



Broker Briefing

Small Group Business (2 – 50 Lives)*

*1-50 where required by state law

Aetna Small Group Sales, Arkansas – June 12, 2003

Network Options For Members in Arkansas St. Mary Rogers Memorial Hospital to Terminate on July 1

Effective July 1, 2003, **St. Mary Rogers Memorial Hospital and Mercy affiliated clinics**, located in the northwest section of Benton County in Rogers, Arkansas, **will no longer be participating providers in the Aetna network** for the Managed Choice® POS and Aetna Choice™ PPO products. ***This termination does not impact the adequacy of the network nor will it result in the loss of hospital services in Arkansas.***

The hospitals and physician groups include: St. Mary-Rogers Memorial Hospital, Mercy Heart Group, Rogers Medical Center, Rogers Clinic for Women, Lowell Medical Center, Pea Ridge Medical Office, Rogers Diagnostic Clinic, Garrett Goss Clinic, Bella Vista Medical Center, Bentonville Medical Associates and Mercy Health Center.

Aetna's Arkansas network will continue to provide access to five hospitals within the immediate service area in Benton and Washington County and 32 hospitals within the entire Little Rock network. Aetna members can also access 330 physicians in the immediate area of Benton and Washington County including about 90 primary care physicians and about 240 specialists.

Below is a listing of alternate participating hospitals in the immediate area (Benton and Washington Counties) where Aetna members can continue to access care:

Northwest Medical Center (Washington County)

609 West Maple Street
Springdale, AR 72765
*(approximately 15 minutes on interstate
from St. Mary Rogers Memorial)*

Willow Creek Women's Hospital

4301 Greathouse Springs Road
Johnson, Arkansas 72741
(located approximately 10 minutes from St. Mary)

Siloam Springs Memorial Hospital

205 E. Jefferson
Siloam Springs, Arkansas 72761

Northwest Medical Center of Benton County

3000 Medical Center Parkway
Bentonville, Arkansas 72712
(located approximately 5 minutes from St. Mary)

Gravette Medical Center

#1 Hospital Road
Gravette, Arkansas 72736

Members can find out if their physician continues to participate in the Aetna network by calling the toll-free Member Services telephone number on their ID cards, or by accessing our online provider directory, DocFind®, at www.aetna.com. Please note that St. Mary Rogers Hospital and Mercy Clinic physicians will not be removed from DocFind until the next scheduled DocFind update following the effective date of the termination.

The standard Transition of Care policy will apply to members actively in a course of treatment with St. Mary Rogers and associated physicians.

It is important to us that this change has minimal impact on your clients and their employees, and we are committed to making sure that they continue to have access to quality care. If you have any questions regarding this change, please contact your Aetna Sales Manager, **Sheri Craft at 501-658-2498 or CraftSF@aetna.com**, or our Small Group Support Center at **1-888-422-2128**.