

DMERC

Medicare

News

DMERC Region A Service Office • P.O. Box 6800 • Wilkes-Barre, PA 18773-6800 • Phone (570) 735-9445 • www.medicare-link.com
Number 49 • Special Edition • February 2000

Important Announcement

United HealthCare to Withdraw from Administration of Medicare Fee-for-Service

On February 10, 2000, United HealthCare announced its intent to withdraw from the Medicare Part A, Medicare Part B, Durable Medical Equipment (DMERC), and Railroad Medicare programs. We informed the Health Care Financing Administration (HCFA) and the Railroad Retirement Board of our decision to shift emphasis from Medicare fee-for-service to other business priorities which are more consistent with our overall corporate direction.

The decision to withdraw from the Medicare Program was not an easy one. For almost 35 years, United HealthCare served providers and beneficiaries across the country. We want to assure you that we will continue to provide you with the quality of service you have come to expect, and that we will work closely with the new contractors to ensure a smooth transition of service for both you and our beneficiary community.

Over the next few months, the Health Care Financing Administration and the Railroad Retirement Board will be selecting new contractors to administer the program in your area. We will keep you apprised of the latest information as soon as it becomes available. Watch for articles on our web site (www.medicare-link.com) and in future editions of this newsletter. As new information is released, our Customer Service area will be available to answer questions.

Questions and Answers

Who will be the new contractor and when will they take over?

This has not yet been determined. The Health Care Financing Administration will select the new contractor and the date the transition will occur for the Medicare Part A, Medicare Part B and Durable Medical Equipment programs. The Railroad Retirement Board will make the decision for Railroad Medicare. We expect that these decisions will be made within the next few months, and Medicare beneficiaries and providers will be notified when these decisions are made.

What will happen to my Medicare benefits?

Your Medicare benefits will not be affected. Your claims will be processed and paid by the new contractor according to the same coverage and reimbursement rules that we have been following.

Will the new contractor have my Medicare records?

Yes. All Medicare beneficiary and provider files will be transferred to the new company at the time of transition.

Will I need to do anything special because of the change in contractors?

No. We will be working closely with the Health Care Financing Administration, the Railroad Retirement Board, and the new contractors to ensure the transition goes smoothly and with no impact on Medicare beneficiaries or providers.

What if I have more questions concerning this change?

Articles on our web site (www.medicare-link.com) and in future editions of this newsletter will keep you apprised of the latest information. As new information is released, you may also contact our Customer Service area to answer any questions.

Medicare Provider News

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