



Important Notice to UnitedHealthcare of Ohio, Inc. Subscribers

Annual Statement for the Health Plan

As a health-insuring corporation (HIC) regulated by the Ohio Department of Insurance, UnitedHealthcare of Ohio, Inc. must comply with certain rules and regulations. Such compliance includes making available the following information annually for our plan customers. UnitedHealthcare of Ohio, Inc. serves plan customers in all 88 Ohio counties. As of December 31, 2020, the HIC was providing health care benefits to 94 employer groups and more than 3,077 plan customers. UnitedHealthcare of Ohio's parent company and affiliates also provide or administer other types of health benefits plans, bringing the total number of customers served in Ohio to 504,192.

You may contact UnitedHealthcare in Ohio at the following addresses and telephone numbers:

- Executive offices are located at 5900 Parkwood Place, Dublin, OH 43016.
- Our Ohio area service offices are located at the following addresses:
 - Central Ohio (Columbus and surrounding area): 5900 Parkwood Place, Dublin, OH 43016; (513) 619-3600
 - Northern Ohio (Cleveland and surrounding area): North Point Tower, 1001 Lakeside Avenue, Suite 1000, Cleveland, Ohio 44114-1158; (216) 420-9300
 - Southwest Ohio (Cincinnati, Dayton and surrounding area): 400 E Business Way, Suite 100, Cincinnati, Ohio 45241; (513) 619-3600

The toll-free member phone number for your area can be found on your health plan ID card.

UnitedHealthcare provides comprehensive medical care coverage to voluntary enrolled persons for a fixed monthly fee (or premium) and contracts with independent physicians, hospitals, and others to provide such care.

More than 50,000 physicians and allied health professionals, 2,390 pharmacies, and 236 acute hospitals were under contract with UnitedHealthcare in Ohio as of December 31, 2020. Physicians are primarily reimbursed on a fee-for-services basis. Reimbursements to hospitals and other health care providers is dependent on the negotiated terms of individual contracts. Each UnitedHealthcare plan customer receives a listing of network physicians and health care providers. These provider listings are updated twice a year—spring/summer and fall/winter. If you have questions about a contracted physician's or health care provider's hours, please call the physician's or health care provider's office directly. If you do not have the latest information and need a current listing, call the member phone number on your health plan ID card.

Please be aware that you have the right to file a complaint about the quality or appropriateness of any care you have received. UnitedHealthcare will investigate any such complaint. You may call the member phone number on your health plan ID card to file your complaint. If you wish to register a complaint with an outside agency, you may refer complaints about physician services to the State of Ohio Medical Board. You may refer complaints about treatment received at a hospital by contacting the hospital's public relations or quality assurance department, or the Ohio Department of Health. Additionally, if you have questions about the health plan's financial status, you may contact the Finance Department at UnitedHealthcare in Ohio's executive office. The address and phone number are provided above. A financial statement is available upon request for your review.