

July 19, 2010

Louisiana Tech University

Dear UHC Vision Member:

We sincerely appreciate your understanding as we clear up a concern regarding the status of some Ruston providers in our network. In response to your concerns, we have contacted all of the providers in question and updated our provider network directory appropriately. The providers who have been removed have chosen to leave our network or no longer accept any insurance carriers.

At this time, Network Recruiting is aggressively reaching out to providers in the Ruston area. We are already seeing results from our recruiting efforts, and we are working to further expand accessibility in the area.

The network providers currently available to you in the Ruston area are Elahi Eye Care (for exams) and your local Wal-Mart Vision Center (for exams and materials). Additional new providers are currently in the recruitment process to join our network. Our on-line directory will be updated with new providers as soon as they complete the application process. Additionally, we will notify Louisiana Tech as providers are added. If there is a provider you would like to nominate to our network, we encourage you to visit our website at www.myuhcvision.com and select the provider nomination form on our Frequently Asked Questions page. The form can be submitted on line, or printed and faxed or mailed.

In addition, you may also use your out of network benefits. We have increased your out of network benefit to allow better coverage at non-network doctors while we expand our network of participating doctors.

Again, we thank you for your patience while we address your network concerns. Please contact customer service at 800-638-3120 should you have any questions on how to use your vision benefits.

Sincerely,

United Healthcare Specialty Benefits