

CVS Aetna

For the state of emergency declared by the Governor due to Hurricane Helene, Aetna CVS Health has implemented the following provisions:

- Resources are in place to support the Claim and Call Centers, and Provider Contact Center (PCC)/Provider Services Center (PSC).
- Aetna® has suspended late penalties or non-notifications for providers for administrative ease to care for members during this event.
- CVS Pharmacy® is reaching out to its patients by text message, email and phone to remind them to refill and pick up prescriptions. Stores are also receiving additional supplies of emergency items such as water, batteries and first aid products.
- CVS Caremark®, the company's pharmacy benefit manager, is enabling pharmacy claims for one-time emergency refills of a 30-day supply of medication for plan members in impacted areas.
- CVS Specialty® patients who are within the emergency area and are taking specialty medications will be contacted to discuss alternate delivery arrangements, if needed.
- Aetna® clinical response teams have expanded their engagement with Medicare and Commercial members in potentially impacted areas to ensure member safety and access to emergency services.
- Additionally, Aetna is liberalizing its Resources For Living (RFL) services to ensure individuals and organizations have access to care regardless of whether it is part of their existing benefits. Liberalized services include in-the-moment mental health phone support, a dedicated crisis support website and community resource information. Individuals and organizations who do not have RFL can call 1-833-327-AETNA, and those with RFL should contact their designated RFL number.
- CVS Health is also contacting colleagues who are at risk from the storm to check that they are safe and offer crisis support. Information about community resources and emotional support services is available through the company's employee assistance program. The following Aetna CVS Health non-retail offices in GA will be closed:

Aetna Corporate Office of Atlanta, located at 2000 Riveredge Parkway in Atlanta, GA, will be closed Thursday, 9/26 and Friday, 9/27.

Aetna Corporate Office of Alpharetta, located at 3600 Mansell Road in Alpharetta, GA, will be closed Thursday, 9/26 and Friday, 9/27.

CVS Health Coram of Marietta, located at 2140 Newmarket Parkway in Marietta, GA, will be closed Friday, 9/27.