus (CIP), the Medicare Advantage Health plan owned by United Health Care. *This past May 5th NEA Baptist Health System received a termination notice from United Health Care indicating the termination of the existing agreement effective September 1, 2018. Efforts to continue the terminated arrangement have not been successful. We need to inform you that NEA Baptist will no longer be a network provider with Care Improvement Plus beginning September 1, 2018, however, you may continue accessing NEA Baptist physicians and the hospital as your services will be considered in-network through December 31, 2018.*

Important Information / What you need to do:

1. You may continue accessing NEA Baptist physicians and the hospital through the remainder of 2018. Your care will be considered in-network for healthcare services through 2018. YOU DO NOT NEED TO CHANGE YOUR PRIMARY CARE PHYSICIAN IN 2018.
2. If you have any questions, please contact the NEA Baptist Medicare Insurance Helpline at (866) 279-0696. The helpline is serviced by our partners at MedicareCompareUSA*, a licensed call center and insurance agency that represents our contracted Medicare plans. They can answer any questions and make sure your access to NEA Baptist providers is not interrupted in 2019.
3. Please take a moment to complete and return the enclosed NEA Baptist Patient Survey. You can also complete this survey online at MedicareCompareUSA.com/NEAsurvey or by contacting the helpline at (866) 279-0696. Your completion of this survey is very important and will ensure your access to NEA Baptist is not interrupted beginning in 2019.
4. Beginning in October, you will need to review and choose a Medicare plan accepted by NEA Baptist for 2019. The NEA Baptist Medicare Insurance Helpline (866) 279-0696, serviced by MedicareCompareUSA*, will assist you in this process.

We understand this news may come as a surprise and that is why we are notifying you immediately. Your healthcare is important to us and we appreciate you trusting NEA Baptist with your healthcare needs. We hope that we may continue providing high quality care to you going forward.

Thank you,

A handwritten signature in black ink, appearing to read "Brad Parsons".

Brad Parsons, CEO/Administrator