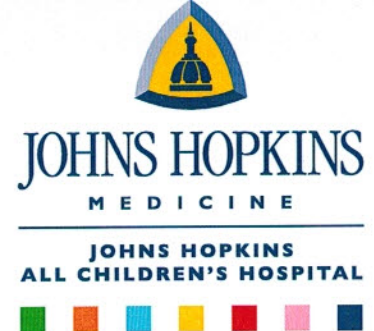


May 11, 2017



Dear Patient Family:

After months of discussion, we unfortunately were not able to reach a new agreement with United Healthcare. As of May 11, 2017, United Healthcare will consider Johns Hopkins All Children's Hospital (JHACH) and its physicians as out-of-network providers. Depending on your child's plan, this may mean a higher deductible or co-pay, or that coverage is not available. Here are key things to know:

If your child is already an inpatient at JHACH, the hospital stay and physician services will be covered as in-network for up to 6 months until your child is discharged or it is determined that your child can be safely discharged to another provider.

If your child is in active treatment for a chronic or acute health condition and comes here for doctor visits, outpatient/rehab services and/or visits to continue an established treatment plan, those visits will be in-network for up to 6 months.

If your child is done with treatment and needs our services later on, our scheduling team can discuss your insurance options and our financial assistance policy at that time. You should contact United to request an exception to continue to be able to see the doctor that knows your child.

If your child is scheduled for a new appointment as a new patient, the visit will be out-of-network. Contact United Healthcare to discuss the options available to you.

If one of our physicians is treating your child at an affiliate community hospital where they have medical staff privileges, the services will be covered in network for the current stay.

To help answer your questions, a special telephone line with extended hours is available: **727-767-8284 or 1-800-456-4543, ext. 78284** between 8 a.m. and 6 p.m. Monday through Friday. If you get voicemail, leave a message with your daytime contact information and we will return your call the next business day.

This information is also posted on www.HopkinsAllChildrens.org/mcnotice-united and we will continue to post updates as we have them.

Your voice is most important. We strongly urge you or your employer to contact United Healthcare to voice your concern about access to best and continuous care by JHACH and our specialty physicians. Thank you in advance.

Sincerely,

Jonathan Ellen, M.D.
President, CEO and Physician-in-Chief
Johns Hopkins All Children's Hospital
Vice Dean and Professor of Pediatrics
Johns Hopkins University School of Medicine