

## **Aetna Actions to Help Members in Areas Directly Impacted by Hurricane Gustav**

For Aetna members in and from the states of Louisiana, Mississippi and Alabama effective from August 29 through September 30, we have put the following guidelines in place. Affected areas of Texas\*, and in particular areas where mandatory evacuations were ordered, also will be included from August 29 through September 8.

We will use these guidelines for all care accessed in the impacted areas, as well as care for members who indicate they have evacuated from a hurricane-impacted area and now are seeking care elsewhere.

### **Medical Plans**

- We are approving requests for out-of-network medical services and lifting requirements for medical precertification, referrals, medical necessity reviews and notification of hospital admissions.
- Displaced members who must seek care out-of-network will not be penalized; we will treat these cases as in-network when calculating member responsibility.
- Displaced members in plans requiring the use of a primary care physician (PCP) will be able to access other PCPs or specialists without penalty.
- We are covering immunizations for hepatitis B and tetanus/diphtheria, regardless of whether the member's plan contains a routine/preventive benefit.

### **Pharmacy Plans**

- Members in affected areas may refill their prescriptions early, if needed.
- Members who use Aetna's mail-order pharmacy can refill a prescription at an alternate delivery location or refill a prescription that may have been lost, damaged or destroyed by the flooding.
- Specialty Pharmacy prescriptions can be refilled early if needed, following the same guidelines as retail pharmacies. Members may use Aetna Specialty Pharmacy if their normal supplier of specialty pharmaceuticals has been impacted by the hurricane; they should call 1-866-782-2779. Aetna Specialty Pharmacy will make these policy changes for medications covered both by pharmacy plans and by medical plans.

### **Dental Plans**

- Aetna Dental already allows emergency dental care to relieve pain, in accordance with plan guidelines (message is provided on our phone lines after normal working hours).
- If an alternate dentist is needed due to a dental office being impacted by the hurricane, or because a member has been displaced, we will facilitate contact with another dentist, as needed.
- If an affected member does not contact Aetna before receiving care from an out-of-network dentist, all benefits will be considered as in-network care.

### **Behavioral Health**

The Aetna Employee Assistance Program (EAP) has made telephonic consulting services available to support any Aetna member affected by the event, whether or not they are part of an EAP program. The Aetna EAP number is 1-888-AETNA-EAP (1-888-238-6232).

We also have made some information available on our website that you may find useful to read or share with your employees:

- [Members: Planning for a Hurricane](#)
- [Managers: Guide To Hurricane Response](#)
- [Managing In A Post Natural Disaster Environment](#)
- [Tips for managers and supervisors -- Helping coworkers cope post hurricane](#)

### **Life, Disability and LCT**

We also are taking steps to help life, disability and long-term care members from the affected areas. This includes extending deadlines for filing claims, and modifying procedures such as those for collecting evidence of insurability.

\* In Texas, the policy modifications apply to all members impacted but in particular those that are in the following counties that were ordered to evacuate by state and local jurisdictions: Hardin, Jefferson and Orange.