



January 3, 2023

Dear Patient,

Our records show that you are enrolled in a Medicare Advantage plan through Humana and have received care at a Vanderbilt University Medical Center (VUMC) hospital, doctor's office or another VUMC facility.

After a careful review of Medicare Advantage plans, VUMC made the difficult decision to end our participation with Humana's Medicare Advantage plan, effective April 1, 2023. Please know that you may continue to access and receive care at any of VUMC's hospitals, doctors' offices, or other facilities through your existing Medicare Advantage plan until April 1, 2023.

VUMC cannot continue to partner with Medicare Advantage plans that do not provide adequate payment to sustain increased costs. Hospitals, including VUMC, continue to face higher costs for personnel, supplies, equipment, and medications necessary to provide high quality care for all patients. These factors, among others, have caused unprecedented cost increases.

We understand this situation can be stressful. We want to tell you about things you can do.

What you can do:

- From January 1, 2023, to March 31, 2023, Medicare Advantage enrollees may make a one-time change. Please contact your insurance broker or benefits adviser for more information.
- Call the number on the back of your health insurance card and tell Humana how important it is to you that VUMC remains in network.
- Stay informed. You may visit our website at **VUMCMedicareAdvantage.com** or call our patient assistance line **1-855-429-2989** if you have questions or need to transfer medical records to another provider.

As a reminder, emergency rooms provide lifesaving and stabilizing care to all patients for urgent or emergency needs regardless of insurance coverage. If you think you have a medical emergency, please go to the closest emergency room.

We value you as a patient and thank you for your trust in us with your care.

Sincerely,

Vanderbilt University Medical Center