



Dear Valued Customer,

IF YOU NO LONGER HAVE UNITED HEALTHCARE AS YOUR INSURANCE, PLEASE DISREGARD THIS LETTER!

Thank you for being a customer of **Corner Home Medical (CHM)**. We are a locally owned medical equipment company, and we have proudly served our communities for many years. We work hard to be a local provider that patients can count on.

CHM is one of the few providers that still has retail stores. You can visit us in person, get help choosing the right equipment, and learn how to use it from our trained staff.

We were recently informed by your insurance company, **United Healthcare**, that starting **April 1, 2026**, they will no longer work directly with CHM for patients who have a United Healthcare Medicare Advantage plan. Instead, they have chosen to use a company called **Synapse Health**, which is based in Illinois.

Synapse Health does not directly provide equipment or services in Minnesota. They act as a middle company and try to hire other medical equipment providers to do the work for them. CHM tried to reach an agreement with Synapse so we could continue caring for you, but we were unable to agree on a contract.

For patients that are renting equipment (not including patients that are renting a CPAP or BiPAP): Because of this, Synapse Health will contact you and tell you that you must change to a different provider. If they find a provider in your area, that company will deliver equipment to you, and CHM will need to pick up our rental equipment. If you are renting a CPAP or BiPAP unit you **will not** need to have your rental unit replaced by a different provider

You may have chosen United Healthcare for specific reasons. However, if you want to continue receiving your equipment and services from CHM, you will need to change your Medicare coverage by **March 31, 2026**. You could switch to Original Medicare or choose a different Medicare Advantage plan that allows you to stay with CHM.

If you decide not to change plans, you could still receive services from CHM, but you would need to pay for them yourself instead of using insurance.

This change is legal, but it was made to save money for United Healthcare and Synapse Health. These savings often happen when fewer services are approved. This could mean longer wait times or services being denied.

We would love for you to stay with CHM. We encourage you to consider switching back to Original Medicare or choosing a Medicare Advantage plan that values local care and the personal service we provide. If you would like to voice your concerns with United Healthcare, you can do so by calling the number on the back of your card.

Thank you for trusting Corner Home Medical with your care.

Sincerely,
Ben Rachel, CEO

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