



Support for those affected by the Winter Storm

UnitedHealthcare Extends Service

January 27, 2026

The devastation caused by the Winter Storm has had a profound impact on an individual's access to health care services in their community. Our priority is making sure that everyone impacted has immediate and easy access to the care they need.

In compliance with CMS provisions, UnitedHealthcare has taken the following actions as part of its commitment to helping Group Retiree members, customers, care providers, and employees in the areas impacted by the Winter Storm, including:

- **Texas:** Anderson, Andrews, Angelina, Archer, Armstrong, Austin, Bailey, Bandera, Bastrop, Baylor, Bell, Bexar, Blanco, Borden, Bosque, Bowie, Brazoria, Brazos, Brewster, Briscoe, Brown, Burleson, Burnet, Caldwell, Callahan, Camp, Carson, Cass, Castro, Chambers, Cherokee, Childress, Clay, Cochran, Coke, Coleman, Collin, Collingsworth, Colorado, Comal, Comanche, Concho, Cooke, Coryell, Cottle, Crane, Crockett, Crosby, Culberson, Dallam, Dallas, Dawson, Deaf Smith, Delta, Denton, Dickens, Donley, Eastland, Ector, Edwards, El Paso, Ellis, Erath, Falls, Fannin, Fayette, Fisher, Floyd, Foard, Fort Bend, Franklin, Freestone, Gaines, Galveston, Garza, Gillespie, Glasscock, Gonzales, Gray, Grayson, Gregg, Grimes, Guadalupe, Hale, Hall, Hamilton, Hansford, Hardeman, Hardin, Harris, Harrison, Hartley, Haskell, Hays, Hemphill, Henderson, Hill, Hockley, Hood, Hopkins, Houston, Howard, Hudspeth, Hunt, Hutchinson, Irion, Jack, Jasper, Jeff Davis, Jefferson, Johnson, Jones, Kaufman, Kendall, Kent, Kerr, Kimble, King, Kinney, Knox, Lamar, Lamb, Lampasas, Lee, Leon, Liberty, Limestone, Lipscomb, Llano, Loving, Lubbock, Lynn, Madison, Marion, Martin, Mason, McCulloch, McLennan, Medina, Menard, Midland, Milam, Mills, Mitchell, Montague, Montgomery, Moore, Morris, Motley, Nacogdoches, Navarro, Newton, Nolan, Ochiltrie, Oldham, Orange, Palo Pinto, Panola, Parker, Parmer, Pecos, Polk, Potter, Presidio, Rains, Randall, Reagan, Real, Red River, Reeves, Roberts, Robertson, Rockwall, Runnels, Rusk, Sabine, San Augustine, San Jacinto, San Saba, Schleicher, Scurry, Shackelford, Shelby, Sherman, Smith, Somervell, Stephens, Sterling, Stonewall, Sutton, Swisher, Tarrant, Taylor, Terrell, Terry, Throckmorton, Titus, Tom Green, Travis, Trinity, Tyler, Upshur, Upton, Uvalde, Val Verde, Van Zandt, Walker, Waller, Ward, Washington, Webb, Wheeler, Wichita, Wilbarger, Williamson, Winkler, Wise, Wood, Yoakum, Young
- **Access to Care:** Members who may have been displaced from their homes or whose network provider or medical facility is inaccessible can access care anywhere, as needed and it will be covered at their in-network benefit level.
- **For Additional Assistance:** Members can call the Customer Care number on the back of their medical ID card, if they need additional assistance. If they have misplaced their medical ID card, they can call 866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday, or HealthSelect-MAPPO.com to request a new ID card and print a temporary ID card to use while waiting for their new ID card to arrive.

We will continue to review the need to offer this support.

Help For the broader community:

- **Free Help Line:** Optum is offering a free emotional-support help line to affected individuals. The toll-free number is 866-447-3573. This line will be open Monday – Friday from 8 a.m. – 8 p.m. CST for two

weeks from the date of the event. The service is free of charge and open to anyone. Callers may also receive referrals to community resources. Along with the toll-free help line, emotional-support resources and information are available online at www.liveandworkwell.com.

Our thoughts go out to all those affected. We will continue to monitor this situation closely.