April 9, 2010

Dear Valued Member:

Hospital agreement to terminate on April 5, 2010
Continuum Health Partners, which includes Beth Israel Medical Center – Petrie Division, Beth Israel Medical Center – Kings Highway Division, Long Island College Hospital, New York Eye & Ear Infirmary and St. Luke’s Roosevelt Hospital Center, has terminated its relationship with Aetna effective April 5, 2010.

However, the parties have agreed to a two month cooling-off period immediately following the termination date. Aetna members may continue to access hospital services during the cooling-off period through the plan’s usual referral and prior authorization process.

What this means for you
You may continue to use the above hospitals on an in-network basis until June 5, 2010. After this date, except for preauthorized services or unless you qualify for coverage of transitional services (see below) only members of plans that include out-of-network benefits may continue to use Continuum Health Partners and receive coverage using their out-of-network benefits.

Transitional services
If you are undergoing a course of treatment at Continuum Health Partners as of April 5, 2010 or have been prior authorized on or before April 5, 2010 for services to be provided after April 5, 2010, you may continue being treated there for up to 90 days after April 5, 2010. With the exception of preauthorized services, members whose care was initiated during the two month cooling-off period of April 5, 2010 to June 5, 2010 are not eligible for continuing this care for the remaining 30 days of the transitional period.

The provision of transitional care is dependent on the above hospitals: (1) accepting reimbursement at the rates in effect on April 5, 2010, and (2) agreeing to comply with the plan’s policies and procedures, including those governing quality assurance. You or your doctor will need to complete a Transition Coverage Request form and send it to us. To request this form, contact Member Services at the number listed on the back of your ID card.

To qualify for transitional care as a pregnant member, you must have entered the second trimester of pregnancy as of the April 5, 2010 termination date. If you meet this criterion, you may continue to get treatment from Continuum Health Partners for a transitional period that includes postpartum care directly related to the delivery of your baby. You or your doctor will also need to complete a Transition Coverage Request form and send it to us.

Emergency services are covered at these hospitals
In an emergency, you should go to the closest emergency department for treatment. Emergency services will be covered, even if the facility is not part of Aetna’s network.
Contact us if you have questions
We apologize for any inconvenience this change may cause. We value you as a member and will continue to meet your health care coverage needs. If you have questions, please contact our Member Services department at the number on your ID card or through our secure member website, Aetna Navigator®, at www.aetna.com.

Sincerely,

Member Services