



**NEWS RELEASE  
FOR IMMEDIATE RELEASE**

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**Conway Regional and UnitedHealthcare Reach Agreement, Restoring In-Network Care for Patients**

**CONWAY, ARK (August 9, 2023)** – Conway Regional is pleased to announce that it has reached a multi-year agreement with UnitedHealthcare. Effective August 15, patients with UnitedHealthcare insurance will return to in-network coverage with Conway Regional and its affiliated providers and clinics. This includes patients with commercial plans and Medicare Advantage.

In an effort to request fair market rates for reimbursement of services, Conway Regional along with over 280 physicians and providers, working together through the Conway Regional Physician Hospital Organization, throughout central Arkansas, became out of network with UnitedHealthcare on July 1.

“For over 100 years, Conway Regional has been the community's hospital and going out of network with United was not a decision or a disruption that we took lightly,” said Matt Troup, President and Chief Executive Officer at Conway Regional. “Conway Regional has never termed a payor. Our priority has always been the well-being of patients and ensuring the long-term viability of the health system. Resolution with United allows Conway Regional to maintain the access to care our patients deserve.”

The newly reached agreement between Conway Regional and United demonstrates the commitment of both organizations to the health and well-being of our shared patients. Together, we look forward to continuing collaborative efforts in providing comprehensive, in-network care that meets the evolving healthcare needs of the community.

## **About Conway Regional**

Conway Regional Health System provides complete health care services to a seven-county service area of North Central Arkansas and the River Valley, including Cleburne, Conway, Faulkner, Perry, Pope, Van Buren, and Yell Counties. Centered on a 170-bed, acute care medical center, the health system provides patients with a variety of services including heart health, orthopedic care, neuro-spine surgery, vascular surgery, gastroenterology services, women's health, surgery, and rehabilitation. Conway Regional operates an expansive physician enterprise, including ten primary care clinics and seven specialty clinics. Additionally, the health system operates a Rehabilitation Hospital and a 70,000-square-foot Health and Fitness Center. In June of 2019, Conway Regional announced a management agreement with the Dardanelle Hospital, since renamed as the Dardanelle Regional Medical Center.

With more than 220 physicians providing services at Conway Regional, the organization partners with the medical staff in an Accountable Clinical Management Model (ACM). This one-of-a-kind partnership creates a model of shared governance to promote meaningful engagement of physician leaders with hospital administrative leadership—all to improve patient experience and enhance care.

Conway Regional maintains an employee engagement score in the top 20% of hospitals throughout the country and a Medical Staff engagement score in the top 5%, as compared to hospitals of similar size and scope. Conway Regional was the first hospital in Arkansas to partner with Arkansas Children's Hospital in the Nursery Alliance, allowing more babies to receive care closer to home. Conway Regional is the only hospital in Arkansas named Modern Healthcare's National Best Places to Work in 2018, 2019, 2020, 2021, 2022 and received the honor again in 2023. Conway Regional has been named Arkansas Best Place to Work in 2017, 2018, 2019, 2020, 2021, 2022 and 2023.

Learn more at [conwayregional.org](https://conwayregional.org).