

FAQs for providers

General provider Q&A

Are Aetna® member ID cards still valid? Should my practice still accept them?

- Yes, it's business as usual. You should continue to accept Aetna member ID cards as your practice has done in the past.

Are there any immediate changes to Aetna policies or procedures that may impact my practice?

- No. You don't have to take any action at this time.
- Please continue working with Aetna to support our members (your patients) as you always have.
- We'll keep you updated as the integration progresses and let you know about any future changes.

Will my primary point of contact change as a result of this transaction?

- Nothing is changing at this time. You can continue to work with us as you do today.
- As the integration progresses over the next several months, we'll share more information with you to help you understand any future changes.

Will my reimbursement rates be affected by this transaction?

- Your reimbursement rates are not changing as a result of the transaction.
- Any future changes to your reimbursement rates would be made in accordance with the terms of your participating provider contract.

For providers who have contracts with both Aetna and CVS

Will I be held to both my Aetna and CVS contracts?

- Nothing is changing at this time.
- You can continue to work with Aetna and CVS as you do today.
- As the integration progresses over the next several months, we'll share more information with you to help you understand any future changes.



General provider Q&A

Will I still be paid separately based on both contracts?

- Yes, we'll honor the terms of your provider contracts until we let you know, in writing, of any changes.
- For the time being, for Aetna members, you'll be paid in accordance with the rates and payment terms in your Aetna provider contract.
- Any changes we make will be according to the terms of your contract.

It's time to renew one of my contracts. Should both my Aetna and CVS contracts be renewed at the same time?

- No, each contract remains distinct at this time.
- When renewing your contract, you should follow the process outlined in that existing agreement.

