



Regulatory & Consumer Affairs  
9900 Bren Road East MN008-T615 Minnetonka MN 55343

August 6, 2010

Central Florida Police Benevolent Association, Inc  
Attention: John Park  
7232 West Sand Lake Rd, Suite 303  
Orlando, FL 32819

Dear Mr. Park:

I'm writing in response to the letter sent to the attention of Stephen Hemsley, President and Chief Executive Officer of UnitedHealth Group, dated July 27, 2010, regarding contract negotiations with Florida Hospital System.

UnitedHealthcare has been working in good faith to renegotiate its hospital and ancillary agreements with Florida Hospital System. We have made numerous contract offers to Florida Hospital System during this negotiation that would provide fair value for its 18 hospitals, multiple ancillary providers and to the approximately 40 physicians it employs. All of our offers have been declined, and the counteroffers would exceed the trend in inflation and in consumer disposable income. This would place a burden on our customers and their families through increased premiums and out-of-pocket costs.

UnitedHealthcare's challenge is to balance affordable premiums with health care provider reimbursement that is reasonable. UnitedHealthcare offers market-competitive reimbursement rates to physicians, hospitals, and other health care professionals. Our customers expect us to pay competitive rates, but we will not agree to increases that place an additional burden on our customers.

We continue to work in good faith with Florida Hospital System to reach an agreement so our customers will have continued access to Florida Hospital System's facilities, ancillary companies, and physicians. Affordability, quality, access and benefit plan flexibility has been and will continue to be our top priorities in discussions with Florida Hospital System.

UnitedHealthcare is committed to providing our customers access to quality health care through a broad network of physicians and hospitals. We demonstrate this commitment by contracting with more than 580,000 physicians and 4,900 hospitals across the country. In Central Florida specifically, we are contracted with almost 7,700 physicians and all other general acute care hospitals.

Please note UnitedHealthcare has a dedicated customer service number related to the Florida Hospital termination, and they can be reached at 1-800-797-9978 ext. 34016.

Thank you for taking the time to write to us. Please know that we value your opinion. If you should have any questions about this letter, please do not hesitate to contact me at 1-800-842-2656 ext. 45500.

Sincerely,

A handwritten signature in cursive script that reads "April Blankenship".

April Blankenship  
Consumer Affairs Advocate

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