

Dear Aetna Patient,

Aetna has what we consider “hidden networks”.

These networks are not stated on your insurance card all the time.

Aetna has removed many physicians who have had contracts with Aetna for many years from these networks to narrow the network.

They refer to these networks as **“saving plans”**.

**We are currently not enrolled in Aetna Whole Health, Aexcel, Aexcel Plus or any of the Savings Plus Plans.**

**We are providers on Aetna and we might be a direct provider for your plan on Aetna, but if you happen to be enrolled in one of these networks in addition to your plan name, we are considered out of network providers, and benefits will be processed as such.**

**It has been challenging for our office to determine over the telephone, who has a saving plan and who does not. Most patient do not even know that they are part of a saving plan as well.**

**To be sure that we are in-network providers on your plan, we recommend that you check with Aetna ahead of time. Our office will check benefits when you arrive for your appointment, and at that time we can be sure if your benefits will be processed as in-network or out of network.**

**If you have any questions, please call our office and our billing department can assist you in explanation of these plans at 602-904-1111. Thank you.**