



**Aetna Dental Inc.**  
Three Sugar Creek Center  
Suite 300  
Sugar Land, TX 77478

**Betty Garlough**  
Team Lead, Compliance/CG&A  
Phone: 281-637-3135  
Fax: 860-754-1616

September 12, 2017

Texas Department of Insurance  
Managed Care Quality Assurance – Mail Code 103-6A  
333 Guadalupe  
Austin, TX 78701

**RE: Catastrophic Event Initial Notice**

To whom it concerns:

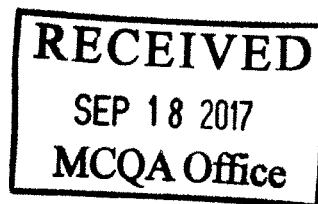
On behalf of Aetna Dental Inc., I am hereby providing the Department notice of a catastrophic event pursuant to 28 Texas Administrative Code §21.2819.

Aetna's Sugar Land 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,

Betty Garlough  
Team Lead, Compliance / CG&A



# CERTIFICATION OF CATASTROPHIC EVENT

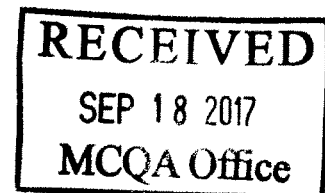
## AFFIDAVIT OF LISA STEPANIAN

COUNTY OF PROVIDENCE       §  
  §  
STATE OF RHODE ISLAND       §

Lisa Stepanian, being by me duly sworn, deposes and says as follows:

1. I am the President of Aetna Dental Inc., a Texas Corporation, (Aetna) and in that capacity, I have personal knowledge of the business activities of Aetna Dental Inc.
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 Dental Inc. closed its offices located in Sugar Land, 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:

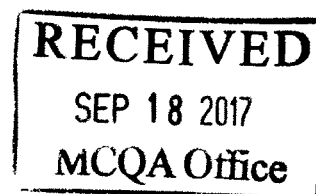
“ It is the opinion of the Texas Department of Insurance that all health insurance companies and health maintenance organizations should waive penalties and restrictions on insureds, certificate holders, or enrollees when these insureds, enrollees, or certificate



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 policies in 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 Sugar Land, 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 Sugar Land, Texas office closures will cause an interruption in the normal claim processing activities of Aetna until September 4, 2017.

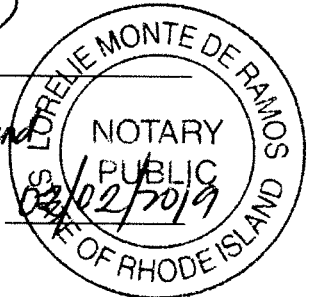


Further Affiant Sayeth Naught

*Lisa Stepanian*  
Lisa Stepanian

SWORN TO AND SUBSCRIBED BEFORE ME this 12 day of September, 2017.

*Indeung*  
Notary Public in and for  
The State of Rhode Island  
My Commission expires: 02/02/2019



**RECEIVED**  
SEP 18 2017  
MCQA Office

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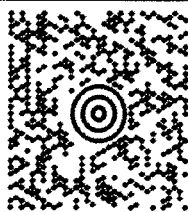

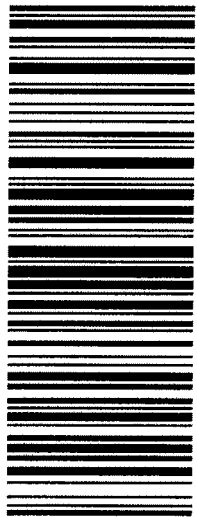

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BETTY GARLOUGH 281-637-3135 AETNA THREE SUGAR CREEK CENTER SUGARLAND ,TX 77478	1.0 LBS LTR 1 OF 1
<b>SHIP TO:</b> MANAGED CARE QUALITY ASSURANCE 512-676-6000 TEXAS DEPARTMENT OF INSURANCE MAIL CODE 103-6A 333 GUADALUPE AUSTIN TX 78701	
	<b>TX 787 9-09</b> 
<b>UPS NEXT DAY AIR SAVER 1P</b> TRACKING #: 1Z V5F 396 13 9762 1137	
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SEP 18 2017  
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