



Dear Trusted Partner,

WellMed's vision is to change the face of health care delivery for the nation by providing quality, proactive patient care with a focus on prevention. Together, we can deliver coordinated, compassionate care to the UnitedHealthcare (UHC) members we have the honor of serving together. For our UHC Medicare Advantage members, identifiable by the WELM2 Payer ID on their UHC UD card (a sample of which is included below), this partnership is key.

In agreement with UHC, WellMed will not reinstate mandated PCP referrals in Houston while the Public Health Emergency Waiver is in effect. However, WellMed will continue to develop tools that support efficient communication and coordination between PCPs and Specialists.

As part of that effort, LeadingReach will now be the primary method for Primary Care Physicians to enter and track patient referrals to specialists that share the same goal of providing the best value and patient experience.

We encourage all PCPs and Specialists to begin utilizing the LeadingReach platform. While you will still have access to WellMed's eProvider Resource Gateway (ePRG), we invite you to take advantage of the referral management, coordination, and communications capabilities inherent within the LeadingReach platform.

LeadingReach is a HIPAA-secure, web-based platform that connects providers with clinical workflow management tools, secure team-based chat and secure document exchange. Tens of thousands of health care organizations currently use LeadingReach across Texas and Florida.

The LeadingReach platform enables our PCPs and Specialists to be able to:

- Digitally submit and view referrals.
- Obtain real-time status updates, referral tracking and closed-loop appointment confirmations.
- Enable digital referral information to be delivered to patients.
- Engage in HIPAA-secure chat, team messaging and file transfers.
- Eliminate or reduce faxing and phone calls.
- Facilitate accountable transition of care with improved patient experience.

Our partnership with LeadingReach is just one piece of a larger effort to improve the efficiency and effectiveness of our referral processes and improve coordination of care overall. In addition to using the LeadingReach platform, we are also gaining clinical decision support tools, automating manual work, and improving operability and synchronization among our internal systems. All of this will improve care for our patients and will assist us in creating a Network of Integrated Care Excellence—a connected, coordinated and compassionate network of high-performing providers and facilities that create the greatest value for our patients.

For more information about this initiative in the Houston market, please contact Darryl Hull, VP, Contracted/Affiliated Clinic Operations, at DaHull@wellmed.net, at jstano1@wellmed.net, Ana Seigel, VP, Employed Clinic Operations, at anseigel@wellmed.net, or



Dr. Sandra Gomez, Medical Dir., Care and Value, at sgomez3@wellmed.net.

Additionally, if you do not have an existing LeadingReach account and would like more information, please visit www.leadingreach.com/wellmed or call 1-866-656-4410 for assistance. For ePRG information visit <https://eprg.wellmed.net/> or call the WellMed Helpdesk at 877-435-7576, option "3".

We are excited to collaborate with LeadingReach and you to leverage their platform for the benefit of our patients. We look forward to our continued relationship with you as we strive to change the face of health care delivery for the nation.

Warmest regards,

Darryl Hull
VP, Contracted/Affiliated Clinic Ops
Houston Market

Ana Seigel
VP, Employed Clinic Operations
Houston Market

Diana Garza
Medical Dir., Care and Value
Houston Market

AARP Medicare Advantage
by UnitedHealthcare

Health Plan (80840): 999-99999-99
Member ID: 999999999 Group Number: XXXXX

Member: MEMBER SAMPLE PLAN CODE: XXX [UHC Dental Benefits]
Payer ID: WELM2

PCP Name: SAMPLE, PROVIDER
PCP Phone: (999) 999-9999
WELLMED NETWORKS INC
Copay: PCP \$XX ER \$XX Spec \$XX
AARP Medicare Advantage SecureHorizons (HMO)
HXXXX-XXX-XXX

Medicare Rx
Prescription Drug Coverage X

RxBIN: 610097
RxPCN: 9999
RxGrp: SHTX

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/xx/xxxx

For Members
Website: www.memberurl.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711
[Dental: 1-999-999-9999 TTY 711]

For Providers
https://eprg.wellmed.net 1-888-866-8297
Medical Claim Address: P.O. Box 30508 Salt Lake City, UT 84130-0508
Provider Authorizations: 1-877-757-4440
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

WEST Renew Active

For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 999999, Healthcare, US 99999-9999