

## Frequently Asked Questions

### Which Aetna plans are affected?

#### Medicare Advantage Plans

- Aetna Medicare Assure
- Aetna Medicare Assure (Flex, Primary, Plus)
- Aetna Medicare Value Plus (HMO and PPO)
- Aetna Medicare Eagle

#### Commercial Plans

- Aetna PPO
- Aetna HMO
- Aetna Starmark
- Aetna Mailhandlers
- Aetna Meritain Health
- Aetna First health

Aetna supplemental plans are NOT impacted.

### Can I still make appointments with my doctors, and can I still have procedures at Lexington Medical Center?

If you wish to continue seeing your physicians after January 31, 2025, you may be financially responsible for paying higher out-of-network costs based on your health benefits plan with Aetna.

Medicare Advantage patients are encouraged to select another plan or switch to original Medicare before March 31, 2025. After March 31, 2025, you may not be able to make appointments with Lexington Medical Center or your LMC physician without an approved Transition Coverage Request from Aetna. You are encouraged to call the phone number on the back of your insurance card for more detailed information.

### What if I am pregnant or receiving treatment for a special condition on or after January 31, 2025?

After January 31, 2025, Aetna members with specific conditions currently receiving care from Lexington Medical Center may be able to continue receiving services at in-network coverage levels if approved.

Members seeking continuity of care eligibility with Lexington Medical Center must contact Aetna directly by calling the phone number on their health insurance cards. Lexington Medical Center cannot grant this authorization.

### **What if I need to go to an emergency room?**

Aetna patients will continue to have access to Lexington Medical Center and affiliated physicians in cases of emergency treatment, regardless of Lexington Medical Center's network status with Aetna. If you experience an emergency, please seek treatment at the nearest emergency room or call 911.

### **What other insurance plans does Lexington Medical Center accept?**

Lexington Medical Center accepts the following [insurance plans](#) at its locations.

### **How do I get my medical records?**

The easiest and fastest way to access your medical records and information is to visit your MyChart patient portal.

- If you do not have a MyChart account, click [here](#) to create one.
- If you already have an account and need to log in, click [here](#).

You will still have access to your MyChart account after January 31, 2025.

If you cannot find the information or medical record documents you need in MyChart, you can request your medical records from our Medical Record Services team. [Click here](#) to learn more about your options for obtaining your medical records or call our medical records office at (803) 791-2264.