



P.O. Box 740816, Atlanta, GA 30374-0816



March 14, 2023

STEPHANIE SCHLEGEL  
6 ELIZABETH LN  
DANVILLE CA 94526

### **Questions?**

**We're here to help.**

Call the member phone number  
on the back of your health plan  
ID card.

March 14, 2023

Date(s) of Service: November 12, 2022  
Legal Entity: United Healthcare Services, Inc.

Re: Stephanie Schlegel

Dear Stephanie Schlegel:

This letter is to acknowledge that on March 14, 2023, we received a request sent on your behalf to review our previous benefit decision in the Central Escalation Unit.

### **Do I need to do anything now?**

No. You don't need to respond to this letter. We're already reviewing your request, the documentation submitted, our payment policies and your coverage document.

### **What happens next?**

If your request qualifies for an appeal, grievance or complaint, we will complete our review and send you a letter about our decision within the required state or federal timeframe.

All other requests will be handled separately. We appreciate your patience while we review your request.

### **What if I have more information about my request?**

We want to make decisions about our customers' requests based on complete information. If you or a representative have any information that might help us in our review, please send the information as soon as possible to:

FOR MEMBERS AND OTHERS:  
Member Appeal Information:  
United Healthcare Services, Inc.  
Central Escalation Unit  
PO Box 30573

**Who else can I contact for help with this?**

You may request translation of this letter into a non-English language. In order to request language translation, please call the member phone number on your health plan ID card or send your request to:

UnitedHealthcare Central Escalation Unit

ATTN: Language Translation

PO Box 31216

Salt Lake City, UT 84131

**Questions? We're here to help.**

If you have any questions,

please call the member phone number on your health plan ID card, TTY 711.

We want to help you make the most of your health plan benefits. For personalized benefits information, claim status, the latest health information and more, visit [MyUHC.com](http://MyUHC.com).

Sincerely,

Resolving Analyst

UnitedHealthcare Central Escalation Unit