

The Villages Health Acquisition – Patient FAQs

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

Added 11/20/25: If my current health plan may not be accepted after December 31, 2025, do I need to select a new plan by the end of the Medicare Annual Enrollment Period on December 7, 2025, to keep my provider?

- To better understand your Medicare options, we suggest you consult your trusted Medicare agent. If you do not have a Medicare agent, please view Medicare resources at [medicare.gov](https://www.medicare.gov), or contact your center and we can connect you with a licensed Medicare agent or broker.
- There are multiple opportunities throughout the year to review your Medicare Advantage plan options. The Medicare Annual Enrollment Period ends December 7, 2025, for plans effective January 1, 2026. Additionally, individuals on a Medicare Advantage plan may use the Open Enrollment Period (OEP) from January 1 to March 31, 2026, to switch to a different plan. Beneficiaries can switch to a new Medicare Advantage plan in the Annual Election Period (AEP) prior to December 7, 2025 and elect to switch back to their original plan at any point during OEP, prior to March 31, 2026.
- You can find more information on the Medicare Advantage OEP at [ncoa.org](https://www.ncoa.org).

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.

Added 11/20/25: If my health plan is no longer accepted in January, will care from my provider immediately stop?

- The quality and continuity of your care are our top priorities. We are committed to providing high-quality continuity of care for every patient, in accordance with your health plan's requirements.
- If permitted by your plan, we will provide continuity of care support for these patients through March 31, 2026. This includes urgent and emergent care, prescription refills, and assistance with obtaining medical records. You or your provider may request your records by completing a release form at our center or by visiting requestmanager.healthmark-group.com.

- For scheduled procedures or surgeries, we require an approved continuity of care authorization from your health plan to proceed as scheduled.

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?

- 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.

Health Insurance Plans FAQs

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

- For the remainder of 2025, we will continue to accept all current health plans accepted by TVH prior to the acquisition.
- While we hoped to complete health plan negotiations for plan year 2026 and beyond with the current Medicare Advantage plans prior to close of the transaction, unfortunately, we have not been able to do so.
- We think it is important to share the status of each of these contract 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?

- Choosing a Medicare Advantage plan is an individual – and personal – decision based on your health needs and goals.
- We recently announced plans to expand the number of Medicare Advantage health plans accepted at TVH in 2026. However, at this time, we cannot confirm whether we will continue to accept UnitedHealthcare plans in 2026. If you have questions about your options, we encourage you to contact your licensed Medicare agent to better understand the options available to you.
- 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.

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**.

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

- Without an agreement, 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 will need to select a plan from those we accept in the Annual Election Period (AEP) or Open Enrollment Period for Medicare to maintain access to their current provider.