

## Hurricane relief: We're here to help

We have been working diligently to offer support to the communities that have been impacted by Hurricane Harvey and Hurricane Irma. We thank you for your support in helping these members who have been affected and we're here to help.

### Policy modifications for members

We understand that members in the areas impacted by these natural disasters are facing many challenges, so we are modifying some of our policies to help. These changes apply to members in the following states (during this time frame): **Alabama** (September 8 - October 8), **Florida** (September 4 - October 3), **Georgia\*** (September 6 - October 6), **Louisiana\*\*** (August 24 - October 30), **North Carolina** (September 7 - October 5), **Puerto Rico** (September 4 - October 3), **South Carolina** (September 6 - October 5), **Tennessee** (September 11 - October 11), **Texas\*\*\*** (August 24 - October 30), **Virginia** (September 7 - October 7), and the **Virgin Islands** (September 5 - October 3).

- **Premiums:** We won't terminate impacted members for nonpayment of premiums. The premium must be postmarked by the ending effective date listed above.
- **Claim filing:** We are extending the claim filing deadlines for both members and providers using the timeline above.

### Important resources for people impacted by Hurricane Irma

We have opened our Resources for Living services to those affected by Hurricane Irma, regardless of whether they are members or not. Individuals can call **1-888-AETNA-EAP (1-888-238-6232)** for assistance with finding available shelters, accessing government resources and seeking referrals or help coping with the emotional impact of Hurricane Irma. Members affected by Hurricane Irma can also seek emergency care anywhere, as needed. We will monitor the impact Hurricane Irma has on our network doctors, hospitals and other health care providers, and make further modifications to our policies as necessary to ensure members have access to care. If any additional local, state or federal disaster executive orders or regulations are issued related to these catastrophic event, we will adjust our policies to comply.

### The Aetna Foundation supports disaster relief efforts

The Aetna Foundation announced it will make a \$100,000 contribution to the American Red Cross. Through the company's Disaster Response matching gift program, the Aetna Foundation will also match employees' disaster relief donations dollar-for-dollar (up to \$5,000 per donor per year) to any U.S.-based nonprofit providing hurricane-related disaster relief.

### We're here to answer your questions

Our thoughts are with everyone impacted by these storms and we're here to help. Members can contact us at **800-264-4000** for assistance. Agents can contact their [regional sales support](#) or

the [agent services team](#).

Thank you for your partnership and for your continued trust in our company.

\***Georgia** counties: Appling, Atkinson, Bacon, Brantley, Bulloch, Burke, Candler, Charlton, Clinch, Coffee, Echols, Effingham, Emanuel, Evans, Jeff Davis, Jenkins, Long, Pierce, Screven, Tattnall, Toombs, Treutlen, Ware, Wayne.

\*\***Louisiana** parishes (August 24 - October 30): Beauregard, Calcasieu, Cameron, Jefferson Davis, Vermillion. All others are effective August 24 - September 22.

\*\*\* **Texas** counties: Aransas, Atascosa, Austin, Bastrop, Bee, Brazoria, Brazos, Burleson, Caldwell, Calhoun, Cameron, Chambers, Colorado, Comal, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Grimes, Guadalupe, Hardin, Harris, Jackson, Jasper, Jefferson, Jim Wells, Karnes, Kerr, Kleberg, Lavaca, Lee, Leon, Liberty, Live Oak, Madison, Matagorda, Montgomery, Newton, Nueces, Polk, Refugio, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller, Washington, Wharton, Willacy, Wilson.

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