

RE: United Healthcare Medicare Advantage and Door County Medical Center

From Farrell, Catherine M <catherine.farrell@uhc.com>

To Emily Small<esmall@doorcountyknock.org>

Date Thursday, October 9th, 2025 at 4:43 PM

Hi Emily,

Below is an on the record statement as well as additional background information regarding UnitedHealthcare's network in Door County, Wisconsin.

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UnitedHealthcare on-the-record statement (to be attributed to a "UnitedHealthcare Spokesperson"):

"We routinely review our provider network to help ensure it meets the evolving needs of our members and supports a sustainable, high-quality and affordable health care system."

Background Information (For Attribution to UnitedHealthcare; Not for Use in Quotes)

- We routinely analyze and assess the performance, size and composition of our network and are prioritizing providers who consistently deliver high-quality care and strong patient outcomes. Our goal is to maintain a focused network of physicians and other health care providers who will help ensure members have access to higher quality and affordable coverage.
- We understand the importance of the member-provider relationship and are actively working to avoid disruption, preserve continuity of care and shield members from unsustainable costs. Focused health care provider networks are customized to local market dynamics, which helps ensure members have access to an adequate number of physicians and other health care professionals to meet their needs.
- Door County Medical Center (DCMC) and DCMC physicians will no longer be in network for members with UnitedHealthcare Individual Medicare Advantage plans, effective Jan. 1, 2026.
- UnitedHealthcare members with Group Retiree, Dual Special Needs (DSNP), Medicaid, and Commercial plans are not impacted and will continue to have in-network access DCMC's hospital and providers.

- For support finding in-network physicians and hospitals, members can call the customer care number on their health plan ID card or visit their plan's website:
 - myuhc.com
 - myuhcmedicare.com
 - retiree.uhc.com for Group Retiree plans

Thank you!

Catherine

Catherine M. Farrell

UnitedHealthcare

Corporate Communications

From: Emily Small <esmall@doorcountyknock.org>

Sent: Thursday, October 9, 2025 4:18 PM

To: UHC News <uhcnews@uhc.com>

Subject: re: United Healthcare Medicare Advantage and Door County Medical Center

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Hello,

I'm a journalist with Door County Knock, in Wisconsin, covering UHC dropping DCMC as an in-network provider for its Medicare Advantage policyholders. This affects roughly 3,700 patients, according to DCMC. Would someone be available to answer a handful of questions related to the topic in the next week?

Thanks.

Sincerely,

Emily Small

Reporter, Door County Knock

Report for America Corps Member



esmall@doorcountyknock.org

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