



UnitedHealthcare Patient FAQs

Q. What is happening between SMIL and UnitedHealthcare?

A. SMIL is working to reach a new agreement with UnitedHealthcare prior to our contract termination on July 11, 2024. This contract includes patients with Optum insurance. 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 insurance companies. We are committed to keeping you informed on a regular basis as we work through these negotiations.

Q. Why did SMIL terminate their contract with UnitedHealthcare?

A. Every few years, we work through our renewal process with insurance companies. Contract termination is a normal part of the negotiation process.

SMIL remains committed to giving each and every patient 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 onsite, unlike others in the industry who utilize remote technologists. Therefore, we must seek reimbursement rates from insurance companies that will allow us to support the ongoing investment in patient safety, experience, and quality.

Q. I have a UnitedHealthcare health plan. What does this mean for me?

A. Nothing is changing for you at this time as negotiations between SMIL and UnitedHealthcare are ongoing. If an agreement cannot be reached by July 11, 2024, all SMIL locations will be out-of-network with UnitedHealthcare health plans, including Optum.

Q. What services are included in this contract?

A. The contract is only for services provided at any SMIL location.

Q. What if I have an appointment scheduled with SMIL on or after July 11, 2024?

A. We are currently handling scheduling as follows:

- There are no changes if you have an appointment scheduled at any of our locations on or after July 11, 2024.
- If we are unable to reach an agreement prior to the deadline, we will notify you so that you can be involved in the decision regarding your appointment.
- At this time, there are no restrictions if you would like to schedule a new appointment.

Q. Can I schedule a new appointment with SMIL?

A. Yes, you can continue to schedule appointments with us.

Q. Which UnitedHealthcare networks does SMIL participate in?

A.

- Commercial Networks:
 - Choice EPO
 - Choice Plus HMO
 - Choice Plus POS



- Core EPO
- CORE HMO
- ER Wrap
- NexusACO NR EPO
- NexusACO NR HMO
- NexusACO NR POS
- NexusACO OA POS
- NexusACO R EPO
- NexusACO R HMO
- NexusACO R POS
- NexusACO OA EPO
- NexusACO OA HMO
- PPO
- Select EPO
- Select Plus HMO
- Select Plus POS
- UHC Core Choice Plus
- UHC DOCTORS PLAN EPO
- UHC DOCTORS PLAN PLUS HMO
- UHC DOCTORS PLAN PLUS POS
- Medicare Networks:
 - AARP Medicare Advantage (HMO-POS)
 - AARP Medicare Advantage Choice Plan 1 (PPO)
 - AARP Medicare Advantage Choice Plan 2 (PPO)
 - AARP Medicare Advantage Patriot (PPO)
 - AARP Medicare Advantage Plus (HMO-POS)
 - AARP Medicare Advantage Walgreens Plan 1 (PPO)
 - AARP Medicare Advantage Walgreens Plan 2 (PPO)
 - AARP Medicare Advantage Walgreens Plan 3 (PPO)
 - UnitedHealthcare Chronic Complete Assure (PPO C-SNP)
 - UnitedHealthcare Group Medicare Advantage (HMO)
 - UnitedHealthcare Group Medicare Advantage (PPO)
 - UnitedHealthcare Nursing Home Plan (PPO I-SNP)
 - IORA SENIOR HEALTH
 - METRO TUCSON NETWORK
 - METRO TUCSON NETWORK (CAP/MT5/ACC)
 - METRO TUCSON NETWORK (FFS/MT6/ACC)
 - METRO TUCSON NETWORK AZ COMMUNITY PHYS
 - METRO TUCSON NETWORK/CARONDELET MED GRP(CAP)
 - METRO TUCSON OAKSTREET
 - METRO TUCSON SUVIDA
 - OPTUMCARE PINAL
 - OPTUMCARE TUCSON



- PHOENIX DIRECT 2
- PHOENIX DIRECT CENTER
- PHOENIX DIRECT NETWORK
- PHOENIX DIRECT NETWORK EQ1
- PHOENIX DIRECT NETWORK EQ2
- PHOENIX DIRECT NETWORK ICP
- PHOENIX DIRECT OAKSTREET
- PHOENIX DIRECT SUVIDA
- PHOENIX DIRECT VILLAGE MD
- PHP PRIME
- PINAL HEALTH CARE NETWORK
- RURAL DIRECT NETWORK
- YAVAPAI NETWORK
- AHCCCS Networks:
 - Arizona Physicians IPA (Acute)
 - Arizona Physicians IPA (KID Care)
 - Developmentally Disabled
 - Evercare Select
 - UnitedHealthcare Dual Complete™ ONE (HMO SNP)

Q. Are there any UnitedHealthcare networks that would not be affected by contract termination?

A. No, there are no continuing care obligations that apply.

Q. Who should I contact if I have questions about my coverage?

A. If you have questions or concerns about your coverage, please call UnitedHealthcare at the member phone number on the back of your insurance card, referencing Southwest Diagnostic Imaging (dba SMIL). You can also visit <https://www.uhceservices.com/en/prelogin/resources/contact/emailUHC> to send an electronic message.

Q. What action can I take to ensure I continue to have in-network access to services at SMIL under UnitedHealthcare?

A. Please call UnitedHealthcare at the member phone number on the back of your insurance card to stress the importance of having in-network access to Southwest Diagnostic Imaging (dba SMIL). You can also visit <https://www.uhceservices.com/en/prelogin/resources/contact/emailUHC> to send an electronic message.