

Dear SUNY Cortland:

We recognize that planning for the 2009-10 academic year has been in the works for months now and that part of your specific efforts include preparing for a potential outbreak of the H1N1 epidemic on your campus.

Aetna Student Health (ASH) wants to support your campus and those students we insure in a way that complements your efforts and provides important resources for students and parents.

While much of this information is not new to you, it seemed an appropriate time to reemphasize the following:

### **H1N1 and Seasonal Flu Vaccine Coverage-**

- Aetna will cover H1N1 flu vaccine administration for those student programs whose benefit plans cover preventive services, just as we would cover the seasonal flu vaccine. We will pay for the administration of the H1N1 vaccine, based on recommendations of the Centers for Disease Control and Prevention (CDC).
- The federal government will pay for the H1N1 vaccines and the supplies needed to administer them. Aetna will reimburse providers, including Student Health Centers, for administration of the vaccine for plans with preventive benefits.
- Aetna is encouraging participating providers and our Student Health Centers to register with their state's Department of Health to become vaccinators. We will encourage our members to seek vaccines at any of these available outlets.
- Should any of our student members become ill, we cover the treatment of H1N1 as any other disease under all of our plans.

### **Resources for your Students and Campus-**

- Aetna's *Informed Health Line* can be used to help direct questions from students on H1N1, providing information on the flu and common ways to prevent it- 24 hours a day/seven days a week. This may be an alternative to general questions being referred to your Student Health Center or other campus offices.

*Informed Health line* is staffed with registered nurses and insured students can call directly at **(800) 556-1555**.

- On Call International, our international 24/7 emergency response center partner is also available to field H1N1 questions specifically from students traveling. Travelers in need of medical advice or medical referrals outside of the college campus area can contact On Call International at **(800) 407-7307** or collect, at **(603) 898-9159**. In addition, On Call has posted precautionary tips and up-to-date information about the

illness at <http://oncallinternational.com/Pages/health-updates-travel-advice-required-vaccination.asp>.

- Our DocFind provider directory can specifically identify Urgent Care alternatives for students who may otherwise be visiting the emergency room (ER) with H1N1 concerns. While Urgent Care Center availability varies by campus area, it is important to share this resource with students to avoid unnecessary ER visits and in many cases, lower student out-of-pocket costs.

Students can locate Urgent Care providers by accessing the DocFind link for Student Health Plans:

<http://www.aetna.com/docfind/custom/studenthealth/index.html>

- Aetna has a relationship with *Concentra*, a national health care company offering comprehensive services to patients and their plans sponsors through a network of medical centers. Specifically, Concentra has applied to be a vaccinator in several areas around the country and may be able to coordinate efforts with specific campus needs if requested.

Finally, if you or others on campus would like information regarding Aetna's business continuity planning, please see our [Overview of Aetna's Preparedness for Pandemic](#) under the Health and Wellness section of [aetna.com](http://aetna.com). This includes a high-level look at Aetna's business continuity plans for a pandemic, as well as [frequently asked questions](#) regarding our preparations and a list of [resources](#).

Please let me know if you have any questions or if you would be interested in discussing any specific issues on your campus and how ASH can support you during this time.

Sincerely,

Derek P. Richard  
Account Executive  
Aetna Student Health