The Villages Health Acquisition FAQs

What changes can I expect as a result of this acquisition?

- Very little will change about the day-to-day care model you have come to experience at TVH. Patient care remains our priority. We will continue to provide patients with the high-quality care they've come to know and trust from TVH. We will keep you informed of any changes impacting your care.

Will I still see the same doctor and care team?

- Your primary care provider and care team will remain the same at the same location and will continue to deliver the same high-quality care and services you received with TVH. We will keep you informed of any changes and assure you that your care will not be interrupted.

Does CenterWell only provide Primary Care?

- No, CenterWell is a diversified health care services company that includes primary care and specialist physician services, Medicare-Certified Home Health, and pharmacy services
- We are excited to continue to offer both primary care and specialist services to the residents of The Villages and surrounding communities

How do I refill my prescription medication or check on my referral?

- There is no change to the prescription refill or referral process. To refill your medication or check on your referral status, call the center and our team will assist you.

Will this affect what I pay?

- Your copay and out-of-pocket cost will be dependent on your health plan benefits.

How do I obtain my medical records?

- All existing patient medical records will remain at the center. You or your provider(s) may request a copy of your records by completing a medical records release form at our center or can visit Healthmark.

How will I be notified about future changes?

- We will be communicating more details as they become available by mail, phone/text, and in person during an upcoming visit.
- We also have a dedicated website and will keep it updated as details change. Please visit www.centerwellprimarycare.com/en/tvh.
- Lastly, you can email your questions to questions@thevillageshealth.com.

Last updated 11/7/2026

Health Insurance Plans FAQs

You previously said patients could keep their current health plan – what happened?

- For the balance of 2025, we will continue to accept all of the current health plans accepted by TVH prior to the acquisition.
- Discussions are ongoing with UnitedHealthcare, and we continue to work in good faith toward an agreement. But, if an agreement cannot be reached, TVH will no longer accept UnitedHealthcare plans in The Villages as of January 1, 2026.
- We think it is important to share the status of each of these contract negotiations with our patients and be transparent.
- CenterWell continues to negotiate with UHC on a network contract for 2026 and beyond.

Do I need to switch my Medicare Advantage plan to keep my provider for 2026?

- Choice of a Medicare Advantage plan is a very individual decision. We recently announced that we will be expanding the number of Medicare Advantage health plans accepted in 2026.
- We are unsure if we will be able to continue to accept health plans from UHC in 2026.
- If you have questions about your options, we encourage you to contact your licensed Medicare agent to better understand your options.
- If you need help connecting with a licensed Medicare Advantage agent, we can have one of our New Patient Specialists connect you with a qualified agent in your area familiar with the plans that we will accept in 2026. Alternatively, you can explore your options at medicare.gov.

What do I do if I would like to switch Medicare Advantage plans?

- We are currently in the Medicare Annual Election Period, when Medicare beneficiaries can select a new Medicare Advantage plan for 2026.
- If you have a licensed Medicare Advantage agent that you already work with, contact your agent to better understand your options.
- If you need help connecting with a licensed Medicare Advantage agent, we can have one of our New Patient Specialists connect you with a qualifed agent in your area familiar with the plans that we will accept in 2026. Alternatively, you can explore your options at medicare.gov.
- The Medicare Annual Election Period runs until December 7, 2025.

What happens if CenterWell and UHC do not come to a deal for 2026?

- We have a contract for 2025. Without a new contract, we will no longer accept any UHC health plans in 2026 and would no longer be able to care for patients with these plans in our primary care or specialty practices.
- UHC Medicare Advantage patients would need to select a plan from the list of plans we accept in the Annual Election Period or Open Enrollment Period for Medicare over the coming weeks to maintain access to their current provider.