



Patient talking points **Banner | Aetna marketplace/exchange plan**

Note to schedulers: Below are some talking points to use in conversations with our patients. **We are handling scheduling for Banner | Aetna marketplace/exchange plan patients as follows:**

- There are **no changes** to appointments or procedures that are currently scheduled at any HonorHealth facility prior to Jan. 1, 2026.
- Patients will need to provide new insurance information to schedule appointments after Jan. 1, 2026, as Aetna will no longer offer the Banner | Aetna marketplace/exchange plan after this date. They also have the option of using their out-of-network benefits (if applicable) or [using the cash pay option](#). (Patients should call their insurance company at the number located on the back of their insurance card to discuss their specific out-of-network benefits.)

Talking points for patients:

- Effective Jan. 1, 2026, Aetna will no longer offer marketplace/exchange plans, including the Banner | Aetna marketplace plan that HonorHealth currently participates in.
- This impacts the Banner | Aetna marketplace/exchange plan **only**. HonorHealth will continue to be in-network with Aetna commercial and Medicare Advantage plans.
- If you have an appointment or procedure scheduled prior to Jan. 1, 2026, you have no changes to your appointment, and you will still be in-network for any services provided before this date.
- If you'd like to schedule an appointment on or after Jan. 1, 2026, you'll need to provide new insurance information, as Aetna will no longer offer the Banner | Aetna marketplace/exchange plan after this date. You also have the option of using out-of-network benefits (if applicable) or [using the cash pay option](#). You should call your insurance company at the number located on the back of your insurance card to discuss your specific out-of-network benefits.
- If you are impacted and would like to maintain your in-network access with HonorHealth's facilities and providers, you can switch to a new marketplace/exchange plan during open enrollment this fall. Open enrollment runs from Nov. 1, 2025 to Jan. 15, 2026 for a Jan. 1, 2026 effective date.
- HonorHealth continues to accept a number of exchange plans, including Oscar Health, Ambetter from Arizona Complete Health, Blue Cross Blue Shield of Arizona, including Focus, Premier Health PPO, Everyday Health PPO and Blue Signature Prosano PPO, Health Choice Arizona by Blue Cross Blue Shield and Cigna Connect. Visit honorhealth.com/patients-visitors/insurance for a complete listing of accepted plans.

- If you need assistance in navigating which health plan may be most appropriate for your specific healthcare needs, you can reach out to the following brokers:

Jay Jones Central and West Valley 623-256-9271 jay@harpmedicalinsurance.com	Joel Leon East, Central and West Valley 480-709-6006 joel.leon@medicaregeeksaz.com
Peter Orona East, Central and West Valley 602-770-9062 peterorona@abcdmedicare.com	Brian Phillips East Valley 480-848-3824 sales@metrovalleyinsurance.com
Laura Ritchie-Johnston East, Central and West Valley 480-779-8253 laura@lrjhealthsolutions.com	Tammy Walsh East and Central Valley 480-963-5509 twalsh@crestins.com

- [Healthcare.gov](https://www.healthcare.gov) is a resource for you to assess your benefit options and answer your benefit-related questions.
- If you have any questions or concerns about this change or your coverage, please call Aetna at the number located on the back of your insurance card.