

Email to Aetna from Beneficiaries

RE: Aetna Prior Authorization Policy for Cataract Surgery

Dear Mr. Spradlin and Dr. Goyal,

I am outraged to learn that my insurance company, Aetna, is causing avoidable delays in my access to cataract surgery deemed medically necessary by my ophthalmologist. Your new policy requiring prior authorization for cataract surgery creates unnecessary delays for my surgery.

As an Aetna subscriber, I consider the burden of needing to wait several additional weeks to restore my vision due to Aetna's policy completely unacceptable! I pay each month for this insurance coverage, so there is no reason I should have delayed access to care. I am disappointed that Aetna's policies are creating barriers to my ability to receive timely cataract surgery.

Without good vision, I struggle every day to complete simple tasks. Delaying my surgery puts me at greater risk of physical injury, such as fall, which could result in a broken bone or worse.

I urge Aetna to put patient care, like mine, first. Aetna should withdraw this policy as it improperly denies me—and others—timely access to this sight-restoring and life-improving surgery.

Sincerely,

[Patient Name]