



<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 get care at this facility, 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 find in-network options**

Under your plan, you pay the least out of pocket when you use facilities in your plan's network. To find a list of hospitals and doctors, go to **Aetna.com** and select 'Find a doctor' to begin your search.

### **What you need to know**

Choosing a facility 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 the facility was part of a group practice, you may be able to continue care at another facility in that group, if the group is still part of your plan's network.
- If you choose another out-of-network facility, it might cost you more.
- If we pay you for covered services from an out-of-network facility, 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 using this facility at the network benefit level for a period of time. This includes:

- If you're undergoing a course of treatment at the facility 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 facility

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.

## **In case of emergency**

Go to the closest emergency room. Your visit will be covered, even if the facility is not in your plan's network.

## **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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