

MYCHART EMAIL MESSAGE TO AETNA PATIENTS

Subject: Important updates regarding Providence's negotiation with Aetna in Washington State

Dear valued patients and family members:

For months, Providence has been negotiating with Aetna for fair and sustainable reimbursement rates to provide ongoing care for our patients with Aetna insurance and pay our doctors, nurses and caregivers for the essential services they provide to our patients and communities.

We understand you may have received a letter from Aetna about this impacting your ability to see your Providence provider. We are diligently working with Aetna to resolve this negotiation and want to let you know that you can continue to see your Providence providers with no impact until September 1, 2024.

However, patients with Aetna insurance may become out of network with Providence hospitals, clinics and physicians if our contract is not renewed by its expiration date on September 1, 2024. Please contact Aetna customer service directly by calling the number on your Aetna ID card to learn about your out-of-pocket rates if our contract is not renewed.

Patients who are pregnant or getting active treatment for a chronic condition may qualify for extended in-network access, also known as "Continuity of Care" through Aetna. If you think you may qualify, call the number on the back of your insurance card.

We understand these negotiations can be upsetting and are difficult for our patients. Please know, we are continuing to work with Aetna in good faith to resolve this matter and remain hopeful we will reach an agreement, in which case there will be no need for you to take any action.

In the meantime, we encourage you to talk to your human resources department, insurance broker or Aetna customer service directly by calling the number on your Aetna ID card to express your questions or concerns.

Providence's first focus is our patients. We know you rely on us to keep you and your family healthy, and we want to sincerely thank you for entrusting us with your care.

Frequently Asked Questions

Why is this happening?

For months, Providence has been negotiating with Aetna for fair and sustainable reimbursement rates to provide ongoing care for our patients with Aetna insurance and pay our doctors, nurses and caregivers for the essential services they provide to our patients. Unfortunately, Aetna and Providence have not yet to come to an agreement.

Patients with Aetna health insurance may be out of network at Providence hospitals and clinics in Washington after our commercial contract expires on September 1, 2024.

What does out of network mean?

"Out of network" means Providence does not have a contract with Aetna, and you might pay a different amount based on the health insurance plan you have with Aetna.

Can I continue to see my Providence primary care doctor/clinician?

We intend to see our existing Aetna patients without disruption as long as negotiations continue; however, patients should contact Aetna directly with questions about how their insurance coverage may be impacted if our contracts expire. Your out-of-pocket costs may be higher after September 1, 2024.

How can I find out what my out-of-pocket costs will be?

Please contact your Aetna insurance provider directly by calling the number on your Aetna ID card.

What if I have a procedure scheduled at a Providence hospital or facility in the Providence system?

Starting September 1, 2024, Providence may be out of network for patients with Aetna health insurance plans.

If you choose to keep your appointment, you may be required to pay out-of-network copays/co-insurance, based on the health insurance plan you have with Aetna.

Patients should contact Aetna directly by calling the number on your Aetna ID card with questions about how your insurance coverage may be affected if our contract expires.