



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

Eliese Wolff
Sr. Compliance Director
Phone: 281-923-7169
Fax: 860-907-3683

September 8, 2017

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

RE: Catastrophic Event Initial Notice

To whom it concerns:

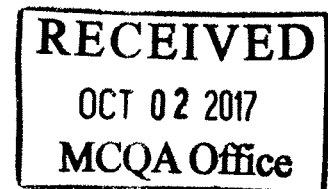
On behalf of Aetna Health Inc., I am hereby providing the Department notice of a catastrophic event pursuant to 28 Texas Administrative Code §21.2819.

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

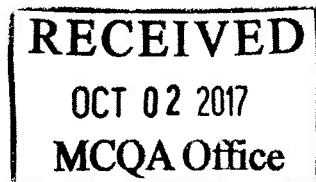
AFFIDAVIT OF MIKE NELSON

COUNTY OF FORT BEND §
STATE OF TEXAS §

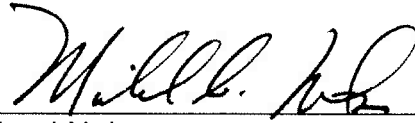
Mike Nelson, being by me duly sworn, deposes and says as follows:

1. I am the President of Aetna Health Inc., a Texas Corporation, (Aetna) and in that capacity, I have personal knowledge of the business activities of Aetna Health 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 Health Inc. 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

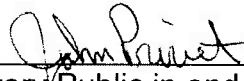
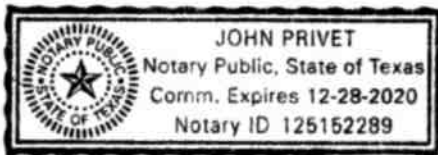


Further Affiant Sayeth Naught



Michael Nelson

SWORN TO AND SUBSCRIBED BEFORE ME this 21 day of September, 2017.



Notary Public in and for
The State of Texas

My Commissioner expires: 12/28/20

