



# Family Care Network

Administrative Office

*We Take Care*

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To our valued patient,

We are writing to let you know about upcoming changes to the United Healthcare plans we will accept at Family Care Network in 2024. Our records show that you or a family member are or have been insured with United Healthcare.

### **What is changing:**

Our contract with United Healthcare will terminate at the end of this year.

- As of January 1, 2024, **FCN will no longer see patients on United Healthcare (UHC) plans.** This includes our primary care clinics, urgent care, FCN Lab, sports medicine, etc.
- This applies to all UHC commercial and Medicare Advantage plans that serve as a patient's **primary coverage**, including UHC Medicare Advantage plans that are offered as a retirement benefit. It does not include UHC plans that serve as a Medicare supplement to traditional Medicare.

We made the difficult decision to end our UHC contract with great care. We understand that it has the potential to significantly impact some of our patients. We hope that by providing advance notice, you will have adequate time to explore your options and make a plan for 2024.

### **Next steps:**

- Some patients will have the option to make a different plan selection for 2024 during benefit open enrollment periods with an employer or during the Medicare Annual Enrollment Period this fall. We maintain a list of accepted insurance plans at [familycarenetwork.com/insurance](http://familycarenetwork.com/insurance); they are also listed at the end of this letter for reference.
- Medicare patients can get additional assistance exploring their options by reaching out to their insurance broker, contacting Medicare or the insurance plans directly, or using the free services of VibrantUSA, an independent insurance agency resource that represents Medicare plans accepted by FCN. For more information, call VibrantUSA at (866) 733-5111 or visit [vibrantusa.com](http://vibrantusa.com).

**Please note: Patients who remain on United Healthcare for 2024 will need to establish care with a healthcare provider outside Family Care Network.** Please contact United

Healthcare directly for assistance in finding a contracted provider. We encourage patients to start this process as soon as possible.

We sincerely hope to continue as your trusted healthcare partner, for the remainder of 2023 and in the future. If you have additional questions, please call the practice manager at your clinic. Our managers are a great resource for patients and will do their best to help you work through this change.

Sincerely,



Rodney Anderson, MD  
CEO

## **Plans accepted at Family Care Network in 2024**

### **Commercial:**

- Aetna
- Blue Cross/Blue Shield
- Cigna
- First Choice
- Healthcare Management Administrators
- Kaiser Permanente
- Molina
- Premera Blue Cross
- Regence Blue Shield
- Regence Group Administrators
- USFHP (a TRICARE option)

### **Medicare:**

We accept straight (traditional) Medicare, with or without a supplement, if you are an established FCN patient. We accept the following Medicare Advantage plans:

- Humana Medicare Advantage (HMO, PPO, HMO-SNP)
- Kaiser Permanente Medicare Advantage (HMO)
- Molina Medicare Advantage (HMO-SNP)
- Premera Medicare Advantage (HMO)