



Department of Human Resources  
"Building Pride in Providence"

October 22, 2008

Dear Employee:

As you know, we're at the beginning stages of transitioning our health care administrator to United Healthcare. I wanted to send this note to you today to keep you informed of our progress.

It is important to underscore that, while United will be the City's new health care administrator, there will be no change in the benefits you and your family actually receive. Since the announcement of the change last week, we have been working hard to address the mechanics of the change and to answer questions that have come up. We are continuing to work closely with employees and union leaders to resolve issues as they arise and keep everyone informed.

A number of meetings have already taken place. For instance, a representative of United met last night with the Executive Board of the Local 799 General Membership. Tomorrow, the first of several meetings will take place at the Police Department. We are working quickly to make certain that every city employee can attend a meeting and meet one-on-one with a United representative as soon as possible.

While plans for those meetings are in the works, here are some websites that will help you get more information. [United has posted a FAQ sheet on their website](#), which you can read by [linking here](#). To learn which physicians and facilities are in the United network please visit <https://www.myuhc.com> or [link directly to United's physician/provider directory](#).

Going forward you will receive more information both from United and from the City. Meanwhile, if you have any questions, please call United at 737-6900 or 1-800-447-1245 and press "0".

We will continue to work hard to make this transition as smooth as possible.

Sincerely,

Sybil Bailey  
Director of Human Resources