

Policy Modifications Due to Tropical Storm Barry

Communication Summary

Policy modifications are in place because a state of emergency was declared for LA ahead of Tropical Storm Barry.

Details

State Affected (Abbreviation)	Areas Affected	ZIP Codes Affected	Effective Date of Service (DOS)	
Louisiana (LA)	All	All	DoD Members	
			Medical	07/10/19 - 08/09/19
			Pharmacy	07/10/19 - 08/09/19

Appeals	Extensions for Level 1 and 2 Appeals
Penalties and non-notifications	Suspension of late penalties or non-notifications for providers
Pharmacy	Mandatory Mail Order and Refill-too-Soon Requirements Accommodate exception requests for members residing in emergency areas who either: <ul style="list-style-type: none">• Have a mandatory Mail Order requirement• Whose medication is not ready for refill for a maximum supply of 30 days during the period of the emergency declarations Note: Normal cost share applies.

Members can call Aetna member services at **1-800-367-6276** and request help in locating a physician or walk in clinic where they are.