



April 5, 2017

Dear DMC Care Physician:

Announcing Aetna as the new medical carrier for DMC/Tenet Healthcare employees, replacing DMC Care

We want to make you aware that effective July 1, 2017 Tenet Healthcare Corporation's benefits will be administered through Aetna Life Insurance Company.

What's Changing

Great News! There are no plan changes to the Tenet Healthcare plans. All benefits will remain the same through December 2017.

Benefits, Eligibility, Claims, and Prior Authorization Inquiries

Providers should direct inquiries about the Tenet Healthcare plan and prior authorizations to the Aetna Provider Services team at **1-888-632-3862** or visit us at <https://www.aetna.com/health-care-professionals.html>. The Aetna staff is familiar with the Tenet Healthcare plan and is prepared to help you address all inquiries, including eligibility and claims payment.

*FYI – We make every effort to ensure a smooth transition for you and your patients. If you are currently treating a patient and have previously pre-certified a service or procedure, DMC will send us that information prior to 7/1/2017. If you have any questions, please contact our Provider Services Team at **1-888-632-3862**.*

Claims submission

Please submit claims incurred 7/1/2017 and after to Aetna at:

Aetna
PO Box 981106
El Paso, TX 79998-1106
Or Fax to: 1-859-455-8650.

When submitting claims, clinical, transition of care requests, please include the member/patient name, date of birth, and Aetna W-ID number for identification purposes.

Am I Contracted

If you are unsure about your status within the Aetna network, please visit <https://www.aetna.com/health-care-professionals/join-the-aetna-network/how-to-apply.html> or call **1-800-353-1232**.

Transition of Care

If you are a non-par provider and are currently treating a patient, you and your patient may be eligible for Transition of Care. Please have your patient contact their member services team using the number on their ID card.

We're here to help

In the meantime, if you have questions on any of this material, call the Aetna Provider Service Center at **1-888-632-3862**.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health of California Inc. and Aetna Life Insurance Company. (Aetna)

DMC Care Provider Bulletin

DATE: 4/03/2017
TO: DMC Care: Providers
FROM: DMC Managed Care (DMC Care)
SUBJECT: Expedite Medical Claim Submissions to DMC Care

Please share this information with your staff

Effective June 30, 2017, DMC Care will no longer provide third party administrative services DMC employees.

Please expedite the processing and submission of all medical claims associated with services provided for DMC employees who are currently insured with DMC Care.

Starting on July 1, 2017, DMC employees will be provided health insurance options by Aetna.

If you have any questions, concerns or need additional information, please contact the DMC Care – Provider\Customer Services Department at 800-543-0161.