

2 South Cascade Ave., Suite 140
Colorado Springs, CO 80903
DaVitaMedicalGroup.com/CO



November 13, 2019

Dear Valued Patient(s),

We're proud to tell you that **DaVita Medical Group has joined the Optum family**. This will help us strengthen our commitment to keeping you healthy and feeling your best.

What does this mean for you?

You'll keep getting the same great care from your doctor and care team. **You don't need to do anything**. The following will **not** change:

- Your primary care provider, care team and clinic
- Acceptance of your insurance

What will change?

Our name will change to Optum. In the next few months, we'll begin updating the name on our website, clinic signs and all types of communication.

Our new logo will look like this:



Thank you for choosing us to be your health care team.*
We look forward to continuing the journey with you.

Yours in health,
Tiffany Sullivan, President, Colorado
DaVita Medical Group

*If you believe this notice wasn't meant for you, please disregard.

Optum will make your care better.



An extra **focus** on you.



Care based on **Optum research**.



A wellness plan designed **just for you**.



The **right care** at the **right time**.

Questions?

Call us: 1-855-288-9759 (TTY: 711)

Email us: AskCORebrand@davitamedicalgroup.com

FAQs for patients

Q. Why did you change your name?

A. We recently became part of Optum. We're no longer part of DaVita, so we will be moving away from the DaVita Medical Group name.

Q. Did another company buy you?

A. Yes, we recently joined Optum and became part of its Care Delivery division. We are proud and excited to be a part of this excellent health services organization that shares our strong commitment to quality patient care.

Q. Who is Optum?

A. Optum is a health services organization dedicated to helping make the health system work better for everyone. Optum is part of UnitedHealth Group. Just like us, Optum is a patient-centered organization that strives to make health care simpler by keeping doctors and care teams focused on helping you feel your best.

Q. Will I still get to see my provider?

A. Yes. Your relationship with your provider will not change. You will see the same great staff and providers when you come to the clinic. Our relationship with you and our commitment to your health remains the same.

Q. Will you still accept my health insurance? Do I need to switch to UnitedHealthcare insurance?

A. Yes, we will still accept your health insurance plan. You don't need to switch to UnitedHealthcare insurance.

Q. Do I need to call my insurance plan to let them know about this change?

A. No, we've already taken care of that for you.

Q. What will be different for me?

A. Right now, nothing. You can rely on the same network of doctors and go to the same locations for care. Over the next handful of months, you will begin to see Optum branding in the clinics you visit and in our communications.

Q. Since you are no longer DaVita Medical Group, if I go to a DaVita center for dialysis, do I need to change my doctor?

A. No, you can keep seeing your doctor and your DaVita dialysis care team, even as we become Optum.

Q. I have more questions, how can I get those answered?

A. If you have any questions, please call us at: 1-855-288-9759 (TTY: 711), Mon. - Fri., 8 a.m. - 5 p.m.

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