



Clinical quality and efficiency standards **Specialists in the Aexcel[®] network**

Aexcel specialists are doctors who meet standards for both clinical quality and efficiency. To be included in the Aexcel network, these high-performing doctors and doctor groups must:*

- Show lower complication rates for their patients during hospital stays
- Use treatments shown to help improve outcomes
- Get recognition in health care quality and safety, from medical societies and health care quality industry groups

- Retain their medical board certification by taking part in activities made available through medical and specialty boards
- Use technology to make their delivery of health care services more efficient

No referrals, lower costs

Plus, with these doctors, you can usually avoid referrals. Check your ID card to make sure. You may also be able to lower the costs you pay out of pocket.

*Doctors and doctor groups may meet all or some of the criteria.

12 specialty areas

You can choose doctors in 12 areas:

Cardiology (heart and blood), cardiothoracic (heart and chest) surgery, gastroenterology (digestive system), general surgery, neurology (nervous system), neurosurgery (spinal column, spinal cord, brain and nerves), obstetrics and gynecology (pregnancy and women's reproductive system), orthopedics (bones and joints), otolaryngology/ENT (ear, nose, throat (ENT), and head and neck), plastic surgery, urology (urinary tract and urogenital system) and vascular (veins and arteries) surgery

Finding an Aexcel-designated doctor

Visit the DocFind® online directory at www.aetna.com. Doctors who are designated in the Aexcel network have a blue star ★ next to their name.

More information is available on your Aetna Navigator® website at www.aetna.com. Log in to look for a specialist, and search under "Provider Details." You can see if the doctor meets standards for Aexcel designation.

How to use the Aexcel network for lower out-of-pocket costs

You might have to use doctors in the Aexcel network to pay the least out of pocket. It depends on your health insurance plan.

For some plans with an Aexcel network, health care received from non-designated specialists may be paid at the out-of-network benefit level. Even if the non-designated specialist is in the broader Aetna network. And in some cases, the care from non-designated specialists might not be covered at all.

In other health plans with an Aexcel network, you may be allowed to visit non-designated specialists. But your out-of-pocket costs will be higher than if you saw an Aexcel-designated doctor in that same specialty.

See your health plan documents for more information.

Health insurance plans are underwritten and/or administered by Aetna Life Insurance Company (Aetna).

This material is for information only and is not an offer or invitation to contract. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. **Aexcel designation is only a guide to choosing a physician. Members should consult with their existing physicians and the specialists they're selecting before making a decision. Designations have the risk of error and should not be the sole basis for selecting a doctor.** Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Health insurance plans contain exclusions and limitations. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in Oklahoma include: GR-23 and/or GR-29/GR-29N.

www.aetna.com

Check your doctor's status

Sometimes, a doctor's Aexcel status can change during your treatment. We look at a doctor's performance every two years. Check your doctor's status before making an appointment.

NCQA (National Committee for Quality Assurance) background and why it's important

NCQA is an independent non-profit group. It accredits and evaluates many health care organizations and recognizes doctors in key clinical areas. Its mission is to improve the quality of health care.

NCQA serves as an independent examiner for Aetna, reviewing how the Aexcel program meets criteria required by the state of New York and national principles of the Patient Charter established by the Consumer-Purchaser Disclosure Project.

The New York report is available on the NCQA website at <http://nyrxreport.ncqa.org>.

If you want to register a complaint with Aetna about Aexcel and/or doctor measurement activities, either:

- Call Member Services using the phone number on your member ID card.
- Or send a request in writing to the Appeals Resolution Team address shown on your Explanation of Benefits (also called an EOB) or use the Member Complaint and Appeal form at www.aetna.com.

If you live in the state of New York, you can also register your complaint with NCQA. Send it in writing to customersupport@ncqa.org or to NCQA Customer Support, 1100 13th Street, NW, Suite 1000, Washington, DC 20005.

Get the right balance of quality and cost. Choose a health plan with an Aexcel network.

