



BULLETIN

September 14, 2026

Reminder: United Healthcare (UHC) Network Termination Effective October 1, 2026

As a follow-up to our previous communication, we would like to remind our agency partners that CSI's participation with United Healthcare (UHC) will end effective **October 1, 2026**. This includes all United Healthcare products i.e., UMR, Secure Horizon, Dual Plans, Optum, PPO Choice and AARP.

Important Reminders

- CSI will continue to accept referrals and provide services to UHC members through September 30, 2026.
- Claims for services rendered prior to October 1, 2026, will continue to be processed and billed as appropriate. CSI will not process claims for dates of service on or after October 1, 2026.
- Effective October 1, 2026, CSI will no longer be able to accept new UHC referrals or provide services as an in-network provider for UHC members.

Assistance with Patient Transitions

We understand that this change may impact patients currently receiving services through CSI. Our goal remains to ensure continuity of care and minimize disruption for patients and agency partners. For agencies that may need assistance transitioning UHC patients to alternative providers, CSI is willing to collaborate and provide support wherever possible. We encourage agencies to begin evaluating transition plans now to ensure patients continue receiving necessary services without interruption after September 30, 2026.

If your agency anticipates challenges related to patient transitions, please reach out to the CSI Network Department. While we cannot guarantee placement or acceptance by another provider, we will work with agencies to help facilitate a smooth transition process and share available resources when appropriate.

We sincerely appreciate your partnership, trust, and continued support. While we are disappointed that we were unable to reach a mutually beneficial agreement with UHC, we remain committed to serving our agency partners and patients throughout this transition period and beyond.

Thank you for your partnership and understanding.
Please reach out to the CSI Network Department for any questions or concerns.

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440-717-1700; Choose Option 2 for CSI; and Option 4 for Network Dept.



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