

# Above the norm

## Specialists in the Aexcel® network

High standards for high-quality care, just for you

Aexcel specialists are doctors who meet standards for both clinical quality and efficiency. To be included in the Aexcel network, these high-performing doctors and doctor groups must meet certain minimum criteria.

For instance, they must meet one or more of the following:

- Show lower complication rates for their patients during hospital stays
- Use treatments shown to help improve outcomes
- Get recognition in health care quality and safety, from medical societies and health care quality industry groups
- Retain their medical board certification by taking part in activities made available through medical and specialty boards
- Use technology to make their delivery of health care services more efficient

### Pay less without referrals

Plus, with these doctors, you can usually avoid referrals to outside specialists. To make sure, check your ID card once you become a member. Or call Member Services to ask. You may also be able to lower the costs you pay out of pocket.

### 12 specialty areas

You can choose doctors in 12 areas:

- Cardiology (heart and blood)
- Cardiothoracic (heart and chest) surgery
- Gastroenterology (digestive system)
- General surgery
- Neurology (nervous system)
- Neurosurgery (spinal column, spinal cord, brain and nerves)
- Obstetrics and gynecology (pregnancy and women's reproductive system)
- Orthopedics (bones and joints)
- Otolaryngology (ENT — ear, nose, throat; head and neck)
- Plastic surgery (cosmetic)
- Urology (urinary tract and urogenital system)
- Vascular (vein and artery) surgery



### **Finding an Aexcel doctor is simple**

Once you've become a member, log in to your secure member website at [aetna.com](http://aetna.com). Select "Find Care" and search for the type of specialist you are looking for. Aexcel-designated doctors have a blue star ★ next to their name.

### **Know what you pay when using Aexcel network doctors**

You might have to use Aexcel-designated doctors to pay the least out of pocket. Non-designated doctors may mean paying more. It depends on your health insurance plan.

### **More on non-designated specialists**

For some plans with an Aexcel network, health care received from non-designated specialists may be paid at the out-of-network benefits level. Even if the non-designated specialist is in the broader Aetna network. And in some cases, the care from non-designated specialists might not be covered at all.

In other health plans with an Aexcel network, you may be allowed to visit non-designated specialists. But your out-of-pocket costs will be higher than if you saw an Aexcel-designated doctor in that same specialty.

### **See your health plan documents for more information.**

### **Check your doctor's status**

Sometimes, a doctor's Aexcel status can change during your treatment. We look at a doctor's performance every two years. Be sure to check your doctor's status before making an appointment.

### **Health insurance plans are underwritten and/or administered by Aetna Life Insurance Company (Aetna).**

This material is for information only and is not an offer or invitation to contract. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to health services. Aexcel designation is only a guide to choosing a physician. Members should consult with their existing physicians and the specialists they're selecting before making a decision. Designations have the risk of error and should not be the sole basis for selecting a doctor. Health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to [aetna.com](http://aetna.com).

**Policy forms issued in Oklahoma include:** GR-23 and/or GR-29/GR-29N.

**Policy forms issued in Missouri include:** AL HGrpPol 01R5.

### **NCQA (National Committee for Quality Assurance) background and why it's important**

NCQA is an independent nonprofit group. It accredits and evaluates many health care organizations and recognizes doctors in key clinical areas. Its mission is to improve the quality of health care for patients and members like you.

NCQA serves as an independent examiner for Aetna. They review how the Aexcel program meets criteria required by the State of New York and national principles of the Patient Charter established by the Consumer-Purchaser Disclosure Project.

View more on these criteria on the New York report. Go to <http://nyrxreport.ncqa.org>.

If you want to register a complaint with us about Aexcel and/or doctor measurement activities, either:

- Call Member Services using the number on your ID card.
- Or send a request in writing to the Appeals Resolution Team address shown on your Explanation of Benefits (EOB) statement. Or use the Member Complaint and Appeal form on our website.

If you live in the State of New York, you can also register your complaint with NCQA. Send it in writing to [customersupport@ncqa.org](mailto:customersupport@ncqa.org) or to NCQA Customer Support, 1100 13th Street, NW, Suite 1000, Washington, DC 20005.

