



**FOR IMMEDIATE RELEASE**

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### **SMIL remains out-of-network with UnitedHealthcare**

**Scottsdale, Ariz. (July 31, 2024)** – Southwest Diagnostic Imaging (dba SMIL) continues to seek a new contract with UnitedHealthcare. All SMIL outpatient imaging locations have been out-of-network with UnitedHealthcare Medicare and Commercial plans since Thursday, July 11, 2024.

“Even with rising costs, especially in the areas of labor and medical supplies, SMIL has continued to invest in equipment upgrades and subspecialty radiology services to ensure the highest quality of care for our patients,” said Michael Douglas, CEO at SMIL. “We are asking UnitedHealthcare to pay us fair rates for the quality of services that SMIL provides to patients that our other payers have agreed to.”

Key points related to this process:

1. **UnitedHealthcare has not offered SMIL any rate increases during this negotiation period.** In fact, the last increase SMIL received from UnitedHealthcare was 1% in 2021. Medical costs have risen substantially higher than that which means SMIL has had to fully absorb these cost increases.
2. **Meanwhile, UnitedHealthcare continues to post record profits.** In 2023, UnitedHealth Group (UnitedHealthcare’s parent company) reached \$22.4 billion in total net earnings, up 11.2% year over year.
3. **The goal is to make high-quality, patient-centric care sustainable in a setting** where SMIL can compensate staff appropriately, continue to invest in quality equipment, and deliver on an outstanding patient experience.
4. **SMIL consistently surpasses industry expectations of safety, quality, and expertise.** They have board-certified radiologists on-site for contrast coverage and medical supervision. In addition, fully credentialed and registered technologists operate their equipment on-site, unlike others in the industry who utilize remote technologists.
5. **SMIL remains contracted with other key insurance companies in Arizona, including Blue Cross Blue Shield, Aetna, Cigna, and Humana.** For employers and patients who feel strongly about having in-network access to SMIL for medical imaging services, they are encouraged to evaluate their health insurance carrier options as the annual open enrollment period approaches this fall. A full list is available [here](#).

“UnitedHealthcare’s contract proposals indicate that they don’t recognize the escalating costs of continuing to provide safe and high-quality medical imaging to patients in the current economic landscape,” Douglas said. “While we understand their desire to control costs, this shouldn’t be at the expense of the medical professionals who are providing these services. At the same time, UnitedHealthcare is making billions of dollars in revenue. In order for SMIL to continue to provide the latest technology and offer safe, high-quality care to patients, we need to be reimbursed at rates that will allow us to support our investments in patient safety, experience, and quality.”

SMIL remains committed to making their best efforts to reach a new agreement so that in-network access can be restored to patients with this insurance. Patients with questions or concerns about their coverage are encouraged to call UnitedHealthcare at the member phone number located on the back of their insurance card. Patients can also visit [esmil.com](https://www.esmil.com) for the latest updates and information. SMIL will continue to reach out directly to UnitedHealthcare patients who have upcoming appointments that are impacted by this contract termination.

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### **About SMIL**

SMIL Southwest Medical Imaging provides expert patient-centric care to the Valley, adhering to our core values of Integrity, Service, Excellence, and Engagement. Many of our 70+ fellowship-trained radiologists hold additional academic positions in leading institutions. SMIL is a member of ASU Devil Docs™, an academic club connecting doctors with Sun Devil student athletes pursuing medical careers. SMIL is also the proud Survivor Sponsor of the American Cancer Society, and takes the lead in breast cancer early detection, patient support, and SMIL Research Institute. Our values drive our business. To learn more about SMIL, including our locations and scheduling information, please visit [www.esmil.com/locations](https://www.esmil.com/locations) or call 480-425-5030.