

[MM/DD/YYYY]

[Member Name]  
[Street Address]  
[City, State, Zip]

Dear [Member]:

Thank you for choosing UnitedHealthcare Dual Complete (HMO SNP) Health Plan. We value your membership and would like to inform you of some important information regarding our network of contracted providers. We recently learned that as of November 1, 2011 Spectera, will no longer be a contracting vision provider with UnitedHealthcare Arizona Physicians IPA.

Therefore, if you are currently receiving services from Spectera, it will be necessary for you to transfer your care to another contracting UnitedHealthcare Dual Complete (HMO SNP) vision provider.

For an up to date listing of available providers you may visit our website at [www.UHCapipa.com](http://www.UHCapipa.com), or contact our Customer Service Department at the number listed below and a representative will be happy to assist you in selecting a new vision provider.

Arrangements to continue receiving care from Spectera beyond October 31, 2011 are made on a case-by-case basis depending on your medical need. For further information, please call our Customer Service Department at the number listed below.

Thank you for your continued enrollment in UnitedHealthcare Dual Complete (HMO SNP) Health plan. We appreciate your membership and encourage you to contact our Customer Service Department, available 7 days a week from 8 a.m. – 8 p.m. local time, at 1-877-614-0623 or TTY/TDD 711 with any questions or concerns you may have. We look forward to serving you.

Sincerely,

Member Services  
UnitedHealthcare Arizona Physicians IPA

### Information on Disenrolling

In general there are only certain times during the year you can disenroll unless you qualify for a Special Election Period. There are also Medicare Program limits on how often you can make a change to your Medicare coverage and what type of change you are allowed to make. Please refer to your UnitedHealthcare Dual Complete (HMO SNP) Evidence of Coverage for detailed information regarding how and when you can disenroll. You can also call 1-800-MEDICARE (1-800-633-4227) to speak to a Medicare Customer Service Representative. TTY/TDD users may call 1-877-486-2048, 24 hours a day/7 days a week.

Si usted necesita esta información en español, por favor llame a nuestro Departamento de Servicio al Miembro a los números indicados en esta carta.

Plan is insured or covered by UnitedHealthcare Insurance Company or one of its affiliates, a Medicare Advantage Organization with a Medicare contract.

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