

Network Update



November 17, 2014

VitalMD Group Holdings, LLC with locations in Miami-Dade/Broward County & Palm Beach/Martin/St. Lucie Counties in FL terminated from our Aetna provider network effective November 15, 2014

Highlights

- VitalMD Group Holdings LLC sent Aetna 90 day termination letter expressing its intent to leave Aetna's network effective November 15, 2014.
- VitalMD Group Holdings LLC and Aetna were unable to reach an agreement and therefore VitalMD Group Holdings LLC terminated effective November 15, 2014.
- VitalMD is a physician organization in South Florida with offices in Miami-Dade, Broward and Palm Beach counties. They are the largest OB/GYN organization in the area and have been contracted with Aetna for several years.
- The VitalMD physicians are generally more costly to Aetna and our plan sponsors compared to some of their peer physicians.
- Negotiations continue between Aetna and VitalMD in hopes of reaching an agreement that is in the best financial interest of our members, customers and Aetna.
- All services provided by VitalMD physicians are available through alternate participating providers in the area.

Physician Group Locations

A listing of Vital MD physicians who terminated on November 15, 2014 is included with this communication.

Alternate Physician Groups available

Employees and their dependents can access DocFind to locate alternate participating physicians in the immediate area where employees and their dependents can continue to access care.

VitalMD Group Holdings LLC terminated their contract for the following products:

- HMO
- Aetna Open Access® HMO
- Quality Point-of-Service® (QPOS®)
- Aetna Choice® POS
- Aetna MedicareSM Plan (HMO)

- Aetna MedicareSM Plan (PPO)
- Aetna Health Network OptionSM (HNO)
- Aetna Health Network OnlySM (HNO)
- Managed Choice[®] POS
- Aetna Choice[®] POS II
- Aetna Open Access[®] Managed Choice[®] POS
- Elect Choice[®] EPO
- Aetna Open Access[®] Elect Choice[®] EPO
- Aetna SelectSM
- Open Access Aetna SelectSM
- Open Choice[®] PPO
- Aetna Healthfund[®]

Member impact

Based on claims utilization data from claimants enrolled in your Aetna plan who have utilized these physicians from 08/01/2013 to 07/31/2014.

Product	PCP Disruption	Specialist Disruption
Aetna Choice POS II		48

Member letters

We sent letters to the following employees and their dependents:

- Employees and their dependents who have been treated by a Primary Care Physician at least once in the past 12 months.
- Employees and their dependents who have selected a Primary Care Physician.
- Employees and their dependents who have been treated by a specialist provider at least twice in the past 12 months.

We will help with transition of care

Aetna’s standard transition of care policy will apply to members actively in a course of treatment. If any of your employees will require frequent or continuing consultation with a specialist physician for ongoing covered care, the employee should contact his or her current PCP who can help arrange transfer of that care to a similar specialist in the Aetna network. If the member does not have a relationship with a PCP, the member should check DocFind[®] and other available resources to help find another specialist in the Aetna Network. For a limited time and when appropriate, Aetna will cover certain ongoing medical care for a serious illness for a specified period at the preferred level of benefits, rendered by a specialist who no longer participates in the network.

DocFind/directory information

VitalMD physicians were removed from our [DocFind®](#) online directory by the termination date. We update DocFind six days per week with provider information coming directly from Aetna's Enterprise Provider Database (EPDB). EPDB is the single source of provider data for all U.S.-based providers. Current printed provider directories include VitalMD physicians. This Hospital will be removed from the next directory edition.

Please let us know if you have any questions, or if you need additional information. We appreciate your support as we continue to try to address the rising cost of health care services for Florida area employers and residents. We will continue to keep you informed of any changes in our local network.

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NOTICE TO RECIPIENT(S) OF INFORMATION:

Information disclosed to you pertaining to certain conditions, such as treatment for alcohol or drug abuse, HIV/AIDS and other sexually transmitted diseases, behavioral health, and genetic marker information is protected by various federal and state laws which prohibit any further disclosure of this information by you without the express written consent of the person to whom it pertains or as otherwise permitted by such laws. Any unauthorized further disclosure in violation of state or federal law may result in a fine or jail sentence or both. A general authorization for the release of medical or other information is NOT sufficient consent for release of these types of information. The federal rule at 42 CFR Part 2 restricts use of the information disclosed to criminally investigate or prosecute any alcohol or drug abuse patient.