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May 13, 2022

## Rebrand update

We are proud to announce that we are officially changing our name to Optum. While being part of a national organization allows us to strengthen our brand, we know that healthcare is a local endeavor. We will continue to partner with you to provide quality care to the patients we serve together.

IPA networks will begin using the Optum name and logo on June 13<sup>th</sup>, 2022.

On this date, each of our IPA networks will be renamed to **Optum Care Network** with a distinct sub-network name; please see the table in the following FAQs for a full breakdown. After the go-live date, you will start to see the name and logo change within communication, payor provider directories, referral, credentialing for new clinicians and ID cards for new patients. This rebranding process will not result in any changes to our TIN, NPI, or our legal name. However, given the timing of the change, you may continue to see both the legacy brand names and Optum in the market for a short period of time.

While our name is changing, our focus on providing patients with high quality coordinated care will remain in place and we are committed to making certain that patient care will not be impacted. We are working hard to ensure your workflows and processes with us will not change, just our name. We will maintain all our health plan relationships and we will continue our relationships with our valued physician, hospital, and ancillary partners.

Below are some FAQs about the brand launch and what it means to our hospital partners and patients. **Please forward this information to your admission and billing departments, plus any applicable medical staff.**

Thank you for your ongoing support and partnership. We are committed to evolve and accelerate our growth and strategic position in the market, while continuing to provide physicians with the support, stability and innovative models for strategic alignment and partnership under our new name, Optum. We look forward to continuing to work closely with you in our shared mission to provide the highest quality care possible to our patients and community.

Thank you in advance to your prompt attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Howard Saner".

Howard Saner  
Vice President, Network Operations



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**FAQ's:**

**Q. What does this mean to patients?**

A: The high quality of care and services we provide our patients in partnership with you will remain the same. We are not making changes to cost, insurance coverage, or the excellent experience patients have come to expect.

**Q. Are patients aware of the name change?**

A: We are informing IPA patients through a mailer targeted to go out early May, but it is likely some will have missed the communication. Patients may refer to us as the legacy brand names and Optum as they adjust to the transition.

**Q. Will patients be receiving different ID cards?**

A. Some patients may be sent a new ID card. However, most health plans will not update ID cards until the next open enrollment. As we go through this transition, you may see ID cards with Optum, or the legacy network names listed.

**Q. The provider contracts with more than one Optum Care Network (PrimeCare, Empire Physicians, Valley Physicians, etc.). How will I be able to distinguish which network my patient belongs to after the name change?**

A. Member ID cards and health plans will distinguish the network by the name that follows "Optum Care Network" for example, "Optum Care Network–Corona".

**Q. Will the provider get multiple 1099s for the calendar year 2021?**

A. You should only be issued one 1099 under the current legal entity name at the time of issuance.

**Q. How will I be able to distinguish which network my patient belongs to after the name change?**

A. Member ID cards and health plans will distinguish the network by the name that follows "Optum Care Network". Please see below for a breakdown of the new network names:

Current Network Name	Post-Rebrand Network Name
Empire Physicians Medical Group	Optum Care Network–Desert Cities
Inland Faculty Medical Group	Optum Care Network–Inland Faculty MG
Primary Care Associates	Optum Care Network–North County SD
PrimeCare of Citrus Valley	Optum Care Network–Citrus Valley
PrimeCare of Corona	Optum Care Network–Corona
PrimeCare of Hemet Valley	Optum Care Network–Hemet Valley
PrimeCare of Inland Valley	Optum Care Network–Inland Valley
PrimeCare of Moreno Valley	Optum Care Network–Moreno Valley
PrimeCare of Redlands	Optum Care Network–Redlands
PrimeCare of Riverside	Optum Care Network–Riverside
PrimeCare of San Bernardino	Optum Care Network–San Bernardino
PrimeCare of Sun City	Optum Care Network–Sun City
PrimeCare of Temecula	Optum Care Network–Southwestern Valleys
Riverside Physician Network	Optum Care Network–RPN
Valley Physicians Network	Optum Care Network–Valley Physicians