

## Aetna Negotiations: Patient Frequently Asked Questions

Holy Cross Health and Aetna have reached a new multi-year agreement that will maintain your in-network access to Holy Cross Health hospitals, facilities, and health care providers you trust.

**Q: What is happening?**

**A:** Holy Cross Health and Aetna have reached a fair agreement that will maintain Holy Cross Health hospitals, facilities, and health care providers in network. **Patients should continue to schedule an appointment for care without experiencing disruption.**

**Q: I have an Aetna health plan. What does this mean for me?**

**A:** Holy Cross Health and Aetna have reached a fair agreement which means you can visit your Holy Cross Health facility and doctors for care as normal.

**Q: If I moved my appointment, what can I do now?**

**A:** You can keep your appointment or contact your physician's office directly to reschedule and move your appointment up sooner, as space allows.

**Q: Aetna approved me for Transition of Care. What do I need to do?**

**A:** No action is required at this time. You may continue to visit Holy Cross Health for care at In-network costs.

**Q: Can I receive In-Network care even if Aetna didn't approve me for Transition of Care?**

**A:** Yes, this agreement will maintain your in-network access to Holy Cross Health hospitals, facilities and health care providers.

**Q: What if I have more questions?**

**A:** For questions, please call our patient information line at **HolyCrossHealth.org/aetna**.

**To schedule an appointment with your provider**, please contact your physician's office directly.

**For questions related to your health plan coverage or benefits**, please contact Aetna at the number on the back of your health insurance card.