



Steps to follow if your provider does not accept the Aetna Medicare OpenSM Plan

Please follow these steps if you have **checked with your provider and he or she does not accept** the Aetna Medicare OpenSM Plan:

Step 1:

Call Member Services at 1-888-97-AETNA (1-888-972-3862). Member Services will take your provider information, name, address and phone number. A trained provider relations representative will call your provider(s) and educate them about how the plan works and highlight the advantages of the Aetna Medicare Open Plan. This will be completed within 48 hours after receipt of your provider information.

Step 2:

Member Services will call you with an update about their discussion with your provider and one of the following actions will be taken:

- If your provider has agreed to accept the plan, then you can remain in Aetna Medicare Open Plan and you will not need to do anything further. If Member Services has identified a provider that accepts the Aetna Medicare Open Plan and offers the medical services that meet your needs **and is acceptable to you**, then you may change to the new provider and you can remain in the Aetna Medicare Open Plan.
- If your provider has decided not to accept the Aetna Medicare Open Plan at this time and it is important to you to continue to use that provider, then you must call the Aetna Retiree Service Center to request to be disenrolled in the Aetna Medicare Open Plan. At the same time, you may elect to be enrolled in the Traditional Choice® Indemnity Plan. Your plan change will become effective the first of the month following the provider relations representative's outreach to the provider and your phone call to the Aetna Retiree Service Center. You will need to meet a new deductible when your participation in Traditional Choice® Indemnity Plan begins.

Step 3:

During the interim, while you are returning to the Traditional Choice Indemnity Plan and prescription coverage (if applicable), you should continue to seek needed medical care from your health care providers and Aetna will pay claims for covered services according to Medicare allowable rates. Aetna Member Services can provide you with a letter for your provider in this situation by calling 1-888-972-3862. During this period, your Aetna Medicare Open Plan card will continue to be your identification card for medical care and pharmacy purposes.

If you have any questions about this process, please contact the Aetna Retiree Service Center at 1-800-AETNA-HR (1-800-238-6247).