



DATE: August 18, 2027

TO: Patients of Shenandoah Oncology, PC with United Healthcare insurance

REGARDING: UnitedHealthcare and Valley Health

Hello,

You may have recently received notice that UnitedHealthcare and Valley Health have not yet reached a new agreement, and that their relationship could terminate effective October 1, 2026. We understand this may be a confusing and unsettling time, so we wanted to reach out proactively to set your mind at ease about the care you receive from us.

This situation does not affect your coverage for the care or treatment you receive from any of our providers at Shenandoah Oncology. Our provider agreement with UnitedHealthcare remains in place and active, and it is not affected by the Valley Health negotiation.

What this means for you:

- Our UnitedHealthcare agreement remains active for all Medicare Advantage, Medicaid, and Commercial plans.
- If you are currently receiving services with Shenandoah Oncology, those services will continue as normal, without interruption, and any bill you receive from us will remain unchanged.
- You may continue to receive services with Shenandoah Oncology after October 1, 2026 regardless of the outcome of the Valley Health negotiation.
- For any services you expect to receive from Valley Health after October 1, 2026, you will need to contact Valley Health or UnitedHealthcare directly for direction.
- We encourage you to call the Member Services number on the back of your UnitedHealthcare insurance card and speak with your plan representative. Ask which

hospitals, facilities, and providers will remain in network for you if the Valley Health agreement terminates, so you know where your care is covered. Your voice as a member also matters in these discussions, and contacting your plan directly is the most effective way to make your concerns heard.

If you are in active treatment, ask specifically about continuity of care, sometimes called transition of care. Many plans provide a period of continued in-network coverage after a contract ends for patients who are already under an active course of treatment, such as planned surgery, post-surgical care, or an ongoing course of radiation. Your plan representative can confirm whether this applies to you and for how long.

Nothing is more important to us than making sure our patients have access to the care they need. If you have any questions about our contracting status or how you should proceed, please do not hesitate to contact our office.

Thank you,

Richard Ingram, MD

Practice President

Shenandoah Oncology, PC