

TriHealth is on the side of our patients.

Dear UnitedHealthcare,

As physicians, we're wired to serve. We come in early for surgeries, stay late in the clinic, and devote our off-hours to learning new treatments so our patients receive the best possible care. We didn't choose this profession to debate with insurance companies. But today, we're being pulled into conversations no physician should ever have to have—explaining to patients that their insurance company may no longer cover their care or treatment with the doctors they know and trust after December 31, 2025.

Corporate decision-making from one of America's largest health insurers has not shown the urgency this moment demands for the people of Greater Cincinnati. What may appear on their side as a contracting issue and opportunity for margin is translating into real fear for families who depend on the coverage they purchased. These are not member ID numbers on a dashboard. These are people navigating cancer treatments, chronic disease, and daily pain—and they're left uncertain about what comes next.

As physicians on the frontlines, we've seen the strain created by this insurer. We've experienced how administrative hurdles, denials, and the repeated justification for necessary treatment interrupt and slow patient care. We see how paperwork piles up, how approvals take the time patients don't have, and how the constant second-guessing of our clinical decision-making wears us and our patients down. This is the reality we face every day as providers. And we're supportive of TriHealth working to fix this broken process.

This kind of gamesmanship has no place in Cincinnati. Our community deserves better. It's time to negotiate in good faith. Time is running out. Patients deserve stability, clarity, and uninterrupted care.

Respectfully,

TriHealth Physician Partners

Patients Deserve Better: UnitedHealthcare, It's Time to Act.

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