

# Transition Coverage Request

ECHS Category - TCRF

***Personal and confidential***

***Fully insured commercial members in California should not use this form***

**Applies to:**

**Aetna plans**

**All health benefit and insurance plans offered and/or underwritten by Innovation Health Plan, Inc., and Innovation Health Insurance Company**

**All health benefits and health insurance plans offered, underwritten and/or administered by Banner Health and Aetna Health Insurance Company and/or Banner Health and Aetna Health Plan Inc. (Banner | Aetna)**

**Texas Health + Aetna Health Insurance Company and/or Texas Health + Aetna Health Plan Inc. (Texas Health Aetna)**

**Allina Health and Aetna Health Insurance Company (Allina Health | Aetna)**

**Sutter Health and Aetna Administrative Services LLC (Sutter Health | Aetna)**



Here's the form you requested for transition-of-care coverage from the health plan. If we approve your request, the health plan will cover ongoing care at the highest level of benefits from

- An out-of-network doctor
- A doctor whose network status has changed
- Certain other health care providers who have treated you

Once we review your completed form, we'll send you a letter explaining our decision.

## **Some things you should know about transition-of-care coverage**

You'll find answers to commonly asked questions about transition-of-care coverage on the other side of this form. You should read them before filling out this form.

Transition-of-care coverage does not apply if your provider is in the plan's network (participating) or is part of your plan's highest benefit tier. The online provider search directory is found on the health plan's webpage. It can tell you if your doctor is in the network or help you find a participating provider for your health plan. You can also call us at the phone number on your ID card.

## **How to complete the form and get it to us**

Step 1: Fill out these sections:

1. Section 1 (Group or employer information).
2. Section 2 (Subscriber and patient information): Plan information is on the front of your ID card.
3. Section 3 (Authorization): Read the authorization, then sign and date the form.
4. (Misrepresentation): NY residents please sign and date page 7.

Step 2: Give the form to the doctor/health care provider to complete Section 3, including the diagnostic and treatment information requested on page 6.

Step 3: **Fax** the completed form to us for review. You should complete one form for each health care provider.

**Fax medical requests to 1-859-455-8650**

**Fax mental health/substance abuse requests to 1-888-463-1309**

**Be sure to complete all fields on pages 4 and 6.** Your request will be answered faster that way.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services on behalf of its affiliates.

# Transition-of-care coverage questions and answers

## Q. What is transition-of-care (TOC) coverage?

### • For new members:

TOC coverage is temporary. You can get TOC when you become a new member of a medical benefits plan or change your plan, and you are being treated by a doctor who:

- Is not in the plan's network
- Is not included in Narrow Network, or a plan sponsor specific network, and your benefits change to include one of these networks

TOC coverage can also apply when your doctor leaves the plan's network or changes network status or if certain laws or regulations require coverage. Approved TOC coverage allows a member who is receiving treatment to continue the treatment **for a limited time** at the highest plan benefits level.

TOC coverage is only for the requested doctor. Except in New York, TOC coverage does not include health care facilities, durable medical equipment (DME) vendors or pharmaceutical items. If we approve TOC coverage, the doctor must use a health care facility, DME vendor or pharmacy vendor in the plan's network. If you want to request coverage for a vendor or facility outside the plan's network, call the Member Services phone number on your ID card.

### • For existing members:

TOC coverage can also apply when your doctor or facility leaves the plan's network or changes network status or if certain laws or regulations require coverage. Approved TOC coverage allows a member who is receiving treatment to continue the treatment **for a limited time** at the highest plan benefits level.

Except in New York, TOC coverage does not include durable medical equipment (DME) vendors or pharmaceutical items. If we approve TOC coverage, the doctor must use a DME vendor or pharmacy vendor in the plan's network. If you want to request coverage for a vendor or facility outside the plan's network, call the Member Services phone number on your ID card.

## Q. What is an active course of treatment?

A. An active course of treatment means you have begun a program of planned services with your doctor to correct or treat a diagnosed condition. The start date is the first date of service or treatment. An active course of treatment covers a certain number of services or period of treatment for special situations. Some active course-of-treatment examples may include, but are not limited to members who:

- Are pregnant and has begun a course of treatment (including prenatal care) for the pregnancy from the obstetrician (OB) or facility.
- Are undergoing a course of treatment for a serious and complex condition from the provider or facility, such as chemotherapy or radiation therapy.
- Are or was determined to be terminally ill (if the individual has a medical prognosis that the individual's life expectancy is 6 months or less) and is receiving treatment for such illness from such provider or facility.
- Need more than one surgery, such as cleft palate repair.
- Have recently had surgery.
- Are being treated for a mental illness or for substance abuse. (The member must have had at least one treatment session within 30 days before the status of the member or the participating health care provider changed.)
- Have an ongoing or disabling condition that suddenly gets worse.
- May need or have had an organ or bone marrow transplant.
- Are scheduled to undergo non-elective surgery from the provider, including receipt of postoperative care from such provider or facility with respect to such a surgery.

To be considered for TOC coverage, treatment must have started **before** the enrollment or re-enrollment date, or **before** the date your doctor or facility left the health plan's network, or **before** the date a doctor's or facility's network status **changed**.

## Q. Do I need to complete a form for each provider that I am requesting TOC for?

A. Yes, a separate form is required for each provider.

## Q. What other types of providers, besides doctors, can be considered for TOC coverage?

A. This includes health care professionals such as physical therapists, occupational therapists, speech therapists and agencies that provide skilled home care services, such as visiting nurses. TOC is considered for participating hospitals when the facility is not designated for the highest benefit level for plans that include tiered networks or when a participating facility terminates from the network. TOC does not apply to other health care facilities (for example, skilled nursing facility), DME vendors or pharmaceutical items.

## Q. If I am currently receiving treatment from my doctor, why wouldn't you approve my request for TOC coverage?

A. To be approved for TOC, the procedure or service must be a covered benefit under the terms of your plan. **For providers that leave the network:** As part of the Federal No Surprises Act, your doctor must accept the terms outlined on the TOC request form.

## Q. My PCP is no longer a participating provider. If my plan requires me to select a PCP, can I still see my doctor?

A. If you're receiving treatment, you may still be able to visit your PCP, even if he/she leaves the network. In all states, except Texas and New Jersey, you may need to select a PCP in the health plan's network. In Texas and New Jersey, TOC may apply to PCPs. Talk to your PCP so that he/she can help you with your future health care needs.

## Q. How long does TOC coverage last?

A. Usually, TOC coverage lasts 90 days, but this may vary based on your condition (for example, pregnancy). We will tell you if your TOC coverage request is approved and how long the coverage will last.

**Q. How do I sign up for TOC coverage?**

**A.** Contact the Member Services number on your member ID card. You must submit a TOC request form to the health plan:

- Within 90 days of when you enroll or re-enroll
- Within 90 days of the date the health care provider left the plan's network or within 90 days from the date on the letter notifying you of the change
- Within 90 days of a doctor's network status change

You or your doctor can send in the request form.

**Q. Does TOC coverage apply if my plan does not have a provider network?**

**A.** No.

**Q. What if I have a Narrow Network or plan sponsor specific network plan?**

**A.** If we approve your TOC coverage, you may still receive care at the highest benefits level for a certain time period. If you continue treatment with this doctor after the approved time period, your coverage would be limited to what your plan allows. This means you may have reduced benefits or no benefits.

**Q. What if I have more questions about TOC coverage?**

**A.** Call the Member Services phone number on your ID card. If you have questions about TOC mental health services, you can call the Member Services phone number on your ID card or, if listed, the mental health or behavioral health number.

**Q. How will I know if my request for TOC coverage is approved?**

**A.** We will make a decision after we receive your request. We will send you a letter via U.S. mail. The letter will say whether or not you are approved.

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Medical  Mental health/substance abuse

Please indicate above whether this request is for medical treatment or mental health/substance abuse treatment.

### 1. Group or employer information (Note: Complete a separate form for each member and/or provider.)

|   |                     |                     |
|---|---------------------|---------------------|
| Group or employer's name (please print) | Plan control number | Plan effective date |
|---|---------------------|---------------------|

### 2. Subscriber and patient information

|   |  |                  |
|---|--|------------------|
| Subscriber's name (please print)  | Subscriber's ID number   |                  |
| Subscriber's address (please print)   |  |                  |
| Patient's name (please print)   | Birthdate (MM/DD/YYYY)   | Telephone number |
| Patient's address (please print)  | Plan type/product  |                  |
|   | Telephone number for patient/subscriber submitting request (Business hours, 9 a.m. – 5 p.m.) |                  |
| Request for Transition of Care due to:<br><b>New member:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>Provider termination:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If provider termination,</b> please provide the date of the letter notifying you of the provider terminating from the network and include a copy of the letter with the completed form. (MM/DD/YYYY) |  |                  |

### 3. Authorization

|   |                   |
|---|-------------------|
| I request approval for coverage of ongoing care from the health care provider named below for treatment started before my effective date with the health plan, or before the end of the provider's contract with the health plan's network, or before the provider's network status change. If approved, I understand that the authorization for coverage of services stated below will be valid for a certain period of time. I give permission for the health care provider to send any needed medical information and/or records to the health plan so a decision can be made. |                   |
| Patient's signature ( <b>required</b> if patient is age 17 or older)  | Date (MM/DD/YYYY) |
| Parent's signature ( <b>required</b> if patient is age 16 or younger)   | Date (MM/DD/YYYY) |

### 4. Provider information (Note: Provide all specific information to avoid delay in the processing of this request.)

|   |                   |
|---|-------------------|
| Name of treating doctor or other health care provider (Please print)    | Telephone number  |
| Contact name of office personnel to call with questions                 |                   |
| Address of treating doctor or other health care provider (Please print) | Tax ID number     |
| Signature of treating doctor or other health care provider              | Date (MM/DD/YYYY) |

The above-named patient is a member as of the effective date indicated above. We understand you are not or soon will not be a participating provider in the health plan's network. The patient has asked that we cover your care for a specific time period. This is because of a condition, such as pregnancy, that is considered an active course of treatment. An active course of treatment is defined as: "A program of planned services starting on the date the provider first renders a service to correct or treat the diagnosed condition and covering a defined number of services or period of treatment and includes a qualifying situation." Please include a brief statement of the patient's current condition and treatment plan. For pregnancies, please indicate the estimated date of confinement (EDC). If we approve this request, you agree:

- To provide the patient's treatment and follow-up
- Not to seek more payment from this patient other than the patient responsibility under the patient's plan of benefits (for example, patient's copayment, deductibles or other out-of-pocket requirements)
- To share information on the patient's treatment with us

You also agree to use the health plan's network for any referrals, lab work or hospitalizations for services not part of the requested treatment. The provider completing the form may not be leaving the network, but may request continuing care to be provided by a hospital that is leaving the network.

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|                               |                        |
|-------------------------------|------------------------|
| Patient's name (please print) | Birthdate (MM/DD/YYYY) |
|-------------------------------|------------------------|

**Provider: Please complete the diagnostic and treatment information below describing the active course of treatment.**

| Description of all medical and behavioral health-related diagnoses (for example, pregnancy, cancer, depression, post-operative). Include all ICD codes: | Description of all treatment and procedures. Include all CPT codes: | Date of original surgery, if applicable: | Date care was initiated: | Dates of current treatment:<br><i>(Please provide copies of medical records from the last office visit.)</i> | Number of additional visits needed :<br><i>(For pregnancy, please include EDC.)</i> |
|---|---|--|--------------------------|--|---|
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## Misrepresentation

Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**Attention Alabama Residents:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or who knowingly presents false information in an application for insurance is guilty of a crime and may be subject to restitution fines or confinement in prison, or any combination thereof. **Attention Arkansas, District of Columbia, Rhode Island and West Virginia Residents:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison. **Attention California Residents: For your protection California law requires notice of the following to appear on this form:** Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison. **Attention Colorado Residents:** It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies. **Attention Florida Residents:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree. **Attention Kansas Residents:** Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person submits an enrollment form for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto may have violated state law. **Attention Kentucky Residents:** Any person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime. **Attention Louisiana Residents:** Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application is guilty of a crime and may be subject to fines and confinement in prison. **Attention Maine and Tennessee Residents:** It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties may include imprisonment, fines, or denial of insurance benefits. **Attention Maryland Residents:** Any person who knowingly or willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly or willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison. **Attention Missouri Residents:** It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, denial of insurance and civil damages, as determined by a court of law. Any person who knowingly and with intent to injure, defraud or deceive an insurance company may be guilty of fraud as determined by a court of law. **Attention New Jersey Residents:** Any person who includes any false or misleading information on an application for an insurance policy or knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties. **Attention North Carolina Residents:** Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which may be a crime and subjects such person to criminal and civil penalties. **Attention Ohio Residents:** Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud. **Attention Oklahoma Residents:** WARNING: Any person who knowingly, and with intent to injure, defraud or deceive any insurer, makes any claim for the proceeds of an insurance policy containing any false, incomplete or misleading information is guilty of a felony. **Attention Oregon Residents:** Any person who with intent to injure, defraud, or deceive any insurance company or other person submits an enrollment form for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto may have violated state law. **Attention Pennsylvania Residents:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. **Attention Puerto Rico Residents:** Any person who knowingly and with the intention to defraud includes false information in an application for insurance or file, assist or abet in the filing of a fraudulent claim to obtain payment of a loss or other benefit, or files more than one claim for the same loss or damage, commits a felony and if found guilty shall be punished for each violation with a fine of no less than five thousand dollars (\$5,000), not to exceed ten thousand dollars (\$10,000); or imprisoned for a fixed term of three (3) years, or both. If aggravating circumstances exist, the fixed jail term may be increased to a maximum of five (5) years; and if mitigating circumstances are present, the jail term may be reduced to a minimum of two (2) years. **Attention Texas Residents:** Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any intentional misrepresentation of material fact or conceals, for the purpose of misleading, information concerning any fact material thereto may commit a fraudulent insurance act, which may be a crime and may subject such person to criminal and civil penalties. **Attention Vermont Residents:** Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which may be a crime and may subject such person to criminal and civil penalties. **Attention Virginia Residents:** Any person who knowingly and with intent to injure, defraud or deceive any insurance company or other person files an application for insurance or statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent act, which is a crime and subjects such person to criminal and civil penalties. **Attention Washington Residents:** It is a crime to knowingly provide false, incomplete, or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines, and denial of insurance benefits.

**Attention New York Residents:** Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each violation.

Patient/Member Signature:

Date:

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512

(CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies.*





|                      |   |
|----------------------|---|
| Hmong                | Yuav kom tau kev pab txhais lus tsis muaj nqi them rau koj, hu tus naj npawb ntawm koj daim npav ID.  |
| Igbo                 | Inweta enyemaka asụsụ na akwughi ụgwọ obula, kpọọ nomba nọ na kaadi njirimara gi  |
| Ilocano              | Tapno maakses dagiti serbisio ti pagsasao nga awanan ti bayadna, awagan ti numero nga adda ayan ti ID kardmo.   |
| Indonesian           | Untuk mengakses layanan bahasa tanpa dikenakan biaya, silakan hubungi nomor telepon di kartu asuransi Anda.   |
| Italian              | Per accedere ai servizi linguistici senza alcun costo per lei, chiami il numero sulla tessera identificativa.   |
| Japanese             | 無料の言語サービスは、IDカードにある番号にお電話ください。  |
| Karen                | လၢၣ်တၢ်ကမၤကျိၣ်တၢ်မၤလၢၣ်အတၢ်ဖံးတၢ်မၤတဖၣ်<br>လၢၣ်တၢ်အိၣ်ဒီးအပူၤလၢၣ်နကဘၣ်ဟ့ၣ်အိၣ်အကိၣ်ကိးဘၣ်လိတံၣ်စိနီၣ်တံၣ်လၢၣ်အိၣ်လၢၣ်နခိၣ်ဂီၤ ၁ (၅၅)<br>အလၢၣ်တၢ်ကမၤ            |
| Korean               | 무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.   |
| Kru-Bassa            | I nyuu kosna mahola ni language services ngui nsaa wogui wo, sebel i nsinga i ye ntilga i kat yong matibla  |
| Kurdish              | بۆ دەسپێزێراگه‌یشتن به خزمه‌تگوزاری زمان به‌بێ تێچوون بۆ تو، پهیوهندی بکه به ژماره‌ی سه‌ر ئای دی (ID) کارتی خۆت.  |
| Lao                  | ເພື່ອເຂົ້າເຖິງບໍລິການພາສາທີ່ບໍ່ເສຍຄ່າ, ໃຫ້ໂທຫາເບີໂທລູໃນບັດປະຈຳຕົວຂອງທ່ານ.   |
| Marathi              | आपल्याला कोणत्याही शुल्काशिवाय भाषा सेवांपर्यंत पोहोचण्यासाठी, आपल्या ID कार्डावरील क्रमांकावर फोन करा.   |
| Marshallese          | Ñan bōk jipañ kōn kajin ilo an ejjeļok wōñean ñan kwe, kwōn kallok nōm̄ba eo ilo kaat in ID eo am̄.   |
| Micronesian-Ponapean | Pwehn alehdi sawas en lokaia kan ni sohte pweipwei, koahlih nempe nan amhw doaropwe en ID.  |
| Mon-Khmer, Cambodian | ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក<br>សូមហៅទូរសព្ទទៅកាន់លេខដែលមាននៅលើបណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។  |
| Navajo               | T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó naaltsoos bee atah nílíggo nanitinígíí bee néého' dólzinígíí béesh bee hane'í biká'ígíí áají' hólne'. |
| Nepali               | भाषासम्बन्धी सेवाहरूमाथि निःशुल्क पहुँच राख्न आफ्नो कार्डमा रहेको नम्बरमा कल गर्नुहोस्।   |
| Nilotic-Dinka        | Të kwoɾ yin ran de wëër de thokic ke cìn wëu kɔr keek tënɔŋ yin. Ke yin cɔl ran ye kɔc kuɔny në namba de abac tō në ID kard duñ de tīt de nyin de panakim kōu.  |
| Norwegian            | For tilgang til kostnadsfri språktjenester, ring nummeret på ID-kortet ditt.  |
| Pennsylvanian-Dutch  | Um Schprooch Services zu griege mitaus Koscht, ruff die Nummer uff dei ID Kaart.  |
| Persian Farsi        | برای دسترسی به خدمات زبان به طور رایگان، با شماره قید شده روی کارت شناسایی خود تماس بگیرید.   |
| Polish               | Aby uzyskać dostęp do bezpłatnych usług językowych, należy zadzwonić pod numer podany na karcie identyfikacyjnej.   |
| Portuguese           | Para aceder aos serviços linguísticos gratuitamente, ligue para o número indicado no seu cartão de identificação.   |

