

UnitedHealthcare Walked Away, Our Community Shouldn't Have To

For generations, Lehigh Valley families have trusted Lehigh Valley Health Network (LVHN), now part of Jefferson Health, with their care — from routine visits to lifesaving treatment. That trust is built on access, continuity and a commitment to patients.

That's why our community deserves clear facts about what's happening with UnitedHealthcare.

After more than two years of negotiations, UnitedHealthcare has refused to engage fairly and compensate LVHN in accordance with the rates and expectations that were agreed upon.

As a result, LVHN is out of network for UnitedHealthcare commercial members effective April 26, 2026.

This outcome was not our choice — and it is not what patients deserve.

What actually happened

UnitedHealthcare's refusal to meet the agreed-upon terms of its contract with LVHN began well before LVHN and Jefferson came together and have persisted despite repeated efforts to resolve them responsibly.

LVHN has negotiated with one priority: protecting access to high-quality care for the people and employers of the Lehigh Valley. We brought solutions, flexibility and a willingness to work toward an agreement that reflects the real and rising cost of providing care.

UnitedHealthcare did not.

Proposals went unanswered. Meetings were canceled. And United continued to push reimbursement terms that do not align with prior agreements or the realities of delivering care today — cuts we are actively challenging through formal legal channels.

Hospitals across Pennsylvania are facing unprecedented cost pressures for staffing, supplies, medications and behavioral health services. Yet reimbursement from large insurers continues to lag — even as those companies report continued profitability.

Eventually, that imbalance falls on patients and communities.

Why this matters

Disputes like this don't just affect contracts — they affect care. When insurers delay or walk away from negotiations, patients are forced into uncertainty, doctors into disruption, and communities into absorbing the strain. Too often, the financial risk is shifted away from national insurers and onto local health systems and the people they serve.

LVHN remains in network with nearly all other major insurers in the region.

LVHN did not walk away from this community. And we won't.

If you are affected, we encourage you to contact UnitedHealthcare and let it know that continued access to LVHN doctors and hospitals matters to you. For updates and information, visit LVHN.org/UHC.

Health care works best when responsibility is shared — and when patients come first.



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