

October 29, 2007

Dear Doctor:

As you are aware, the September 2007 UnitedHealthcare Network Bulletin informed you of a planned change to the UnitedHealthcare chiropractic services policy. This change addressed spinal manipulation services provided to children and to treat headaches. Both UnitedHealthcare and ACN Group value and respect collegial input into the scientific and clinical evidence foundations of our policies and clinical programs. Subsequent to that announcement, UnitedHealthcare and ACN Group have received input from chiropractors, chiropractic organizations and chiropractic patients. On October 25, 2007 UnitedHealthcare participated in a meeting with the ACN Chiropractic Professional Advisory Committee (CPAC). A substantial portion of this meeting was devoted to a discussion of medical policy development in general and the chiropractic services policy in particular. As a result of the excellent exchange of ideas at that meeting UnitedHealthcare has determined that the change to the chiropractic services policy would benefit from further review and evaluation of the available literature and more extensive consultation with clinical experts. Therefore UnitedHealthcare is suspending the implementation of this policy change until this review is completed. This will be communicated in the November 2007 UnitedHealthcare Network Bulletin.

UnitedHealthcare and ACN Group chiropractic programs are heavily guided by the formal and regular consultative process of the ACN Group CPAC and the significant involvement of external subject matter experts on other ACN Group committees. The CPAC is comprised of leadership from several state chiropractic associations and assists ACN Group in evaluating the concerns of the chiropractic profession regarding both the execution of the ACN Group program and the policies of health plans that contract with ACN Group. UnitedHealthcare, with input from the chiropractic professional community as facilitated by the ACN Group CPAC, will conduct a further review of the clinical evidence supporting spinal manipulative treatment as applied to children and as used for the treatment of headaches. In support of this effort, the ACN CPAC will do the following:

- This activity will benefit from the contributions of several well known and well respected researchers, published authors and clinicians who have already agreed to support this effort.
- We are soliciting recommendations for expert scientists and clinicians from the chiropractic profession who would be interested in collaborating with ACN Group on this activity. If you or your state chiropractic association would like to suggest the participation of a subject matter expert in this activity we urge you to contact David Elton, D.C. at david.elton@optumhealth.com.
- We hope to conclude this process within the next three months. However, if it appears that additional time is necessary, UnitedHealthcare has assured us that they will delay implementation of a revised chiropractic services policy until we have completed our work.

UnitedHealthcare and ACN Group are committed to transparency and external participation in this process. We will keep all stakeholders informed of our progress through accurate and timely communications. To ensure the best possible work product multiple stakeholders have been and will be engaged in this process. We recognize that this approach may create the possibility of incomplete or inaccurate information being distributed. Given the importance of this effort and the timeframe within which we are operating only information distributed by UnitedHealthcare or ACN Group can be relied on as being accurate.

Thank you for the outstanding care you provide to UnitedHealthcare enrollees who are your patients. We will keep you informed of our progress throughout this process.

Sincerely,



Dave Elton, D.C.
SVP Clinical Programs