

# Lexington Clinic Will No Longer be Considered a Participating Provider With AETNA Healthcare

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## **What does this mean to me? Can I continue to see my doctor?**

Lexington Clinic will no longer be considered an AETNA in network provider for ASC (Ambulatory Surgery Center) services effective February 1, 2010 and June 1, 2010 for physician medical services. Until that time, Lexington Clinic is still a AETNA Healthcare provider and you may still see our physicians under your plan.

After February 1, 2010 and June 1, 2010 you may still schedule an appointment with your physicians, however all services received will be considered outside of the AETNA network. Prior to scheduling your appointment, you should contact AETNA to determine what level of benefit is available for services rendered outside of the network. Many AETNA plans do provide coverage for services rendered by non-participating providers but generally the benefits are different.

Should you need to change your doctor, the physicians and staff of the Lexington Clinic are committed to ensuring a smooth transition of your continuing care to your new provider. We will work with AETNA concerning your individual situation and we will transfer your medical records to the network provider of your choice.

## **What will happen if I have an ongoing health concern after the contract termination dates?**

Answer: The physicians and staff of Lexington Clinic are committed to your care. Lexington Clinic will comply with all Kentucky insurance regulations governing continuity of care.

## **Was this solely an economic decision for Lexington Clinic?**

Lexington Clinic balances all aspects of contractual agreements as would any responsible business. Lexington Clinic remains committed to high quality healthcare, delivered with compassion, innovation and value.

## **What other providers accept AETNA insurance?**

AETNA can provide you with a list of providers to choose from. You can contact their customer service department to get information regarding available providers within their network.

## **But I don't know anything about those other doctors. How do I know if they are any good?**

AETNA may be able to provide some general information about the physician and her/his specialty or practice.

## **If I want to change insurance plans, what other plan would you recommend I select?**

Lexington Clinic participates with many different insurance plans and products. A list of plans is available on the internet at <http://www.lexingtonclinic.com/insurance.htm> or through our offices. For questions regarding Lexington Clinic's participation with specific plans, call 859-258-6000.

## **Could Lexington Clinic still reach a point of agreement and not actually terminate the contract?**

Lexington Clinic representatives have worked diligently to reach a point of mutual agreement with AETNA. We notified AETNA of our intentions in both September and November to provide AETNA the time needed to contact its enrollees. We felt that we needed to let our patients know that we have been unable to reach an agreement at this time.

## **If I have AETNA as my secondary insurance provider, will Lexington Clinic accept AETNA as secondary insurance when presented or will that coverage be refused?**

Patients who use AETNA as a supplement will need to speak with AETNA customer service to determine if their secondary insurance will be considered in network after the termination notification dates