

The following information is provided for Nonappropriated Fund (NAF) Health Benefit Plan (HBP) participants affected by the disaster in Japan:

In an effort to offer immediate assistance to Aetna Global Benefits (AGB) health plan participants, effective Thursday, March 17, 2011, Aetna relaxed the requirements for accessing needed health care and prescription drug refills for our AGB members during the crisis in Japan.

Nonappropriated Fund employees who are covered by the NAF Health Benefits Program medical plan administered by Aetna Global Benefits (AGB) may call Aetna with questions about medical providers and coverage. Aetna's AGB customer service is available 24 hours a day, 7 days a week at: Toll Free-1-800-231-7729 or Collect/Direct-1-813-775-0190 or Email: agbservice@aetna.com.

Members should follow the same mail order process for prescriptions and confirm the address where the refill should be shipped to during the emergency (another address might be appropriate, if the member is back in the states for a period of time).