At Covenant Health, it is our mission to provide the very best care for our patients – body, mind and spirit. Though we do all we can to avoid it, that care can occasionally be affected by normal business activities like insurance reimbursement rate negotiations. Such an issue has recently arisen for those of our patients covered by an Aetna insurance plan. We are working diligently to resolve this dispute with Aetna and hope to avoid any interruption of care for our patients. Please read below for answers to some frequently asked questions.

**Q: How did this happen?**
Aetna sent a termination notice to Covenant Health.

**Q: Why did this happen?**
Aetna has requested to reduce Covenant's current reimbursement by 50%. Obviously, Covenant cannot continue to provide the same level of health care services with a significant payment reduction. Aetna has taken this stance in other West Texas markets within the past year.

**Q: When does the contract end?**
Originally, the contract termination date was May 31. However, both parties have made strides to resolve the contract differences and the termination date has been extended to **June 30**.

**Q: Which Covenant entities will be affected?**
All Covenant Health hospitals, ancillaries, and Covenant Medical Group employed physicians would be affected by this termination. The only exceptions are Hospice of Lubbock and the Covenant LifeStyle Centre.

**Q: How many people are affected by this contract negotiation?**
Aetna currently covers approximately 15,000 lives in the Lubbock market.

**Q: Are all Aetna health plan members affected by this contract issue?**
No, several groups of Aetna plan members are NOT affected as they do not have a managed care network in their plan designs. Aetna members who will have NO impact are:
- Medicare Supplement Plans
- TRS Medicare Advantage Plans
- Aetna Secondary Plans

Covenant physicians and facilities have chosen to continue providing health care services to these Aetna members regardless of the outcome of the contract negotiation process.

**Q: What will happen if the contract ends?**
If an agreement is not reached, Covenant providers will be considered out of network. The affected Aetna plan members may have to pay more to continue seeking care from Covenant providers.
Q: Are you still negotiating?
   It is our hope to reach a mutually beneficial agreement with Aetna prior to any patient disruption.

Q: Does this contract dispute affect physicians not employed by Covenant Health?
   Our contract does not affect independent physicians because they negotiate separately from Covenant. We would encourage Aetna members to contact their doctor’s office to ensure they are still accepting Aetna.

Q: If a patient is in the middle of treatment will they have to change doctors or hospitals?
   If a patient is in the midst of healthcare treatment such as oncology or obstetric care, their Covenant Medical Group physician will file a transition of care form to allow that patient to continue treatment for 90 days or through your current active treatment period, whichever time period is shorter.

Q: How can you help?
   Contact Aetna and let them know you prefer Covenant physicians and facilities.
   • Aetna Customer Services: 800-282-5366
   • TRS Dedicated Customer Service: 800-367-3636
   • Mr. Ralph Holmes, Aetna President: 214-200-8000, press option 1 for directory and then spell Holmes on your keypad (465637); press option 2 for his assistant.