

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

With thousands of people evacuated from their homes in the Los Angeles area due to wildfires, effective September 02, 2009, 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 areas in the fire-impacted Los Angeles 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.

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 or their IPA. If you have been evacuated from your home, need non-emergency care and cannot access an in-network provider or your own IPA, you should contact Aetna to discuss an exception to the normal reimbursement policy.

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.