

UnitedHealthcare Walked Away.

We Are Still Standing Up For You.

Effective January 26, Medicare Advantage members with UnitedHealthcare are out of network at Lehigh Valley Health Network — because United refused to meet their commitments and engage fairly.

For more than two years, Lehigh Valley Health Network (LVHN), now part of Jefferson Health, worked tirelessly to reach a fair and responsible agreement with UnitedHealthcare. We approached negotiations with solutions, flexibility, and one priority: protecting access to high quality care for the patients who rely on us every day.

But UnitedHealthcare never came to the table with that same commitment.

Despite our repeated efforts, we are disappointed to share that United failed to offer any meaningful path forward. Meetings were canceled, proposals have gone unanswered, and opportunities to resolve issues were ignored.

UnitedHealthcare reduced reimbursement to LVHN by nearly 40% since 2021, a reduction we never agreed to and have legally challenged.

And now, because UnitedHealthcare refused to work with us toward a fair and reasonable agreement, **LVHN will be out of network for UnitedHealthcare Medicare Advantage members effective January 26, 2026.**

This is not the outcome we hoped for or that our community deserves.

But it is the outcome that United chose.

WHAT THIS MEANS FOR YOU

Even though United walked away from negotiations, we have not walked away from our commitment to you.

- **Emergency care remains covered** for UnitedHealthcare members.
- Some patients may qualify for **Continuity of Care** programs — United determines eligibility.
- Depending on your plan, you may still have **out of network benefits** that allow you to continue care with your LVHN providers.
- You may also have **other insurance options** that keep LVHN doctors and hospitals in-network.

United made its choice. Now you can make yours. Call the customer service number on the back of your UnitedHealthcare card and tell them you expect fair contracts that protect your access to LVHN providers.

At LVHN, we will continue to fight for fairness, transparency, and the resources required to deliver exceptional care. Our mission has always been — and will always be — to serve you.

888-402-LVHN | LVHN.org

 **Lehigh Valley
Health Network**

part of  **Jefferson Health**