



October 2025

Dear patient,

We are writing today with an important update about your ability to get health care at Mount Sinai Health System.

Effective Thursday, January 1, Mount Sinai Health System will no longer be in VNS Health's Medicare Advantage network. This means that Mount Sinai's facilities and physicians **will no longer accept your plan starting Thursday, January 1.**

You can continue receiving care at Mount Sinai the way you always have until Wednesday, December 31, but we encourage you to start exploring your coverage options for 2026 today.

To ensure continued access to Mount Sinai physicians and services, you can change Medicare plans to one Mount Sinai participates with during the Medicare Annual Enrollment period, which began **Wednesday, October 15, and will continue through Sunday, December 7.** This period gives you an opportunity to adjust your Medicare plan and choose one that best suits your needs. You can also switch to Original (traditional) Medicare during this period.

For additional information and to view a list of Medicare plans Mount Sinai will participate with in 2026, please visit our website at [ChooseMountSinai.org](https://www.ChooseMountSinai.org). As you evaluate the options available to you, please keep in mind that, in addition to many Medicare Advantage plans, **Mount Sinai is always in network with Original (traditional) Medicare and all Medicare supplement plans.**

What You Can Do Today

- **To talk to someone about your Medicare options for 2026, please consider calling Chapter**, an independent, licensed health insurance broker, whose experts can walk you through potential choices and help you enroll in new coverage if you wish.
- **You can learn more by calling Chapter at 1-800-434-9925** or visiting [AskChapter.org/partners/Mount-Sinai](https://www.AskChapter.org/partners/Mount-Sinai).
- **Call Medicare at 1-800-MEDICARE (1-800-633-4227)** for assistance with switching plans.
- **Visit Medicare's website** at [Medicare.gov](https://www.Medicare.gov) and use the Plan Finder tool to compare available Medicare plans.
- If you enrolled in your VNS Health Medicare Advantage plan directly through VNS Health, please call member services at **1-866-414-6715 (TTY: 711)**. Calls are answered Monday through Friday from 8 am to 8 pm.

If you have any questions or need assistance, you may also call our community information line at **833-912-4365**.

We know how important it is for you to be able to access the health care services you trust, and nothing is more important to us than your care.

Thank you for trusting Mount Sinai for your care.