



# Madonna Rehabilitation Hospital

## TherapyPlus

Outpatient  
Services

## Rehabilitation Specialists

Physicians Group

## Research Institute

Rehabilitation  
Science &  
Engineering

## St. Jane de Chantal

Extended Care  
Services

## Foundation

Supporting  
Madonna  
Rehabilitation  
Hospital

October 20, 2009

Dear Patient:

Recently you may have received a remittance advice from United Healthcare which led you to believe that Madonna Rehabilitation Hospital was not in their network and the claim was paid on the basis of "out of network." Let me assure you that Madonna Rehabilitation Hospital is a **participating contracted provider** with United Healthcare. We are in their network.

Madonna has been in contact with United Healthcare and were told they are experiencing computer system problems. United Healthcare has assured Madonna they are working to resolve this problem and will be reprocessing the errant claims.

At the present time, Madonna will not proceed with further billing on your account until a corrected remittance advice is received from United Healthcare on your behalf.

If you have any further questions regarding this matter, please do not hesitate to contact our patient accounts office at Madonna at (402) 483-6560.

On behalf of Madonna Rehabilitation Hospital, I would like to thank you for choosing our facility for your rehabilitation needs and Madonna looks forward to your continued patronage.

Sincerely,

Victor J. Witkowicz  
Senior Vice President and  
Chief Financial Officer