



Welcome to 2025 Member Communication

Overview

- New and returning Medicare Advantage members will receive a letter or email from UnitedHealthcare to welcome them to their 2025 plan
- The communication outlines some of the key benefits that members can take advantage of, including:
 - Credits for OTC products and healthy food (for most SNP members)
 - \$0 annual physical exams, lab tests and preventive care to help take care of their health
 - The UnitedHealthcare UCard which gives members access to a large provider network, rewards, and more
 - Access to their health information with the easy-to-use UnitedHealthcare app
- It also addresses recent misinformation in the news about UnitedHealthcare, especially regarding claims approval rates
 - Most medical claims not paid immediately are typically due to errors in the claim submitted
 - Fewer than 1% of medical claims are denied for medical or clinical reasons.
 - Members can visit uhc.com for more information about this and accurate answers to other questions they may have.
- See page two for a sample

Key Objectives

- Help members make the most of their Medicare plan
- Assure members that they can feel confident in their plan and benefits coverage

Timing

- Late January/early February

Medicare Advantage Non-SNP



<First Name> <Last Name>
<DB_ADDLINE1>
[<DB_ADDLINE2>]
<DB_CITY,DB_STATE DB_ZIP4>

Dear <Member First Name>,

Welcome to 2025! On behalf of the entire UnitedHealthcare family, we wish you a happy and healthy new year. We are honored you chose us for your Medicare plan and want you to know your health and well-being are at the heart of everything we do.

Reliable Medicare coverage you can count on

As America's most chosen Medicare Advantage brand, you can continue to count on us to be there with low out-of-pocket costs and a reliable Medicare experience. **In fact, 4 out of 5 members recommend UnitedHealthcare Medicare Advantage coverage.** Be sure to take advantage of the many benefits your plan offers, such as:

- \$0 annual physical exams, lab tests and preventive care like mammograms and colonoscopies to help you take care of your health
- All-in-one UnitedHealthcare UCard® – more than your member ID, it gives you access to Medicare Advantage's largest national provider network, rewards and more
- Access to all your health information with the easy-to-use UnitedHealthcare app, rated #1 in health insurance

From choosing your plan to using your plan, UnitedHealthcare is here to support you every step of the way.

(Over, please)

15184212

Helping people live healthier lives

For 50 years, we've been helping people live healthier lives and helping make the health system work better for everyone. Our dedicated team of employees and care professionals work hard every day to deliver quality care and an excellent experience for you and the over 50 million members we serve.

We believe in being open with our members. That's why we want to address the misinformation in the news about our company regarding claims approval rates. **UnitedHealthcare ultimately approves and pays approximately 98% of all claims that are received from our members,**[†] which is in line with other payers. For more information about this and accurate answers to other questions you may have, please visit uhc.com/membermessage.

We are committed to continuously improving access to quality care and enhancing our processes to deliver improved experiences for our members. Our care teams remain fully focused on helping you receive the right care in the right setting.

Here for you

Navigating health care can be complex, and we are here to help make it simpler for you. Access the UnitedHealthcare app or visit the member site listed on your UCard for 24/7 coverage information. You can also call our customer service team using the number on the back of your UCard.

Thank you for choosing UnitedHealthcare. We look forward to serving you in 2025 and beyond.

Warm regards,

All of us at UnitedHealthcare

[†]Claims for eligible members and submitted in a timely manner with complete, non-duplicate information. Benefits, features and/or devices may vary by plan/area. Limitations, exclusions, and/or network restrictions may apply. Member recommendations based on Human8, May 2023. Provider network may vary in local market. Provider network size based on Zellis Network360, May 2024. Reward offerings may vary by plan and are not available in all plans. Reward program Terms of Service apply. #1 health insurance app based on Apple and Google App store rankings, May 2024. Y0066_P1810846_C

Medicare Advantage D-SNP



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From choosing your plan to using your plan, UnitedHealthcare is here to support you today and as your needs change.

(Over, please)

15184213

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