



Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions



## New Small Group ACA termination policy effective October 1

As an important Small Group partner, we want to keep you informed of upcoming policy changes. **Starting October 1, we must receive written confirmation of customer renewal acceptance in advance of the customer renewal date for all Aetna small groups.**

This means that beginning with all October 1 renewal dates, we must receive written confirmation in advance of the policy renewal date. Written confirmation may include signed renewal acceptance from the customer delivered by mail, fax or email. Note: premium payment received in advance of the renewal date will also be considered renewal acceptance.

If we haven't received written acceptance of the renewal, or renewal alternates, from the customer in this time frame, we will initiate **termination of the policy** on the renewal date.

This change allows us to provide new and renewing members with access to correct medical and pharmacy benefits in a timely manner. And it helps us prevent paying claims incurred after the termination date. Please help us avoid member disruption by sending your group's renewal intentions before the renewal date.

**If you have any questions, please contact your Aetna representative.**