

# We're so glad to have you in our network

Thank you for your participation in the Texas Health Aetna high performance network, Care Plus Network. Texas Health Aetna, a joint venture between Aetna and Texas Health Resources, launched this network mid-2017. We're excited to be collaborating with forward-thinking providers to make Dallas Fort Worth health care better. To help make working with us simple, we created this provider resources overview so you can focus on delivering great care to our members. Please share this information with the rest of your practice and just reach out to us if you ever have questions.

## What this means for you

To participate in this high-performance network, ob-gyns and specialists must have admitting privileges at one of our in-network hospitals. Primary care physicians (PCPs) who do not have admitting privileges at a network facility may still participate in the network, but they'll need to refer patients to in-network specialists/facilities and use in-network hospitals to admit their patients.

## Help your patients save

Making sure patients stay in the Care Plus network promotes coordinated, high-quality care at an affordable price. This is a win/win for both you and your patients. To search for in-network providers and facilities, as well as for more provider resources and member services, please visit [texashealthaetna.com](http://texashealthaetna.com).

## A better member experience

Many of Texas Health Aetna's plans include great benefits such as:

- **24/7 virtual care with our ER Doc app** — no copay for members, staffed by local and aligned participating ER physicians
- **Timely PCP appointments** — often same day/next day availability for select providers
- **24/7 behavioral health help line** — emergency and non-urgent assessments, triage and referrals with no copay
- **In-network specialist appointments** — no referrals required
- **High-touch care management** — our local multi-disciplinary care team coordinates with our network providers to provide holistic and local assistance to high-risk members with complex conditions
- **Enhanced Clinical Navigation** — Leveraging new data to support PCPs in managing their patients. Proactive member outreach program for post acute or high risk care coordination.

More information on our programs and services, including member education videos and access to our member and provider portals, is available at [texashealthaetna.com](http://texashealthaetna.com).

Texas Health Aetna is the brand name used for products and services provided by Texas Health + Aetna Health Insurance Company and Texas Health + Aetna Health Plan Inc. Texas Health Aetna is an affiliate of Texas Health Resources and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Texas Health Aetna. Each insurer has sole financial responsibility for its own products.

## Caring for Texas Health Aetna members

Texas Health Aetna members can still check eligibility and benefits, as well as submit claims just like they currently do.

Members enrolled in Texas Health Aetna plans will have a Texas Health Aetna logo on their member ID card. A sample ID card is included on the following page.

## Questions?

We're here to help. If you have questions or need more information, please contact your local network representative via email at [TexasHealthAetnaNetworkTeam@Aetna.com](mailto:TexasHealthAetnaNetworkTeam@Aetna.com). You may also call the Provider Service Line at **1-800-261-2441 (TTY:711)**.

Sincerely,



Trey Mitchell  
Network Market Head – Joint Venture

Texas Health Aetna is the brand name used for products and services provided by Texas Health + Aetna Health Insurance Company and Texas Health + Aetna Health Plan Inc. Texas Health Aetna is an affiliate of Texas Health Resources and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Texas Health Aetna. Each insurer has sole financial responsibility for its own products.

**Care Plus overview:**

| Plan name | Member ID card  | Service area   | Hospital network   |
|-----------|---|--|--|
| Care Plus | Includes Texas Health + Aetna logo and Care Plus logo within outline of the state of Texas (see ID card labeled High Performance Network below) | 16 county service area, including Collin, Dallas, Denton, Ellis, Johnson, Kaufman, Parker, Tarrant, Rockwall, Cooke, Erath, Grayson, Hood, Hunt, Somervell and Wise counties | Hospitals are limited to Texas Health Resources facilities, UT-Southwestern, Methodist Health System, Children’s Medical Center, Cook Children’s Medical Center, Ennis Regional, Lake Granbury Medical Center, Glen Rose Medical Center, Muenster Memorial, North Texas Medical Center, Texoma Medical Center, Wise Regional and Hunt Regional |

**Sample member ID cards:**

**Care Plus Network**



**Premier Care Network**



Texas Health Aetna is the brand name used for products and services provided by Texas Health + Aetna Health Insurance Company and Texas Health + Aetna Health Plan Inc. Texas Health Aetna is an affiliate of Texas Health Resources and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Texas Health Aetna. Each insurer has sole financial responsibility for its own products.