

BULLETIN

June 9, 2026

Important Notice Regarding United Healthcare:

We are informing you of an important change regarding our partnership with United Healthcare (UHC).

After extensive discussions and attempts of good-faith negotiations, we have been unable to reach an agreement that supports the long-term sustainability of the high-quality services we are committed to providing. Despite every effort to negotiate a more favorable contract, our relationship with UHC will end effective **October 1, 2026**.

Throughout this process, our senior leadership team remained actively engaged and worked diligently to preserve this partnership. We explored every reasonable opportunity to reach a mutually beneficial agreement and maintain continuity for the patients and providers we serve. Unfortunately, despite these efforts, UHC was unable to establish terms that align with the value of our services and the level of care our network delivers.

We understand that UHC has already sent notices to patients regarding this change. In that notice, UHC incorrectly advised of the termination date with CSI of August 1, 2026. As this was the original termination date presented by UHC, CSI was able to negotiate an extension to October 1, 2026, to allow agencies and patients extra time to realign business operations.

We will continue to accept referrals, and bill claims for dates of services prior to October 1, 2026.

CSI will be sending out a formal notice to all agencies to amend our Network Participation Agreements.

We sincerely appreciate your trust and support and look forward to continuing to serve you in every way possible.

Thank you for your continued partnership.
Please reach out to the CSI Network Department for any questions or concerns.
Clinical Specialties Network Department
440-717-1700 Option 6



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