

**The following information is provided for Nonappropriated Fund (NAF) Health Benefit Plan (HBP) participants affected by Hurricane Isaac:**

Many people had to leave their homes due to Hurricane Isaac. Aetna made it easier for health plan participants to refill prescriptions and access Employee Assistance Program (EAP) services. Aetna is also offering affected customers additional time to file appeals in the affected area.

Aetna has been monitoring the impact of the hurricane on health care providers in the affected areas. It is important to remember that you can seek urgent or emergency care anywhere, as needed.

Members don't have to wait for prescriptions

As soon as pharmacies and members began contacting Aetna, Aetna modified policies to meet the prescription drug needs of our members in the affected areas. In those areas, members who had to leave their homes without their prescription drugs can refill their prescriptions early. Aetna has been notified that due to Hurricane Isaac both UPS and USPS are experiencing service delays to areas in and around Alabama, Mississippi and Louisiana. If they are unable to deliver to an address, they will hold the delivery. Members can contact customer service to request alternative delivery sites, or fill their prescriptions locally

EAP services available to all

During the time of need, EAP resources are available to our members who have been affected by the hurricane, 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). They can speak with counselors over the phone. EAP counselors can help individuals support loved ones who are suffering from the effects of this natural disaster. The Aetna EAP line is available now and will stay open to employees and family members through September 29, 2012.

Additional assistance for you and our members

Aetna extended deadlines for affected members to submit level I and level II appeals. Appeals that would have been due between August 25 and August 29 now have until September 29, 2012 to be submitted. Members should contact Aetna if they believe their ability to appeal a situation has been impacted by these local conditions.

Additionally, our Medicare members can seek care from any provider at any facility as needed between August 25 and September 29, 2012. Additionally authorization and pre-notification requirements will be waived during the 30 day duration as well for members in the affected areas.

Aetna will continue to monitor the hurricane 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.