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[REDACTED]

December 5, 2018

Dear [REDACTED]

Our claims records indicate you may have received care related to a spine or joint condition. This letter serves to remind you that under Duke Energy's medical coverage, you must enroll in the Spine and Joint Solution to access benefit coverage for spine and joint procedures. Further, if your care involves a hospital admission you must have your surgery performed at a participating Center of Excellence facility if you live within 90 miles of that facility.

Examples of services covered under the Spine and Joint Solution include, but are not limited to:

- Spine Fusion surgery
- Disc surgery
- Total Hip Replacement surgery
- Total Knee Replacement surgery
- Arthroscopic knee surgery
- Arthroscopic shoulder surgery.

We encourage you to call us as soon as possible at **1-877-214-2930**, TTY **711**, from 7:00 a.m. to 6:00 p.m. CT, Monday through Friday. Failure to enroll in the Spine and Joint Solution may result in no coverage for your spine and joint procedures. You may also refer to your plan documents for further information about this program.

Once you call, an orthopedic nurse will help you identify participating Spine and Joint Solution physicians and facilities. Additionally, the nurse will:

- Provide information about treatment options to discuss with your doctor and answer any questions you may have;
- Assist with priority scheduling so that you receive care from providers that specialize in orthopedic and spinal treatments with a track record of successful outcomes;
- Help to coordinate your care before, during and after surgery, if surgery is necessary; and
- Discuss travel and lodging reimbursements that may be available to you.

Your nearest Centers of Excellence:

Health Central Hospital,
Ocoee, FL
Dr. P. Phillips Hospital,
Orlando, FL
Orlando Regional Medical Center,
Orlando, FL

We look forward to working with you as you seek safe, effective treatment for your spine and joint condition.

Sincerely,
UnitedHealthcare Spine and Joint Solution
877-214-2930
TTY, 711

This document contains selected highlights of Duke Energy's employee benefits plans. If any statement herein, or any other communication, conflicts with applicable plan documents, the plan documents will govern. Duke Energy retains the right to amend, modify or terminate its benefits plans in any respect and at any time, and neither its benefits plans, nor your plan participation, will be considered a contract for future employment.

The Duke Energy medical plans comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 888.465.1300. ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 888.465.1300. 注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：888.465.1300.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time. The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

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