

Trinity Health Frequently Asked Questions

What is happening between Aetna and Trinity Health?

Our contracts with Trinity Health for Commercial and Medicare Advantage plans in all states end on December 31, 2024. If we do not reach a new agreement by then, Trinity Health facilities and doctors will no longer be part of our Commercial and Medicare Advantage health plan networks as of January 1, 2025. We are working diligently and hope to reach a new agreement before then.

We will continue to share the latest updates about our contract renewal on this website.

Are the Trinity Health hospitals and clinicians still in network?

Yes, our current agreement with Trinity Health in all states is in effect through December 31, 2024. We are working diligently and hope to reach a new agreement before then.

What Trinity Health facilities and providers are included in this contract renewal effort?

We are working to renew our agreement with Trinity Health covering all facilities and employed providers nationwide, including the following Trinity Health-owned health systems: Mercy One Trinity, Saint Alphonsus Health Alliance and St. Mary's Health Care System. See the end of this FAQ for a full listing of all Trinity hospitals.

Do I need to take any action if I am currently undergoing treatment with a Trinity Health provider?

Not yet. As we get closer to December 31, 2024, if you are receiving an active course of treatment that may go past that date, you should call the Member Services number on your ID card to get a Transition of Care request form for your doctor to fill out.

Transition of Care (TOC) coverage can 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.

What is an active course of treatment?

An active course of treatment means that 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 the 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 have begun a course of treatment (including pre-natal 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 post-operative care from such provider or facility with respect to such a surgery.

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

How long does TOC coverage last?

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.

How do I sign up for TOC coverage?

Call the Member Services number on your ID card to get a Transition of Care request form for your doctor to fill out.

You must submit a TOC request to the health plan 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. You or your doctor can send in the request form.

What if I have more questions about TOC coverage?

Call the Member Services number on the back of your ID card.

Trinity Health hospitals:

| Provider | State |
|--|--------------|
| Fresno Surgical Hospital | CA |
| SAMC (Saint Agnes Medical Center - Central Valley) | CA |
| Mount Sinai Rehabilitation Hospital, Inc. | CT |
| St. Francis Hospital/Mt. Sinai Campus | CT |
| Saint Francis Hospital and Medical Center | CT |
| Johnson Memorial Hospital, Inc. | CT |
| Saint Mary's Hospital, Inc. | CT |
| Trinity Health Of New England Emergency Medical Services, Inc. | CT |
| Mary's Meadow at Providence Place Inc. | CT |
| St Francis Hospital | DE |
| Holy Cross Hospital | FL |
| Physicians Outpatient Surgery Center | FL |
| Saint Mary's Hospital | GA |
| Good Samaritan Hospital | GA |
| Sacred Heart Hospital (St. Marys Sacred Heart Hospital, Inc.) | GA |
| MercyOne Clinton | IA |
| Genesis Medical Center | IA |
| MercyOne Des Moines | IA |
| Genesis Medical Center, DeWitt | IA |
| MercyOne New Hampton | IA |
| MercyOne Oelwein | IA |
| MercyOne Primghar (Baum Harmon Mercy Hospital) | IA |
| Genesis Medical Center Silvis | IA |
| Mercy Rehabilitation Hospital, LLC | IA |
| MercyOne Dubuque | IA |
| MercyOne Cedar Falls | IA |
| MercyOne Centerville | IA |
| MercyOne Elkader | IA |
| Mercy Medical Center North Iowa | IA |
| MercyOne Newton (Skiff Medical Center) | IA |
| MercyOne Siouxland | IA |
| MercyOne Waterloo | IA |
| MercyOne Dyersville | IA |
| MercyOne West Lakes Medical Center | IA |
| Mercy River Hills Surgery Center | IA |
| MercyOne Siouxland Medical Center - SNF | IA |
| Genesis Med Ctr-Davenprt-W Cen | IA |

| Provider | State |
|--|--------------|
| Cascade Medical Center | ID/OR |
| Saint Alphonsus Regional Medical Center-Baker City | ID/OR |
| Saint Alphonsus Regional Medical Center | ID/OR |
| Saint Alphonsus Regional Medical Center-Nampa | ID/OR |
| Weiser Memorial Hospital | ID/OR |
| Saint Alphonsus Regional Medical Center-Ontario | ID/OR |
| St. Alphonsas Regional Rehabilitation Hospital Weiser | ID/OR |
| Caldwell Cancer Center | ID/OR |
| Cascade Medical Center | ID/OR |
| Weiser Memorial Hospital | ID/OR |
| Saint Alphonsus Medical Center - Baker | ID/OR |
| Saint Alphonsus Regional Rehabilitation | ID/OR |
| Saint Alphonsus Caldwell Cancer Care Center | ID/OR |
| Idaho Endoscopy Center | ID/OR |
| Pain Care Boise | ID/OR |
| Saint Alphonsus Home Health and Hospice | ID/OR |
| Saint Alphonsus Rehabilitation Services | ID/OR |
| MacNeal Hospital | IL |
| MacNeal Hospital - MacNeal Hospital Immediate Care | IL |
| MacNeal Hospital - LaGrange Immediate Care | IL |
| MacNeal Hospital - MacNeal Hospital Wound Care Center | IL |
| MacNeal Hospital Diabetic Management Clinic | IL |
| MacNeal Hospital Inpatient Psych | IL |
| MacNeal Hospital Skilled Nursing | IL |
| MacNeal Hospital Inpatient Rehab | IL |
| Loyola University Medical Center - Hospital | IL |
| Loyola University Hospital - Dialysis on Roosevelt | IL |
| Loyola University Medical Center - Ronald McDonald Children's Hospital | IL |
| Gottlieb Memorial Hospital | IL |
| Gottlieb Memorial Hospital - Inpatient Rehab Unit | IL |
| Gottlieb Memorial Hospital - Skilled Nursing | IL |
| Gottlieb Memorial Hospital - Wound Care | IL |
| Gottlieb Memorial Hospital Adult Day Center | IL |
| Saint Joseph Reg Med Ctr. South Bend | IN |
| Saint Joseph Reg Med Ctr. Plymouth | IN |
| The Mercy Hospital, Inc. | MA |
| The Mercy Hospital, Inc. d/b/a Mercy Rehabilitation Hospital | MA |
| The Mercy Hospital, Inc. d/b/a Mercy Medical Center | MA |

| Provider | State |
|--|--------------|
| Holy Cross Germantown Hospital | MD |
| Holy Cross Hospital Silver Spring | MD |
| North Ottawa Community Hospital | MI |
| Mercy Health Saint Mary's (Saint Mary's Health Care) | MI |
| St. Joseph Mercy Livingston | MI |
| St. Mary Mercy Livonia | MI |
| Mercy Health Muskegon - Mercy Campus | MI |
| St. Joseph Mercy Oakland | MI |
| Mercy Health Muskegon - Mercy Campus | MI |
| St. Joseph Mercy Ann Arbor | MI |
| St. Joseph Mercy Chelsea | MI |
| Southwest Surgical Center | MI |
| Samaritan Hospital | NY |
| St. Peter's Hospital | NY |
| Sunnyview Hospital and Rehabilitation Center | NY |
| St. Joseph's Hospital Health Center | NY |
| Samaritan Hospital | NY |
| The Community Hospice | NY |
| Mount Carmel West Hospital | OH |
| Mount Carmel East | OH |
| Mount Carmel Saint Anns | OH |
| Trinity Medical Center East | OH |
| Trinity Medical Center West | OH |
| Mount Carmel New Albany | OH |
| Mount Carmel Diley Ridge | OH |
| Mount Carmel Grove City | OH |
| Mount Carmel Hospice | OH |
| Taylor Station Surgical Center | OH |
| Encompass HealthSouth Rehabilitation Hospital | OH |
| New Albany Surgery Center | OH |
| Saint Alphonsus Medical Center - Baker | OR |
| Mercy Fitzgerald | PA |
| St Mary Langhorne | PA |
| Nazareth Hospital | PA |
| Nazareth Endoscopy Center | PA |
| The Ambulatory Surgery Center at St. Mary | PA |