



IMPORTANT NOTICE:

HUMANA MEDICARE ADVANTAGE WILL NO LONGER QUALIFY FOR IN-NETWORK COVERAGE BEGINNING 03/01/2023.

Due to circumstances beyond our control we regret to inform you that as of 3/01/2023 Shenandoah Oncology will no longer be able to accept insurance for patients that have Humana Medicare Advantage (Medicare Part C Program). Current Humana Medicare Advantage patients can still be treated at Shenandoah Oncology through 2/28/2023. Unfortunately, as of 3/01/2023, unless other insurance arrangements have been made, Shenandoah Oncology will be unable to continue care as we will be considered out of network.

Please note that in addition to straight Medicare, Shenandoah Oncology is willing to discuss alternative options with you. We will also continue to participate with the following Medicare Advantage (Part C) plans:

- Aetna
- Anthem
- Optima
- United Healthcare/AARP
- Virginia Premier
- Kaiser
- Cigna

Depending on your individual situation there may be an open enrollment period or special enrollment period available to you if you are considering making a change in your plan. Visit <https://www.medicare.gov/sign-up-change-plans> to learn more.

To continue treatment at Shenandoah Oncology beyond 3/01/23 it is highly recommended that you contact your insurance provider (or Medicare) at the number below to voice concern over this very unfortunate situation.

Humana Medicare Advantage at 1-888-204-4062 between 5 a.m. to 8 p.m. daily

or

Medicare Open Enrollment at 1-800- 633-4227 to make a change in benefits

or

Xavier Perry, Director of Contracting at 703-208-4083

We take great pride in ensuring you have access to the latest technologies, therapies and very talented physicians and other medical professionals who have dedicated their lives to caring for cancer patients. As such, we are disappointed that after many months of negotiations we have been unable to reach a mutually agreeable arrangement with Humana Medicare Advantage. While Shenandoah Oncology remains open to continued discussions, our relationship with Humana Medicare Advantage is currently scheduled to terminate effective 3/01/2023.

We will work with our patients covered by Humana Medicare Advantage on a case-by-case basis to ensure you fully understand your care options.

Sincerely,

Shenandoah Oncology