



Aetna Life Insurance Company  
Three Sugar Creek Center, MS761  
Sugar Land, TX 77478

**Eliese Wolff**  
Sr. Compliance Director  
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September 8, 2017

Texas Department of Insurance  
Managed Care Quality Assurance – mail Code 103-6A  
P.O. Box 149104  
Austin, TX 78701-9104

**RE: Catastrophic Event Initial Notice**

To Whom It Concerns:

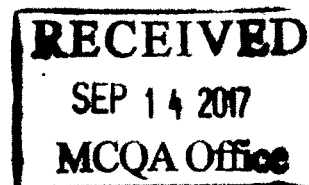
On behalf of Aetna Life Insurance Company, I am hereby providing the Department notice of a catastrophic event pursuant to 28 Texas Administrative Code §21.2819.

Aetna's Sugarland offices were preparing for closure August 25, 2017 and closed Monday August 28, 2017 through Tuesday September 5, 2017 as result of the large scale evacuation caused by Hurricane Harvey. At this time we are accessing the potential impact to determine if we were unable to meet any of the deadlines described in §§21.2804 of this title (relating to Request for Additional Information from Treating Provider), 21.2806 (relating to Claims Filing Deadline), 21.2807 (relating to Effect of Filing a Clean Claim), 21.2808 (relating to Effect of Filing a Deficient Claim), 21.2809 (relating to Audit Procedures), and 21.2815 of this title (relating to Failure to Meet the Statutory Claims Payment Period), as applicable.

If you have any questions concerning this notification or need additional information, please contact me.

Sincerely,

Eliese Wolff  
Sr. Director of Compliance



# CERTIFICATION OF CATASTROPHIC EVENT

AFFIDAVIT OF GREGORY S. MARTINO

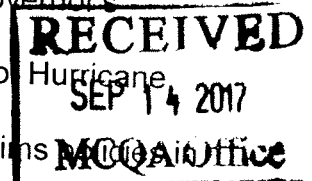
COUNTY OF MONTGOMERY: §

STATE OF PENNSYLVANIA: §

Greg Martino, being by me duly sworn, deposes and says as follows:

1. I am a Vice President of Aetna Life Insurance Company, a Connecticut corporation, and in that capacity, I have personal knowledge of the business activities of Aetna Life Insurance Company (Aetna).
2. On August 25, 2017, Texas Governor, Greg Abbott, issued a proclamation declaring that Hurricane Harvey posed a threat of imminent disaster along the Texas Coast beginning August 25, 2017. As a result of the Governor's declaration and mandatory and voluntary evacuation orders issued by county and municipal officials, Aetna closed its offices located in Sugarland, Texas. Hurricane Harvey did strike the Texas Gulf Coast on August 25, 2017, and caused extensive damage to people, property and infrastructure.
3. On August 26, 2017 TDI issued several Commissioner's Bulletins which stated in pertinent part:

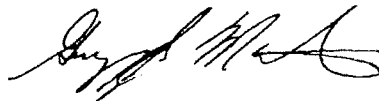
" It is the opinion of the Texas Department of Insurance that all health insurance companies and health maintenance organizations should waive penalties and restrictions on insureds, certificate holders, or enrollees when these insureds, enrollees, or certificate holders obtain necessary emergency and nonemergency health and dental services out-of-network as a result of the disaster through the duration of the governor's proclamations. "As a result of the catastrophic impact of Hurricane Harvey, as well as implementing the liberalization of claims



accordance with the August 26<sup>th</sup> release of several Bulletins, as stated above in paragraph 3, Aetna sustained an interruption in its normal claim processing activities for more than two consecutive business days. In order to implement the liberalization of claims policies in the counties included in the Governor's disaster proclamation, as described in paragraph 3 above, claims which are normally auto-adjudicated have to be processed manually, thereby causing Aetna to be unable to meet the deadlines in 28 TAC §§21.2804, 21.2806, 21.2807, 21.2808, 21.2809 and 21.2815 for these claims.'"

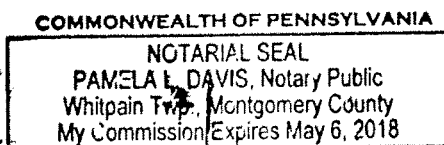
4. Aetna's Sugarland, Texas offices were closed early Friday August 25, 2017, and remained closed through Monday September 4, 2017. These office closures caused by Hurricane Harvey further exacerbated the interruption in the normal claim processing activities of Aetna.
5. The implementation of the liberalization of claim policies in accordance with Commissioner's Bulletins issued August 26, 2017 and Aetna's Sugarland, Texas office closures will cause an interruption in the normal claim processing activities of Aetna until September 4, 2017.

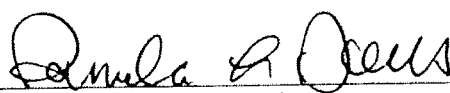
Further Affiant Sayeth Naught



\_\_\_\_\_  
Gregory S. Martino

SWORN TO AND SUBSCRIBED BEFORE ME this   9<sup>th</sup>   day of September, 2017.



  
\_\_\_\_\_  
Notary Public in and for  
The State of Pennsylvania

My Commission expires:   5-6-2018