



Important information for your clients with Oxford plans requiring a PCP (Gated Plans)

To help members understand their benefits and avoid surprises, we are sending the enclosed information to Oxford fully insured commercial group clients and members before the group's renewal date. We are conducting this outreach **beginning with July 1, 2021 renewing business.**

Please become familiar with this information should clients have questions. We also appreciate your support with helping to make sure clients renewing July 1, 2021 through June 2022 are aware of this effort.

Background

Some members in gated plans (e.g., HMO, PPO, EPO) that require the selection and use of a network primary care physician or provider (PCP), have either visited a different PCP than the one we have on record for them or have not followed plan protocols for obtaining referrals and prior authorizations. For these members, **we will require that the PCP, referral and authorization conditions be followed starting on their group's renewal date.**

Member impact

Members who receive our [letter](#) should confirm that our records reflect their PCP of choice before seeking medical care. They can do this on myuhc.com[®] or by calling us at the phone number on their health plan ID card. Members who wish to change their PCP of record can do so at any time, online or by phone.

Members must receive care from their PCP of record, or the provider named in their PCP's referral to receive network benefits. After the group's renewal, non-emergent care received from another provider will not be covered or will be paid at the out-of-network benefit level if the plan has out-of-network benefits.

More information

For your reference, enclosed is a [flier](#) we are including in the renewal packages prepared for your Oxford clients and you. It provides an overview on the importance of selecting a PCP and referrals.

Also enclosed is a sample of an **email** that we are sending to clients. We invite you to forward it to clients, as well, for added awareness.

Please contact your Oxford sales representative or call Client Services at **1-888-201-4216** with questions.

Thank you.

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