

The Villages Health Acquisition – Patient FAQs

Please refer to the frequently asked questions below for information and updates about TVH joining CenterWell.

Added 11/25/25: Will The Villages Health be accepting UnitedHealthcare plans in 2026?

- We are pleased to share we have reached a long-term agreement with UHC. This means The Villages Health will remain in network for UHC members for 2026.
- In addition to UHC remaining in network, CenterWell is expanding your Medicare Advantage health plan choices. In 2026, The Villages Health will accept health plans from Aetna, CarePlus, Florida Blue, Humana and UnitedHealthcare.
- We recognize that the possibility of being out of network with UHC created uncertainty and concern for many TVH patients over the past several weeks. We are happy to have reached a successful resolution that will allow all TVH patients to continue receiving the care and services they have come to know and trust from The Villages Health.

Added 11/25/25: Do I need to switch my Medicare Advantage plan to keep my provider for 2026?

- All current Medicare Advantage payors remain contracted for specific plans in 2026.
- We are pleased to share we have reached a long-term agreement with UHC. This means The Villages Health will remain in network for UHC members for 2026.
- Choosing a Medicare Advantage plan is an individual – and personal – decision based on your health needs and goals.
- If you have questions about your Medicare Advantage options for 2026, you are encouraged to reach out to your current licensed broker or agent, go to www.Medicare.gov or visit one of the nine Health Insurance Resource Centers located in The Villages® community. Updates to 2026 health plans can be made throughout the Annual Election Period, which ends December 7, 2025, and during the Open Enrollment Period (OEP) from January 1 – March 31, 2026.
- If you need help connecting with a licensed Medicare Advantage agent, our New Patient Specialists can connect you with a qualified agent in your area, who will help you become more familiar with the plans TVH will accept in 2026.

Added 11/25/25: I recently changed health plans. Can I change back?

- Updates to 2026 health plans can be made throughout the Annual Election Period, which ends December 7, 2025, and during the Open Enrollment Period (OEP) from January 1 – March 31, 2026.
- If you have questions about your Medicare Advantage options for 2026, you are encouraged to reach out to your current licensed broker or agent, go to www.Medicare.gov or visit one of the nine Health Insurance Resource Centers located in The Villages® community.

Added 11/20/25: For Aetna and CarePlus plans, I do not see The Villages Health in the Provider Directory. How do I keep my provider if I switch to one of the new plans listed as accepted on January 1, 2026?

- We are actively working with our new plan partners to ensure TVH providers are added to CenterWell directories for these health plans. Please note this process can take time.
- We have partnered with Aetna and CarePlus to establish a temporary process that allows patients to enroll in these new plans while remaining connected to their provider. Instructions for selecting your PCP during enrollment can be found in the [Client Enrollment Guide](#) at www.centerwellprimarycare.com/en/tvh.
- If you enroll in an accepted plan following the outlined process, your local TVH center will ensure you continue your care with your current provider.

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

- Very little will change about the day-to-day care you 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 and will continue to deliver the same high-quality care and services you receive 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?

- CenterWell is a leading, senior-focused care delivery system. It is the largest provider of senior-focused primary care, one of the largest providers of home health care, and a leading integrated home delivery, specialty, and retail pharmacy.
- We will 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 process. To refill your medication, call your TVH center and our team will assist you.

Will this affect what I pay?

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

How do I obtain my medical records?

- You or your provider(s) may request a copy of your records by completing a medical records release form at our center, have one faxed to us at 855-604-6305, or visit requestmanager.healthmark-group.com.

How will I be notified about future changes?

Updated 11/25/25

- We will communicate details as they become available by mail, phone/text, and in person during an upcoming visit.
- Information is also available on a dedicated website, where we provide real-time updates about TVH joining CenterWell . Please visit www.centerwellprimarycare.com/en/tvh.
- Lastly, you can email your questions to questions@thevillageshealth.com.

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 who you currently work with, contact your agent to better understand your options.
- If you need help connecting with a licensed Medicare Advantage agent, our New Patient Specialists can connect you with a qualified agent in your area, who will help you become more familiar with the plans TVH will accept in 2026.
- The Medicare Annual Election Period ends **December 7, 2025**.