

# September 29, 2025, Member Alert!



## Duke/Aetna Reminder

We know many of you have questions as negotiations continue between Duke Healthcare and Aetna, with their contract set to expire in less than a month. The State Health Plan (Plan) is Aetna's largest client in our state and we're watching these talks closely. Members who use a Duke Healthcare provider will be receiving a detailed letter from us this week with important information.

Members who use Duke Healthcare as a provider, for certain types of care, may be able to keep seeing your Duke provider at the network benefit level for a period of time.

This includes:

- If you're undergoing treatment for a serious or complex condition or terminal illness.
- If you're receiving inpatient or institutional care.
- If you're scheduled for nonelective surgery, including related post-operative care.
- If you're currently pregnant and undergoing treatment.

To request continuation of care, please call Aetna Health Concierge at 833-690-1037 (TTY: 711) for a Transition Coverage request form.

If you need to find another in-network provider, please visit [www.shpnc.gov](http://www.shpnc.gov) and click "Find a Doctor" for a complete list of in-network providers and hospitals. In case of emergency, go to the closest emergency room. Your visit will be covered, even if the hospital is not in-network.

You can share any concerns or express your desire for continued access to affordable care by reaching out to Duke's patient relations department, which can be reached by phone at [919-681-2020](tel:919-681-2020), option 3, or by email at [patientvisitorrelations@dm.duke.edu](mailto:patientvisitorrelations@dm.duke.edu).

Even if you do not utilize a Duke Healthcare provider, **all** members are encouraged to take a moment to watch this message from Treasurer Brad Briner about how this might impact you.



The Plan remains hopeful that Duke will reconsider leaving the network and continue to care for the many hardworking North Carolinians who rely on them. If Duke does in fact leave the network, we have been working with other providers to ensure they have the capacity and resources to meet your health care needs. We are closely monitoring this situation and will continue to keep you informed as conversations between Duke Healthcare and Aetna progress.

