

Aetna disclosure updates for Virginia members

After this disclosure was printed, we made a few updates to your plan. To make sure you have the most up-to-date info, we've noted the changes below. If you have any questions, just contact Member Services at **1-888-982-3862**.

"Virginia service area" update:

We've expanded your service area! As of May 1, 2019, the Virginia service area includes the entire Commonwealth of Virginia.

"Get a review from someone outside Aetna" update

If the denial of your claim is due to a medical judgment, you may be able to get an outside review if you're not satisfied with your appeal decision.

- For cases related to the treatment of cancer, it's not necessary to complete all internal appeals before getting an outside review.
- For most other cases, you will need to finish all of your internal appeals before getting an outside review.

End note: Applies to the following form numbers: POS Virginia Disclosure 02.28.309.1-VA C (5/18) and Open Access Virginia Disclosure 00.28.324.1-VA D (5/18).

