



Dear Benefit Plan Members of Willoughby-Eastlake City School District,

UnitedHealthcare has identified a system error that potentially impacts your deductible, coinsurance limit, or out-of-pocket maximum. This issue has since been corrected.

Due to the error, amounts applied to the deductible were also applied to OOPM 2 (coinsurance limit). As a result, some claims were paid at 100% when they should have been paid at 90%.

Not all plan members are affected. UnitedHealthcare's claims team is working to determine which claims need to be adjusted. You will be notified if you have claims that were impacted. Anyone impacted will receive another letter notifying them in mid-June.

Once the correction is completed, your Explanation of Benefits ("EOB") will reflect any adjustments, and your providers may bill you for the adjustment amount.

If you have any questions about your claims, you may reach out to Customer Service at 1-888-332-8885. You may also view additional details and affected claims on your myuhc.com account.

We appreciate your patience as we work to resolve this matter and sincerely apologize for the confusion or inconvenience this system issue has caused you. We are committed to providing you with the highest level of customer service, and this issue does not represent the level of customer service we want and expect to deliver.