

September 23, 2025, Member Alert!



A Message from Brad Briner about Duke and Aetna

Dear State Health Plan Members,

We know many of you have questions as negotiations continue between Duke Healthcare and Aetna, with their contract set to expire in the 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.

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:



Members who use a 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 a 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.

We are closely monitoring this situation and will continue to keep you informed as conversations between Duke Healthcare and Aetna progress.

Thank you for your service to the state-

Brad Briner

N.C. State Treasurer

