



<Street address
City, State ZIP>

<Date>

<Addressee>

<Street Address>

<City, State ZIP+4>

XXXXXXXXXX XXXXXX is leaving your plan's network as of XX-XX-XXXX

This means that if you continue to see them, you'll pay more out of pocket than you have in the past. We're sorry for any inconvenience this may cause, and we want to help you understand your options.

How to choose a new provider

Under your plan, you pay the least out of pocket when you use providers in your plan's network. To find a network provider, go to **Aetna.com** and select 'Find a doctor' to begin your search. If this provider was a specialist, you can ask your PCP to refer you to a network specialist.

If this provider was your primary care provider (PCP), your plan may require you to choose a new one. You can let us know your choice through your member website on **Aetna.com**. Or call us at the number on your member ID card.

What you need to know

Choosing a doctor in your network helps you get the most from your plan. While exploring your options, it's important to keep the following in mind:

- If your provider was part of a group practice, you may be able to continue care with another provider in that group, if the group is still part of your plan's network.
- If you choose another out-of-network provider, it might cost you more.
- If we pay you for covered services from an out-of-network provider, you'll need to pay the provider directly.

You may still be able to receive care

For certain types of care, you may be able to keep seeing this provider at the network benefit level for a period of time. This includes:

- If you're undergoing a course of treatment from the provider for a serious and complex condition or terminal illness
- If you're undergoing a course of institutional or inpatient care
- If you're scheduled for nonelective surgery, including post-operative care
- If you're pregnant and undergoing treatment from the provider

To request ongoing care, work with your provider to fill out a Transition Coverage Request form. To get a form, call us at the number on your member ID card. You have 90 days from the date you receive this letter, or the provider's termination date, whichever is later, to send the completed form back to us to consider your request. Refer to your plan documents for more information about Transition of Care.

We're here to help

If you have questions or concerns, you have options:

- Write us at Aetna, PO Box 981106, El Paso, TX 79998-1106
- Call us at the number on your member ID card

Thank you,
Network Management

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Spanish (Español): Para obtener asistencia en Español, llame al 1-888-982-3862 (TTY: 711).

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