



<Street address
City, State ZIP>

<Date>

<Addressee>

<Street Address>

<City, State ZIP+4>

Dear <Name>,

Important information about your group health plan

Dear Customer,

We understand that many small group employers may be facing a financial hardship due to the COVID-19 pandemic. During this difficult period, Aetna has a structured grace period that may be applied to your group health plan.

The grace period for premium payments that were due for March, April and May is extended to June 1, 2020. If you have a mid-month billing cycle, the grace period for premiums due in May ends on June 15, 2020.

Between now and June 1, 2020, your group health plan will not be terminated because of non-payment of premium and claims will be processed in accordance with your current health plan benefits.

In addition, your group will not be reported to a credit reporting agency or referred for collections.

We're here for you

We're committed to assisting our customers during the COVID-19 pandemic.

We'll continue to process premiums as normal during the grace period. If you want to discuss your payment and plan options, call your broker or Aetna at **1-800-297-7145** (Option 6) or visit our website at **aetna.com**.

Contact and payment information is below.

- Call 1-866-497-2855, press 1 to make payment by ACH or via check by telephone
- Pay online at <http://www.aetna.com/employer-plans/index.html>

- Mail your payment using the address on your invoice; please include the remittance portion of your invoice with your check

As this is an evolving situation, future changes may occur should new COVID-19 state or Federal guidance be released.

Learn More

A copy of the New York Executive Order related to this extended grace period can be found online at:

https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/EO_202.14_final.pdf

Please note, New York permits this premium grace period extension. However, premium is not forgiven or waived for this extension period.

Visit the New York State of Health Small Business Marketplace, online at **nystateofhealth.ny.gov** or call the Marketplace Customer Service at **1-855-355-5777**.

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