

Dear Colleagues,

If you are currently undergoing an active course of treatment for an ongoing medical condition such as pregnancy or terminal illness, or have a planned surgery pre-authorized, **please use the Directory of Health Professionals for your Aetna plan to confirm if your current attending physician is in-network or out-of-network**. This is extremely important because your physician's network status with Aetna will determine how to proceed with this instruction guide.

Step 1: Click the link of the Aetna plan you elected during Open Enrollment and use the search field to look up your attending physician(s) to determine if they are in-network or out-of-network with that plan.

[Aetna Value Network HMO](#)

[Aetna Broad HMO](#)

[Aetna High Deductible Plan](#)

Step 2: Follow the corresponding instructions, below, if your attending physician is in-network or out-of-network with your Aetna plan.

TRANSITIONING COURSE OF TREATMENT WITH IN-NETWORK PROVIDERS

If you are in an active course of treatment with an in-network provider and the medical service requires **precertification**, your physician is responsible for completing this with Aetna for you.

- Contact your current attending physician after Open Enrollment concludes on November 13th and notify them of the change to your medical coverage as of January 1, 2024.
- On or after December 14, 2023, request that your current attending physician complete any required precertification with Aetna as soon as possible. Physicians may complete precertification several ways, but for a quicker turnaround, you should give your physician the precertification phone number, (888) 632-3862, to call and complete the process. Your digital medical card, containing your unique medical record number, will be available to you through the Aetna member portal by December 14th.

For non-urgent and non-emergency services, your physician must call **14 days before** the care is provided, or the treatment or procedure is scheduled.

Aetna will provide written notification to you and your physician of the precertification decision, within 5 business days or within 72 hours for urgent requests. If your precertified services are

approved, the treatment or procedure would need to begin within 180 days of precertification approval. If not begun or completed within 180 days of the precertification approval, you may be required to submit a new precertification request.

TRANSITIONING COURSE OF TREATMENT WITH OUT-OF-NETWORK PROVIDERS

If you are in an active course of treatment with an out-of-network provider, you and your current attending physician(s) are required to complete and submit the appropriate Transition of Care (TOC) application to Aetna for their review and decision. A letter outlining Aetna's decision will be sent to your residential address on file by U.S. Mail.

[Aetna HMO plans TOC application](#)

[Aetna HDHP TOC application](#)

It is very important to complete the Transition of Care document immediately following the conclusion of Open Enrollment on November 13, 2023.

In an effort to aid impacted employees with this process, you may choose to send the completed TOC application to Human Resources, using [Pepperdine's Secure Attachments Tool](#), at benefits@pepperdine.edu. The HR Benefits Team will review the application for completeness and submit it to the University's Aetna account representatives directly.