



October 2021

Dear Valued Patient,

We want to share important news about our relationship with Aetna, as our records indicate that you or members of your family have health insurance through Aetna. Mercy Health and Saint Joseph Mercy Health are together negotiating a new agreement that covers the high-quality care we provide patients with Aetna health insurance plans. Our current contract expires at 11:59pm on December 31, 2021.

Right now, nothing changes for you and your family. You can, and should, continue seeing your Mercy Health or Saint Joseph Mercy Health provider. However, if an agreement isn't reached before our current contract expires, the following facilities and providers may be considered out of Aetna's network, effective January 1, 2022. This means you may have to pay higher out-of-pocket costs when seeking care with us.

- St. Joseph Mercy Ann Arbor
- St. Joseph Mercy Chelsea
- St. Joseph Mercy Livingston
- St. Joseph Mercy Oakland
- St. Mary Mercy Livonia
- IHA
- St. Joe's Medical Group
- Mercy Health Saint Mary's
- Mercy Health Muskegon
- Mercy Health Lakeshore
- Mercy Health Physician Partners

To guarantee you maintain in-network access to your trusted Mercy Health and Saint Joseph Mercy Health providers and facilities in 2022, here's what you can do:

If you get your insurance through your employer speak with your HR manager about your options to guarantee in-network access to Mercy Health and Saint Joseph Mercy Health for the 2022 benefit year. We are in network with the following plans for the 2022 year:

- ASR Health Benefits
- Health Alliance Plan (HAP)
- MultiPlan
- Priority Health
- UnitedHealthcare
- Blue Cross Blue Shield of Michigan (BCBSM)
- Blue Care Network (BCN)

We understand the incredible trust you place in us when choosing us for your care. And as a not-for-profit health care system, we are committed to providing the care and services you need most while also doing our part to make healthcare affordable. As we continue to rise to the challenges of the COVID-19 pandemic — providing care on the front lines to save patient lives, investing in COVID-19 treatments and leading vaccination efforts — we rely on our payor partners like Aetna to help us maintain the level of care our patients expect and deserve. We will not agree to a contract that puts this in jeopardy.