



Aetna Health Inc.
P.O. Box 818089,
Cleveland, OH 44181-8089

February 23, 2024



NewYork-Presbyterian Healthcare System may be leaving our network

Our contract with NewYork-Presbyterian Healthcare System may end on **April 1, 2024**. This includes inpatient, outpatient, and clinic services. You can get care for covered services at these hospitals until that date. The plan's usual referral and prior authorization processes still apply.

The NewYork-Presbyterian Healthcare System facilities below are affected by this potential change:

Columbia University Irving Medical Center
NewYork-Presbyterian Allen Hospital
NewYork-Presbyterian Westchester
NewYork-Presbyterian Morgan Stanley Children's Hospital
Weill Cornell Medical Center
NewYork-Presbyterian Lower Manhattan Hospital
NewYork-Presbyterian Westchester Division
NewYork-Presbyterian Brooklyn Methodist Hospital
NewYork-Presbyterian Queens
NewYork-Presbyterian Hudson Valley Hospital
Gracie Square Hospital

Are you facing an emergency?

You can still use these hospitals, or **any** hospital, for an emergency. We'll cover the visit, even if the hospital isn't in our network.

Does your plan have out-of-network benefits?

If your plan allows you go to any hospital or provider outside the network, you can still use them after for covered services. But you might pay more money out of your own pocket than you do now. You can save money by choosing someone in our network.

Will you have ongoing treatments after the end date?

If you are in an ongoing course of treatment, you have a right to continue that course of



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treatment for up to 90 days after the end date of April 1, 2024.

If you are pregnant, you may continue to receive care through delivery and any postpartum care directly related to the delivery.

For more information on transitional care coverage, call the number on your ID card.

What you should do: Choose a hospital who's in our network

To find a new network hospital or doctor, you can:

- Call Member Services at the number on your member ID card.
- Go to **Aetna.com** and click "Find a Doctor."
- Log in to your member website to make your search easier. (The website will give you pre-filled information.)

We're here to help

We are sorry for any issues this change may cause. If you have questions, just call the phone number on your ID card. You can also send us a secure email through the member log in tool on **Aetna.com**

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Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779), 1-800-648-7817, TTY: 711,
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD)

