

United Healthcare Termination Information

As of August 1st, 2024, we will no longer be accepting any United Healthcare insurance plans, including United Healthcare commercial plans, United Healthcare Medicare Advantage plans, and United Healthcare Medicaid plans. No other insurance companies are affected at this time.

We would be happy for you to continue your care here at Central Dermatology Center, but after August 1st, you will be considered a "Self-Pay" patient. Upon check-in for a Self-Pay visit, our policy requires a copay and enrollment in our AutoPay system which will automatically charge your card on file for any balance due after the copay is applied. Self-Pay copay amounts are based on appointment type.

[Click here](#) to view our Self-Pay policy.

Effective August 1st, 2024, we will not be filing any claims with United Healthcare. If you choose to continue care with us, United Healthcare will consider visits to Central Dermatology Center "Out of Network". Central Dermatology Center will consider you as a "Self-Pay" patient. If your plan provides for out of Network Benefits, after you have paid in full, we will ensure you have the documents and receipts needed to submit for reimbursement from United Healthcare.

Despite our best efforts to reach fair and sustainable terms with United Healthcare, they have been unwilling to meet our practice and patient needs. Unfortunately, their failure to provide adequate and sustainable payments for services, difficulty in obtaining authorizations for medically necessary care, and the lack of timely response to billing and care-related inquiries, have left us with no choice but to terminate our relationship with them.

All United Healthcare patients who would like to keep appointments scheduled after July 31st, 2024 must contact our office at least 30 days prior to the appointment date to confirm that you would like to keep your appointment. If we do not receive confirmation from you within 30 days of your appointment date, your appointment will be cancelled.

If you would like to cancel your appointment, please call our office as soon as possible at 919-401-1994.

Here are some answers to commonly asked questions that may help you through this transition:

When is this change occurring?

This change takes effect on 8/1/2024.

Is there any chance this will change before August 1st?

At this time there is no indication this decision will change. Please plan accordingly.

Can I still be seen at CDC?

Yes. However, if you choose to continue care with us, United Healthcare will consider visits to Central Dermatology Center "Out of Network". We will consider you as "Self-Pay". If your plan provides for out of Network Benefits, after you have paid in full, we will ensure you have the documents and receipts needed to submit for reimbursement from United Healthcare.

What are the Self-Pay requirements?

Upon check-in for a Self-Pay visit, our policy requires a copay and enrollment in our autopay system which will automatically charge your card on file for any balance due after the copay is applied. Self-Pay copay amounts are based on appointment type.

[Click here](#) to view our Self-Pay policy.

What is the AutoPay System?

Central Dermatology Center offers a Credit Card on File program as a convenient method of paying for the portion of your services that are patient responsibility such as copay. ModMed Pay our credit card processing vendor, will store your information on a secure and encrypted site, which will enable us to run bank card transactions on our computer system. Our employees will not have access to your card information.

How does the AutoPay System work?

1. During check in or check out, you will provide a credit card to be placed on file.
2. Once your charges have been finalized and your copay has been applied, you will be alerted of your payment responsibility.
3. AutoPay will provide you with an email that the card will be charged 2 days before the payment is processed.
4. The card on file is charged and the payment is applied to the charges on your account.
5. Only one approval for AutoPay is needed on your account and you will be sent notifications of payments processed.

How do I know if I have out-of-network benefits with UHC?

Contact United Healthcare to see if your plan includes out-of-network benefits. [Click here](#) for information on payment of out-of-network benefits.

Can you refer me to another dermatologist?

Please visit your United Healthcare plan website to [search for providers](#) in the area that accept your insurance plan.

Can I have a referral to another dermatologist?

We are not sending referrals to other practices, but we will be glad to send your records to another office when you have an appointment. Please complete the [medical records release form](#) located on our website.

I have traditional/original Medicare and United Healthcare is my supplemental insurance, can I still be seen at Central Dermatology Center?

Yes. If you have traditional/original Medicare as your primary insurance and United Healthcare is your supplemental insurance, you may still be seen at Central Dermatology Center and you will not be affected by this change. If you have traditional/original Medicare as your primary insurance and you have additional questions, please contact our billing department at [919-401-1994](#), option 5.

How do I contact United Healthcare?

Here's how to find the correct customer service phone number for your health plan.

1. Look on your member ID card

Call the phone number on your member ID card (health plan ID card).

2. Find contact information in the list below

Choose your plan type to learn how to connect with us online or on the phone.

If you have	Contact us
UnitedHealthcare health insurance plan through work	1-866-801-4409 / TTY 711
UnitedHealthcare Medicare Advantage or Prescription Drug plan	Call the number on your member ID card.
UnitedHealthcare Medicare supplement plan	1-800-523-5800 / TTY 711

How do I submit for reimbursement with United Healthcare?

If you are a United Healthcare member needing to submit a claim, [click here](#) for more information and instructions from United Healthcare.

Who will provide me with the documentation needed for reimbursement?

Our billing department will ensure you have the documents and receipts needed to submit for reimbursement from United Healthcare. If you need to contact our billing staff for documentation assistance, send a message through your portal to "Billing Group" or call 919-401-1994, Option 5.

If I choose to seek care elsewhere, how do I get my medical records?

[Click here](#) to complete our medical records release form.

What happens if I have an appointment scheduled after July 31st?

If you would like to keep your appointment, you must contact our office at least 30 days prior to any appointment you have scheduled after July 31st, 2024 to confirm that you would like to keep your appointment. If we do not receive confirmation from you within 30 days of your appointment date, your appointment will be cancelled. At your visits after July 31st, you will be considered a "Self-Pay" patient. [Click here](#) to view our Self-Pay policy.

If you would like to cancel your appointment, please call our office as soon as possible at 919-401-1994. |