

**The following information is provided for Nonappropriated Fund (NAF) Health Benefit Plan (HBP) participants affected by the North Dakota floods:**

With thousands of people evacuated from their homes in the North Dakota area due to the recent floods, effective immediately, Aetna made it easier for health plan participants to refill prescriptions. Aetna modified policies to meet the prescription drug needs of plan members in the path of the floods in the affected North Dakota area. Members who had to flee without their medications, or want to refill prescriptions so that they can be prepared to evacuate, can refill their prescriptions early. The affected counties and reservations include Barnes, Benson, Burleigh, Cass, Emmons, Eddy, Grand Forks, Mercer, McLean, Morton, Nelson, Oliver, Pembina, Ramsey, Ransom, Richland, Sioux, Towner, Traill, Walsh and Ward Counties and the reservations of the Spirit Lake Nation and Standing Rock Sioux Tribe.

Aetna also has been monitoring the impact of the floods on health care providers in the affected areas. It is important to remember that you can seek urgent or emergent care anywhere, as needed. Aetna will grant exceptions as needed to our normal claims reimbursement policy for members who are forced to seek care outside our network. If you have been evacuated from your home, need non-emergency care and cannot access an in-network provider, you should contact Aetna to discuss an exception to the normal reimbursement policy.

**Employee Assistance Program (EAP)**

During this time of need, EAP resources are available to everyone affected by the floods in North Dakota, even if they are not Aetna EAP customers. People who need EAP services can contact Aetna at 1-888-AETNA-EAP (1-888-238-6232) for telephone consultation or face-to-face sessions. EAP counselors can help individuals struggling with how to support loved ones who are suffering from the effects of this natural disaster. Aetna's EAP professionals have experience dealing with traumatic events and are available to provide specific interventions. The EAP line will stay open to members through July 22, 2011.

**Additional assistance for our members**

Aetna extended deadlines for members in the affected areas in North Dakota to submit level I or level II appeals that are due between June 22 and August 30 of this year. Members now have until October 30, 2011 to file their appeals.

Aetna will continue to monitor the flooding situation carefully, so that they are prepared to move quickly to provide other assistance as needed. NAF Health Benefit Plan members may obtain additional information by contacting their servicing Human Resources Office, or by contacting Aetna Customer Service at 1-800-367-6276.