Sept. 11, 2017

## Hurricane Irma and Wellsystems

The TRS-ActiveCare eligibility vendor (Wellsystems) is located in Tampa, FL and has been impacted by Hurricane Irma which is expected to continue through the next several days. Prior to the storm, Wellsystems activated their business continuity plan and made efforts to ensure all systems were kept operational. However, flooding and power outages have occurred so the offices in Florida are currently closed. MESA and other systems are backed up to a secure facility designed to withstand this type of natural disaster. Should the damage inflicted by Hurricane Irma impact the usability of these resources, we will keep you informed.

For any BA inquiries please contact our BA Advocate team at 1-877-767-5254 or email at trsbainquiries@aetna.com. BAs may also contact the Client Support team for Caremark inquiries at 1-866-823-5182 or email at clientsupport@caremark.com. Access to care inquiries can be resolved by this team in collaboration with your Third Party Administrator. Please refer access to care issues only at this time as we continue to devote resources to our September bills, which are on schedule to post on Sept. 13.

Member inquiries should continue to be directed to the appropriate customer service department for the insured's plan:

Aetna/Caremark – 1-800-222-9205
Blue Essentials (formerly Allegian) – 1-888-378-1633
Scott & White - 1-800-321-7947
FirstCare – 1-800-884-4901