Transition of Care

If you are a Providence Health Plan (PHP) caregiver or covered family member moving to Aetna coverage in 2027, transition of care support may be available to help you continue treatment with your current providers or medications while you transition to your new benefits. Review the information below for details and important dates.

If your provider is not in the Aetna provider directory for 2027, you may be eligible for a transition of care. ***You can submit transition of care requests to Aetna for review beginning in December 2026.***

What is transition of care?
Transition of care may allow you to receive the in-network level of coverage of allowed expenses if you continue treatment for a period of time with a provider you are currently in an active course of treatment with but who is not an in-network provider with Aetna. Transition of care is intended to give you time to transition to an in-network provider and can be used only when you are in a qualifying active course of treatment for certain diagnosed health conditions. Transition of care includes Prior Authorizations for medications.

What health conditions may be eligible for transition of care?
Some examples of health conditions that may be eligible for transition of care include, but are not limited to, chemotherapy, transplant, terminal illness, third trimester of pregnancy, active treatment for mental health/substance use or medications you take that are not covered by the Aetna prescription drug formulary.

What should I do if I'm undergoing medical treatment?
You can use the **provider directory*** to check if the provider you are seeing is in the Aetna network or to look for a new provider in the Aetna network.

If you need assistance with your provider directory search, please contact the Aetna Service Advocate team.** Check the provider directory during benefits open enrollment this fall and when you seek care in 2027, as the provider directory is subject to change at any time.

If your provider is not in-network for 2027 and you would like to apply for a transition of care, you can submit your transition of care request to Aetna for review beginning in December 2026.

Who do I contact if I have general questions about transition of care?
Contact the Aetna Service Advocate team** at **833-529-1661 (TTY: 711)**, weekdays 8:00 a.m. to 6:00 p.m.

*The provider directory is subject to change at any time.
**If you are a new member to Aetna the Service Advocates may not have access to your personal information for 2027 benefits enrollment until December.