



Dear Columbia Custom Network Plan member,

We are reaching out to you as an employee enrolled in the [Columbia Custom Network Plan](#) to make you aware of UnitedHealthcare (UHC) claims processing issues for services received on or after January 1, 2026, that may affect you and/or your covered dependents.

- As part of the annual enrollment process, changes to certain deductibles, copays, and coinsurance amounts were communicated to employees and became effective January 1, 2026. You may view those coverage amounts and patient responsibilities in the [2026 plan documents](#). Due to a system's malfunction, these changes were not correctly updated in UHC's claims processing system. As a result, some claims were not processed accurately.
- UHC has corrected the issue and is reprocessing affected claims. As a result, you may receive updated Explanations of Benefit (EOB), revised billing statements, refunds or adjusted balances as claims are recalculated under the correct 2026 plan provisions.

We understand this may be confusing and are working closely with your employer to ensure claims are corrected as quickly and accurately as possible. We are also monitoring our implementation of your plan to ensure that claims settings are correct for 2027.

Need assistance?

More information is available on the UM System website. If you have questions about a claim, an EOB, or a revised bill you receive, support resources are available.

- Visit myUHC.com to view your Explanation of Benefits (EOB).
- For questions about your coverage or claim processing, call UnitedHealthcare at 844-634-1237.
- For questions about medical bills or payment plans, contact your provider's financial services team. For MU Health Care, contact Patient Financial Services at [573-882-2765](tel:573-882-2765) or toll-free at [1-833-965-2404](tel:1-833-965-2404).
- For questions about plan design changes, contact the HR Service Center at 573-882-2146 or 800-488-5288 (toll free)

Thank you for your patience and understanding as this process is completed. We apologize for any inconvenience.

UnitedHealthcare