

The following information is provided for Nonappropriated Fund (NAF) Health Benefit Plan (HBP) participants in areas affected by the tornadoes and flooding in the Midwest and by the severe weather in North Carolina:

Many people had to leave their homes in the Midwest and North Carolina recently due to tornadoes, flooding and severe weather. Aetna is making it easier for plan participants there to refill prescriptions and use Employee Assistance Program (EAP) services.

Aetna is monitoring our plan participant's access to medical providers at this difficult time. Please remember that plan participants can seek urgent or emergency care anywhere, as needed.

Pharmacy

Plan participants don't have to wait for prescriptions. As soon as pharmacies and plan participants began reaching out to Aetna, Aetna modified policies to meet the prescription drug needs of plan participants in the affected areas. In those areas, plan participants who had to leave their homes without their prescription drugs can refill their prescriptions early.

EAP

During this time of need, Employee Assistance Program resources are available to everyone affected by the severe weather, 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.

Additional assistance for our members

Aetna is extending the extra time to members filing claims, submitting additional information for claim processing, or submitting level I or level II appeals that are due during this time.

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