



20414 N. 27th Ave. Ste. 400
Phoenix, AZ 85027

<First Name> <Last Name>
<Address Line1>
<Address Line2>
<City>, <State> <ZIP>

July 1, 2022

Dear Valued Patient,

We hope this message finds you and those closest to you staying safe and healthy. On behalf of everyone at 4C Medical Group, we want to thank you for allowing us to care for you. **We're proud to announce that 4C Medical Group is officially changing its name to Optum.** We believe this change will further strengthen our commitment to keeping you healthy and feeling your best.

What does this mean for you?

You'll continue to receive the same great service from your doctors and care teams with even greater coordination among providers. **You don't need to do anything.** The following won't change:

- Your health care provider, care team and clinic locations
- Our acceptance of your current health insurance plan and copays

What will change?

Soon, we'll begin to change the name of our 4C Medical Group clinics to Optum. Over time, you'll see the Optum name on our website, medical building and all future communications. Our new logo will look like this:



We know we speak for every member of our staff when we say that we take the greatest pride in caring for your well-being. As part of Optum, we've become one of the largest networks of quality care teams across Arizona. We'll work together to offer you excellent care when and where you need it – at a cost you can afford. The dedication to your health that we've had for decades is stronger than ever. You can continue to rely on us – now as **Optum.**

Yours in health,

Stephen Macias, MBA
President, Optum Arizona

John Rhodes, MD, MBA
Mt West Region Sr. Medical Director for Primary Care

Vishal Verma, MD, SFHM, FAGE
President & CMO, 4C Medical Group

Frequently asked questions

Q. Who is Optum?

A. Optum is an integrated whole-health team that puts you and your loved ones at the heart of everything we do. At Optum, we're working to create a healthier world for everyone. Our focus is on what really matters – you.

Q. Did another company buy you?

A. Yes. We were acquired by Optum and are part of its care delivery division. We're excited and proud to be a part of this excellent health services organization that shares our strong commitment to quality patient care.

Q. Will I still get to see my provider?

A. Yes. Your relationships with your providers won't change. You'll see the same great staff and providers when you come to the clinic locations. 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 call my insurance plan to let them know?

A. Yes. We'll still accept your health insurance plan. You don't need to notify your insurance plan. We've done that for you already.

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 several months, you'll begin to see our transition to Optum in all our clinics and on all of our communications.

Q. Will patients gain access to other Optum medical groups/service providers?

A. In the short term, the access and services we provide to our patients will remain the same. In the longer term, we expect there'll be opportunity to expand access from 4C Medical Group to other medical groups and services in the Optum family. However, no immediate changes are planned.

Q. Will I get an updated health insurance card with the new name?

A. If your insurance card references 4C Medical Group, it'll continue to be valid this year and accepted by your network of doctors. Some health insurance plans may issue an updated ID card in 2022, and others won't do so until 2023. The timing of this change will vary depending on your health plan.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. This includes letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-866-889-9884, TTY 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-889-9884, TTY 711.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-866-889-9884, TTY 711。

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