



9700 Health Care Lane
MN017-E200 JW
Minnetonka, MN 55343

[Customer Name]
[Address Line 1]
[Address Line 2]
[City], [State] [Zip code]

June 25, 2018

Dear Benefit Administrator:

Effective June 30, 2018, the Texas Department of Insurance (DOI) will be changing their external review processes to comply with federal requirements. The TX DOI will no longer administer the external review process for health care plans. External reviews will now be conducted by an Independent Review Organization (IRO) according to the federal external appeals process.

Enclosed please find the **Questions, Complaints and Appeals Amendment** for your impacted medical policy(ies). Please share this information with plan participants. Certificate of Coverage (COC) documents will be updated upon renewal to reflect these amended changes.

Please contact your UnitedHealthcare representative with any questions.

Thank you,

UnitedHealthcare