

July 10th, 2024

Dear valued patient,

Effective July 11th, 2024, Southwest Diagnostic Imaging (dba SMIL) is now out-of-network with UnitedHealthcare, including Optum. This is not the outcome we desired as we know it is disruptive to you. We will continue to make our best efforts to reach an agreement with UnitedHealthcare so that in-network access can be restored to you. This contract was only for services provided at any SMIL outpatient imaging location.

What this means for you:

- If you have an appointment already scheduled at any of our locations, we will reach out to you directly approximately two weeks prior to your appointment to review your options. If you have questions or concerns about an upcoming appointment, please call 480-657-2508.
- If you are looking to schedule a new appointment, we will share your options at the time of scheduling.

SMIL's unwavering focus on exceptional patient care is what puts us at the forefront of our competition. We are proud of our commitment to never cut corners and provide each and every patient the best possible individualized care while surpassing industry expectations of safety, quality, and expertise. Even with rising costs, especially in the areas of labor and medical supplies, SMIL has continued to invest in equipment upgrades and subspecialty radiology services to ensure we're offering you the highest quality care.

To continue to provide you with industry-leading service for many years to come, we must seek reimbursement rates from insurance companies that will allow us to support our investments in patient safety, experience, and quality.

SMIL is not in the same "market" that many of our competitors are in – we offer a much higher level of service, care, and quality. You have a choice of where you get your healthcare, including medical imaging. Time and again, SMIL is chosen in this community for all the reasons that set us apart from our competitors as well as the personalized service you get from start to finish when under our care.

To stress the importance of having in-network access to Southwest Diagnostic Imaging (dba SMIL) restored, or for more information about how this impacts you directly, please call UnitedHealthcare at the member services phone number located on your insurance card. For the latest information and updates, please visit our website.

Thank you for entrusting your care to SMIL.

Best Regards,



Michael Douglas
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