



ARTHRITIS & OSTEOPOROSIS CLINIC OF BRAZOS VALLEY

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Board Certified in Rheumatology

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January 4, 2022

Dear Valued Patient,

We are writing to inform you that effective February 28, 2022, we are terminating our contract with United Healthcare and all of its affiliated companies. That means we will no longer be in-network providers with United Healthcare or its affiliates. We made this difficult decision because United Healthcare has been unresponsive to “amend” our contract with them, nor responding to us for further opportunity to negotiate. Unfortunately, the terms of the current “contract” are unreasonable and unsustainable and do not allow us to provide the level of care you have come to expect at this practice.

We have struggled with this decision, as you are a valued patient at our practice, and we take the provider-patient relationship very seriously. But we feel strongly that health plans should be partners in healthcare, not dictators demanding that we accept the terms they set. In the past, providers have always been able to negotiate the terms of their contracts, but United Healthcare has ended that practice. Therefore, as of February 28, 2022, United Healthcare and its affiliated plans have left you with 2 options:

- 1) You may continue as our patient, pay our cash pay rates, and we will file a medical claim on your behalf to United Healthcare but it will process your claims at the out-of-network rate (if your policy has out-of-network benefits). That means you will likely have a higher out-of-pocket expense for your services at this practice. Please call the Customer/Member Service number on the back of your ID card for more information about any out-of-network benefits available under your policy.

OR

- 2) You may find another rheumatologist who is in-network with your health plan to whom you wish to transfer your care. We do not have a list of those providers- please contact your health plan.

We appreciate you trusting us with your healthcare needs in the past and sincerely hope we can continue to help you for many years to come should you choose to use any out-of-network benefits you may have with your health plan. Please disregard this notice if you do not have insurance with UnitedHealthcare or its affiliates.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Pocerull'.

Ricardo Pocerull, MD
AOCBV

A handwritten signature in black ink, appearing to read 'Rajpreet Singh'.

Rajpreet Singh, DO