

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

In an effort to offer immediate assistance to Aetna health plan participants, effective Monday, October 22, Aetna relaxed the requirements for accessing needed health care and prescription drug refills for our members during the California wildfire crisis.

- Displaced members may seek medical care outside of the established medical networks.
- Aetna will permit early refills of prescriptions so members who had to flee without their prescriptions, or who want to refill their prescriptions in preparation of evacuation may do so early.
- Aetna will permit mail-order medications that were lost or damaged in transit to be replaced with no co-pay.
- Aetna Prescription Home Delivery is filling orders for the affected areas, but carriers are holding deliveries until they are able to complete them. Members can contact customer service at 1-800-367-6276 to request alternative delivery sites, or fill their prescriptions locally.

These temporary modifications only apply to the following seven counties: Los Angeles, Orange, San Bernardino, San Diego, Santa Barbara, Riverside, and Ventura. However, due to the rapidly changing nature of this emergency, additional counties and modifications may be added.

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.