



October 24, 2008

Dear New Members:

Welcome to United Healthcare.

We look forward to partnering with The City of Providence on the upcoming benefits administration transition. We are working hard on your behalf to stand by the joint commitment which we and The City have made to you and your families. We know that you expect high quality health insurance benefits, and we are prepared to deliver.

While the City is changing its healthcare benefits administrator on January 1, 2009, the benefits that you and your dependents actually receive will remain unchanged. The City will maintain responsibility for the type of benefits offered to its employees and the administration is currently working closely with employees and union leaders to ensure that the benefits you receive today are consistent with what is offered following the transition.

In the early stages of this change, the City of Providence Team in Warwick, RI is dedicated to answering any questions that are raised as quickly as possible. An accurate and timely response to all questions is of critical importance to the local UHC team. Members are encouraged to call us at 401-737-6900 with any questions or concerns that may arise.

Throughout the next few months, you will receive communications from Susan Henrikson, Vice President for the City of Providence Account, regarding your benefits, the upcoming transition, and the additional services you will see from us following January 1st.

We thank you for your patience as we work out the details of this transition and look forward to meeting you in person at one of the many meetings and office hours which The City of Providence team has planned. We encourage you to visit our web site here http://www.uhc.com/live/uhc_com/Assets/Documents/City_of_Providence_FAQ.pdf to get answers to [Frequently Asked Questions](#) as well as <https://www.myuhc.com/> for [a link to our physician/provider directory](#).

We look forward to serving you.

Stephen J. Farrell

CEO, UnitedHealthcare of New England