

April 23, 2024

Dear valued patient,

I would like to express my appreciation for trusting Southwest Diagnostic Imaging (dba SMIL) with your medical imaging needs over the years.

SMIL remains committed to giving you the best possible individualized care while surpassing industry expectations of safety, quality, and expertise. This includes ensuring board-certified radiologists are on-site at every location for contrast coverage and medical supervision. In addition, SMIL has fully credentialed and registered technologists operating our equipment on-site, unlike others in the industry who utilize remote technologists. To continue providing you with industry-leading service for many years to come, we must seek reimbursement rates from insurance companies that will allow us to support these on-going investments in patient safety, experience, and quality.

SMIL is working to reach a new agreement with your insurance company, UnitedHealthcare, prior to our contract termination on July 11, 2024. Our goal is to finalize contract negotiations prior to the deadline, as we know it is disruptive to you if we go out-of-network with your insurance company. However, if we are unable to reach an agreement prior to the deadline, all SMIL locations will be out-of-network with UnitedHealthcare, including Optum, effective July 11, 2024.

I would personally like to ask for your support to ensure SMIL does not go out-of-network with UnitedHealthcare. **How can you help?** Your feedback on where you would prefer to receive your medical imaging and past experiences at SMIL are important to this negotiation process. If you feel strongly that Southwest Diagnostic Imaging (dba SMIL) should remain in-network, please express your opinion directly to UnitedHealthcare by calling the member services phone number on the back of your card. To share your opinion electronically, please visit <https://www.uhceservices.com/en/prelogin/resources/contact/emailUHC>.

Thank you for entrusting your care to SMIL.

Best Regards,



Michael Douglas
Chief Executive Officer
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