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**⚠ Important Insurance Update for UnitedHealthcare Medicare Advantage Members
Effective January 1, 2026**

Dear Valued Patient,

We want to make you aware of an important change that may affect your ability to schedule appointments with specialists, including our office. **This notice ONLY applies to UnitedHealthcare Medicare Advantage plans, NOT if you have a commercial UnitedHealthcare plan through an employer.**

Beginning **January 1, 2026**, UnitedHealthcare (UHC) Medicare Advantage plans will **require an insurance referral from your Primary Care Physician (PCP)** before you can be seen by a specialist. This is a new policy change being implemented by UHC and may impact the ease and timeliness with which you are able to access specialty care.

This means that, starting in 2026, **our office will be unable to see you unless a valid insurance referral with an authorization code from your PCP has been received prior to your visit.**

Please Note: To obtain this referral, **you (the patient)** must contact your **primary care provider (PCP)** directly. Unfortunately, our office is not able to request or obtain this referral on your behalf. Some PCPs may require an office visit before issuing the referral, so we encourage you to reach out to them as soon as possible. However, referrals **cannot be issued before January 1, 2026**. Please be aware that these requirements are set by **UnitedHealthcare**, not by **Tri-Cities Skin & Cancer**. Our goal is simply to help you navigate this process as smoothly as possible.

We understand this change may create inconvenience or delay in receiving care. We encourage you to **contact UnitedHealthcare directly @ 1-888-987-8209** or the number on the back of your card to share your concerns about how this referral requirement may affect your access to specialists and continuity of care.

If you have questions about how this change will affect your upcoming appointments or need help understanding the referral process, please don't hesitate to reach out to our office. Our team will do our best to assist you.

We value the trust you've placed in us for your dermatologic care and appreciate your understanding as we navigate this insurance change together.

Warm Regards,
Tri-Cities Skin & Cancer