



UnitedHealthcare Patient FAQs

Q. What is happening between SMIL and UnitedHealthcare?

A. Effective July 11th, 2024, Southwest Diagnostic Imaging (dba SMIL) is now out-of-network with UnitedHealthcare, including Optum. We negotiated with UnitedHealthcare for several months, but we were unable to reach a mutually acceptable agreement. This contract was only for services provided at any SMIL outpatient imaging location. We will continue to make our best efforts to reach an agreement with UnitedHealthcare so that in-network access can be restored to you.

Q. Why did SMIL terminate their contract with UnitedHealthcare?

A. Every three years, we work through our renewal process with insurance companies. Contract termination is a normal part of the negotiation process.

SMIL remains committed to giving each and every patient the best possible individualized care while surpassing industry expectations of safety, quality, and expertise. This includes ensuring board-certified radiologists are on-site for contrast coverage and medical supervision. In addition, SMIL has fully credentialed and registered technologists operating our equipment onsite, unlike others in the industry who utilize remote technologists. Therefore, we must seek reimbursement rates from insurance companies that will allow us to support these ongoing investments in patient safety, experience, and quality.

Q. I have a UnitedHealthcare health plan. What does this mean for me?

A. All SMIL outpatient imaging locations are now out-of-network for all patients with UnitedHealthcare insurance plans.

Q. How long could SMIL be an out-of-network provider?

A: At this time, it is hard to say how long we may be out-of-network. We value our relationship with our patients and remain open to discussions with UnitedHealthcare to continue to work toward an agreement.

Q. What if I have an appointment scheduled with SMIL on or after July 11th, 2024?

A. We are currently handling scheduling for UnitedHealthcare patients as follows:

- We are contacting impacted patients who have appointments scheduled at any of our locations to review their options.
 - We will reach out to you directly approximately two weeks prior to your appointment, however, if you have questions or concerns about an upcoming appointment, please call 480-657-2508.
- We will share options at the time of scheduling for any patient making a new appointment.

Q. Can I schedule a new appointment with SMIL?

A. Yes, you can still schedule a new appointment with us. We will share your options for the appointment at the time of scheduling.



Q. Which UnitedHealthcare networks does SMIL participate in?

A.

- Commercial Networks:
 - Choice EPO
 - Choice Plus HMO
 - Choice Plus POS
 - Core EPO
 - CORE HMO
 - ER Wrap
 - NexusACO NR EPO
 - NexusACO NR HMO
 - NexusACO NR POS
 - NexusACO OA POS
 - NexusACO R EPO
 - NexusACO R HMO
 - NexusACO R POS
 - NexusACO OA EPO
 - NexusACO OA HMO
 - PPO
 - Select EPO
 - Select Plus HMO
 - Select Plus POS
 - UHC Core Choice Plus
 - UHC DOCTORS PLAN EPO
 - UHC DOCTORS PLAN PLUS HMO
 - UHC DOCTORS PLAN PLUS POS
- Medicare Networks:
 - AARP Medicare Advantage (HMO-POS)
 - AARP Medicare Advantage Choice Plan 1 (PPO)
 - AARP Medicare Advantage Choice Plan 2 (PPO)
 - AARP Medicare Advantage Patriot (PPO)
 - AARP Medicare Advantage Plus (HMO-POS)
 - AARP Medicare Advantage Walgreens Plan 1 (PPO)
 - AARP Medicare Advantage Walgreens Plan 2 (PPO)
 - AARP Medicare Advantage Walgreens Plan 3 (PPO)
 - UnitedHealthcare Chronic Complete Assure (PPO C-SNP)
 - UnitedHealthcare Group Medicare Advantage (HMO)
 - UnitedHealthcare Group Medicare Advantage (PPO)
 - UnitedHealthcare Nursing Home Plan (PPO I-SNP)
 - IORA SENIOR HEALTH
 - METRO TUCSON NETWORK
 - METRO TUCSON NETWORK (CAP/MT5/ACC)
 - METRO TUCSON NETWORK (FFS/MT6/ACC)



- METRO TUCSON NETWORK AZ COMMUNITY PHYS
- METRO TUCSON NETWORK/CARONDELET MED GRP(CAP)
- METRO TUCSON OAKSTREET
- METRO TUCSON SUVIDA
- OPTUMCARE PINAL
- OPTUMCARE TUCSON
- PHOENIX DIRECT 2
- PHOENIX DIRECT CENTER
- PHOENIX DIRECT NETWORK
- PHOENIX DIRECT NETWORK EQ1
- PHOENIX DIRECT NETWORK EQ2
- PHOENIX DIRECT NETWORK ICP
- PHOENIX DIRECT OAKSTREET
- PHOENIX DIRECT SUVIDA
- PHOENIX DIRECT VILLAGE MD
- PHP PRIME
- PINAL HEALTH CARE NETWORK
- RURAL DIRECT NETWORK
- YAVAPAI NETWORK
- AHCCCS Networks:
 - Arizona Physicians IPA (Acute)
 - Arizona Physicians IPA (KID Care)
 - Developmentally Disabled
 - Evercare Select
 - UnitedHealthcare Dual Complete™ ONE (HMO SNP)

Q. Are there any UnitedHealthcare networks that would not be affected by contract termination?

A. No, there are no continuing care obligations that apply.

Q. Why is UnitedHealthcare saying Southwest Diagnostic Imaging (dba SMIL) is still in-network after July 11th, 2024?

A. UnitedHealthcare may say that SMIL is still in-network after our contract termination date of July 11th. System updates at UnitedHealthcare can take time. There might be a lag between our contract termination and their system reflecting this change.

Q. Who should I contact if I have questions about my coverage?

A. If you have questions or concerns about your coverage, please call UnitedHealthcare at the member phone number on the back of your insurance card. You can also visit esmil.com for the latest updates and information.

Q. What action can I take to ensure my in-network access is restored to receive services at SMIL under UnitedHealthcare?

A. Please call UnitedHealthcare at the member phone number on the back of your insurance card to stress the importance of having in-network access to Southwest Diagnostic Imaging (dba SMIL).