

---

**PRESS RELEASE: FOR IMMEDIATE RELEASE**

February 5, 2024

Media Contact: Jo Ann Carr

Tel: (340) 774-8588 ext. 5112

Email: [joann.carr@dop.vi.gov](mailto:joann.carr@dop.vi.gov)

**The Division of Personnel Announces an Important Update for GVI Medicare Advantage Plan Retirees**

US Virgin Islands – The Division of Personnel announces a critical update for all retirees covered by the Government of the Virgin Islands (GVI) Medicare Advantage Plan. Effective February 11, 2024, Community Medical Lab will no longer be a part of the UnitedHealthcare network.

Retirees are urged to be aware that while the GVI Medicare Advantage Plan covers services from out-of-network providers, utilizing Community Medical Lab after the specified date may result in changes to payment procedures. Specifically, retirees may be required to pay upfront for services, and Community Medical Lab may charge more than the Medicare-approved allowable amount. It is important to note that UnitedHealthcare can only reimburse retirees for the Medicare-approved allowable amount.

To ensure continuity of services, retirees on the GVI Group Medicare Advantage plan are encouraged to utilize the following in-network labs:

- St. Thomas Clinical Reference Laboratory - Havensight Mall
- St. Thomas Clinical Reference Laboratory - Medical Arts Complex
- St. Thomas Clinical Reference Laboratory - Time Center Building
- Schneider Regional Medical Center

These labs remain part of the network and will continue to provide covered services without changes to payment procedures.

The Division of Personnel understands the importance of accessible and affordable healthcare for retirees and is committed to facilitating a smooth transition during this period of network adjustment. For any inquiries or concerns regarding this update, please call our office in St. Thomas at 340-774-8588 or St. Croix at 340-718-8588.

We appreciate your attention to this matter and remain dedicated to ensuring the well-being of our retirees under the GVI Medicare Advantage Plan.

###