

## **ATTENTION AETNA PATIENTS**

Kennedy Health System continues to negotiate in good faith, but still has not reached an agreement with Aetna which would be fair to all parties. In the event a settlement cannot be reached, we wanted to provide you with information on how to continue to access the quality services at Kennedy Health System.

We are currently out-of-network for Aetna patients, depending on your coverage classification. Our contract for patients with a coverage classification of *Medicare* or *Self-Funded* terminated on January 31, 2013. For those patients with a *Fully Insured* coverage classification, there will be no material changes until that contract terminates on May 31, 2013. Please ask your employer which type of plan you have before you access Kennedy services.

### **Emergency Services:**

- Patients can continue to access Kennedy Health System's Emergency Departments at our hospital locations in Cherry Hill, Stratford and Washington Township. Kennedy Health System will accept Aetna insurance for any Aetna patient needing emergency room services, even if inpatient services, radiology, laboratory or other services are required as part of the emergency room visit. In-network benefits will apply.
  - Kennedy Health System EMS ambulance services will continue to honor Aetna.
  - Our hospital-based radiologists, anesthesiologists, pathologists and emergency department physicians will bill Aetna insurance whether as an in-network or out-of-network provider.

### **Elective and Non-emergency Services:**

- For patients covered by a Fully Insured coverage classification, our agreement with Aetna covers elective, non-emergency services through May 31, 2013. These patients may continue to receive all services covered by Aetna at in-network benefits until that time.
- All other patients whose contract terminates on January 31, 2013 that have an out-of-network benefit may utilize their out-of-network benefits with the approval/authorization of Aetna to use Kennedy's elective services.

### **Pre-Approved Services:**

- Any previously approved services scheduled at a facility after the termination date of a contract will NOT be covered.
- A Kennedy facility can request on an individual case basis for an exception of this regulation, and we will make every effort to obtain this exception to allow you to continue your care at our facility.
- This rule applies to behavioral health, hyperbaric therapy, wound care, perinatology, radiation therapy, diabetes and nutrition education, dialysis and physical therapy.
- Your out-of-network benefits may require a larger out-of-pocket patient payment responsibility.

We urge all Aetna patients to talk with their employer or Aetna to fully understand what Aetna will pay for and what your financial responsibility may be. For additional questions, please visit our website at [www.kennedyhealth.org/aetna](http://www.kennedyhealth.org/aetna) or call our Hotline at **888-723-3750**.

**We are still talking with Aetna and hope to reach an agreement.  
We promise to keep you informed as discussions progress and an agreement is reached.**

