



May 8, 2020

Important information about your group dental or vision plan

Dear Customer,

We understand that many New Jersey small group employers are experiencing financial hardship due to the COVID-19 pandemic. To help lessen the impact of such hardship, Aetna is extending the premium grace periods for its customers.

The grace period for your April premium will last for 60 days. Likewise, the grace period for your May premium will last for 60 days. Please note that these extended grace periods do not forgive your obligation to pay April and May premiums.

During each 60-day grace period:

- Your policy will not be terminated due to nonpayment of that month's premium.
- You will not incur late fees or interest for nonpayment of that month's premium.
- You will not be reported to credit agencies or referred for collections for nonpayment of that month's premium.
- Your claims will be continued to be processed and will not be denied or pended for nonpayment of that month's premium.
- Aetna will continue to bill, collect, and process premium payments in the normal course of business.

Once the 60-day grace period expires:

- If you did not already pay that month's premium, you must pay it.
- You will have the option of paying it in monthly installments over the months remaining in the 2020 Policy Year but in no event in less than 6 months.
- If you fail to pay it (or any applicable monthly installment), your coverage may be terminated.

We're here for you

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

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](https://www.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.

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