

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

With thousands of people evacuated from their homes in the Arizona area due to wildfires, 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 fires in the affected Arizona 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 include Cochise, Graham, Pima, Santa Cruz, Apache, Greenlee and Navajo.

Aetna also has been monitoring the impact of the fires 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 wildfires in Arizona, 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 extended deadlines for members in the affected areas in Arizona to submit level I or level II appeals that are due between June 2 and July 9 of this year. Members now have until August 31, 2011 to file their appeals.

Aetna will continue to monitor the fire 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.