

Dear Medicare Advantage Plan Members,

The following Medicare Advantage Plans have chosen to eliminate our In-Network provider status: Aetna Medicare Advantage, Anthem Medicare Advantage, and United Healthcare Medicare Advantage.

- For Anthem & Aetna members, we have attempted to negotiate on your behalf, however these companies have decided that having an In-Network DME (Durable Medical Equipment) Provider for your Breast Cancer Supplies was unnecessary. Their failure to reimburse us fairly and under Medicare's DMEPOS Fee Schedule has forced us to end participation. We cannot continue to operate for the below cost reimbursement rates.
- United Healthcare has teamed up with a 3rd party, Synapse Health, to handle their DME (Durable Medical Equipment) contracts, so all existing DME contracts are ending 7/31/25.

What this means for you: You will now be required to pay OUT OF POCKET for your Breast Prosthetics, Pocketed Bras, Post Surgical Garments, etc.

We recommend that you contact your insurance plan using the Member Services phone # on your insurance card. When you call, you can reference that under their contract with Medicare, Medicare Advantage plans must comply with Medicare coverage for your benefits. You can also reference that Breast Cancer Supplies must be covered by your insurance under Federal Law. WHCRA 1998 (Women's Health and Cancer Rights Act of 1998) which states:

"If you have had or are going to have a mastectomy, you are entitled to certain benefits under the Women's Health and Cancer Rights Act of 1998 (WHCRA). For individuals receiving mastectomy-related benefits, coverage will be provided in a manner determined in consultation with the attending physician and the patient, for: All stages of reconstruction of the breast on which the mastectomy was performed; Surgery and reconstruction of the other breast to produce a symmetrical appearance; Prostheses; and Treatment of physical complications of the mastectomy, including lymphedema."

We regret that your insurance has decided to limit your coverage to out-of-network benefits, as Stepping Stones Women's Center has been the only in-network provider of these services in Central Virginia. When choosing your Medicare plan during the next Medicare Enrollment period, we recommend that you choose your plan carefully.

United Healthcare Medicare Advantage Plans

Effective July 31, 2025: All In-Network Durable Medical Equipment Contracts will be ended

Anthem Medicare Advantage Plans

Effective September 24, 2025, In-Network Participation ends

Aetna Medicare Advantage Plans

Effective September 1, 2025, In-Network Participation ends

As we move forward, we will try to provide information and/or updates. As of now, however, any and all questions must be directed to your insurance plan.

Sincerely,

Leigh Volz, CFM

Owner, Stepping Stones Women's Center

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