



December 17, 2025

Dear Patients and Providers,

Baptist Health is committed to avoiding disruption in continuity of care and access to Baptist Health and its affiliated providers. We strive to maintain in-network agreements with insurance plans through proactive, open and timely negotiations. Unfortunately, Baptist Health was unsuccessful in renewing contracts with Aetna.

During negotiations with Aetna, our intent was to renew both the Commercial and Medicare Advantage contracts, but Medicare Advantage negotiations were unsuccessful with the parties reaching an impasse on multiple material items including Aetna's Level of Severity Inpatient Policy. In an effort to avoid the termination of the Commercial contract, Baptist Health offered to rescind our termination with no change in contract terms or rates. Aetna has rejected this offer.

**It is unlikely we will have an Aetna Commercial contract before January 1, 2026.** We remain hopeful that Aetna will change their position on continuing the Commercial contract.

Patients with Commercial plans through Aetna can continue to access our facilities for emergency services. Also, members who have eligible medical conditions may qualify for continuity of care for up to 90 days to continue using Baptist Health services. Some examples of eligible conditions include pregnancy, already scheduled non-elective surgery and post-op, serious and complex illness, in-house hospital care, and terminal illness. Patients should contact Aetna to determine eligibility for continuity of care and complete any applicable forms.

We recommend that Aetna patients scheduling an appointment determine how it may or may not impact their out-of-pocket cost. Patients scheduling an appointment should contact Aetna to confirm out-of-pocket cost.

If you have any questions call 1-888-BAPTIST.

Sincerely,

Baptist Health

