



March 7, 2024

Mr. Dirk McMahon
President and Chief Operating Officer
UnitedHealth Group
P.O. Box 1459
Minneapolis, MN 55440-1459

Subject: Urgent Care Centers and the Importance of Inclusion in Change Healthcare Solutions

Dear Dirk,

On behalf of Urgent Care Association (UCA), the trade association for Urgent Care, and its membership of over 4,000 Urgent Care Centers representing clinical and business professionals from the United States and abroad, we are writing to address UnitedHealth Group's recently announced "Temporary Funding Assistance Program." While we recognize that you have engaged with hospitals and other healthcare organizations, **our primary goal is to ensure that Urgent Care centers are actively included in this critical dialogue and any subsequent solutions.**

Urgent Care centers operate with narrow profit margins, and any delay in payments—even for a single day—can result in dire and far-reaching consequences. The absence of Urgent Care centers would disrupt the delicate equilibrium of the healthcare system, leading to soaring costs and potential closures. Consequently, patients would be compelled to seek care in already overwhelmed Emergency Rooms, which are associated with significantly higher costs to patients and insurers. We urge UnitedHealth Group to consider the vital role that Urgent Care centers play in the healthcare ecosystem and ensure their active inclusion in any solutions moving forward.

Thank you for your attention to this matter and please reach out to me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lou Ellen Horwitz', with a long horizontal flourish extending to the right.

Lou Ellen Horwitz
Chief Executive Officer
Urgent Care Association