

November 22, 2013

Thomas B. Leonardi, Commissioner
Department of Insurance
153 Market Street
Hartford, CT 06103

Dear Commissioner Leonardi,

UnitedHealth Group recently announced that it would be dropping doctors from its Medicare Advantage network. Unfortunately, the company has not yet disclosed how many doctors have been affected by this decision.

As you can imagine, this announcement has caused mass confusion among both physicians and patients, many of whom have received conflicting information as to whether their doctor will still be participating in the network. For regular patients and especially those with serious medical conditions, this is a distressing and even frightening occurrence that has made it all but impossible for seniors to organize their health coverage as the Medicare open enrollment period begins. My office has heard from numerous constituents who have been unable to obtain reliable information from any source and who have been left in doubt about the status of their coverage.

I hope that the Insurance Department will be able to offer some guidance on this issue until more information becomes available. I would be grateful for your feedback as to what assistance is available to patients affected by this disruption and whether the Insurance Department can intercede in any way on their behalf.

Thank you for your attention to this important matter.

Sincerely,

Toni Boucher
State Senator