

In accordance with Company Bulletin 2017-03 issued by the Illinois Department of Insurance, the following safeguards have been implemented for Aetna and Coventry members that reside in Cook, Kane, Lake and McHenry counties:

- Members may be able obtain services from non-contracted providers for non-emergency services if they were displaced from their home.
- Members will have an additional 60 days to submit claims, file complaints/appeals or pay bills, or longer, if reasonable, given the members' specific circumstances.
- No additional charges for cancellations, interest, late fees, non-renewals or other penalties will be imposed during the emergency period.
- No policies will be terminated, cancelled or non-renewed until 09/30/17 or later, if needed, based on the members' specific circumstances.

The Illinois Department of Insurance (DOI) is available for filing complaints about disaster-related disputes or issues.

- Call the DOI's toll-free complaint hotline at 866-445-5364.
- File complaints (online) with the Illinois Department of Insurance at <https://mc.insurance.illinois.gov/messagecenter.nsf>