



Dear colleagues:

As Hurricane Harvey continues to impact our employees and their families in the Texas Gulf Coast region, our LyondellBasell partners, including Aetna, CVS Caremark and Magellan, have resources and services in place.

Below are a few reminders and information for those needing immediate assistance or access to healthcare needs:

MEDICAL SERVICES

Aetna – PPO and CDHP Medical Plan Members (888-596-8008, option 14)

Affected members can seek emergency care anywhere, as needed. As part of our disaster procedures, Aetna will monitor the impact on its network doctors, hospitals and other health care providers. The company will work closely with providers to make further modifications to its policies as necessary to ensure members have access to care, knowing many members have been displaced.

Please remember that Teladoc Services are also available for those members needing assistance with minor health concerns, such as colds, sinus issues, allergies, etc. Access Teladoc services by calling 1-800-Teladoc (1-800-835-2362) or through your smartphone app.

PRESCRIPTION DRUGS ASSISTANCE

CVS Caremark – PPO Medical Plan Members (888-596-8008, option 19)

CVS has activated a process that allows pharmacists to provide one-time emergency refills of a 10-day supply of medication for plan members in the impacted areas. In addition, members may contact CVS Caremark and ask their local pharmacy to send prescriptions to other locations if they have evacuated and are unable to reach their local pharmacy. For immediate assistance, member should contact CVS Caremark directly at the number above.

Aetna Pharmacy – CDHP Medical Plan Members (888-596-8008, option 14)

If needed, affected Aetna members may refill their prescriptions early. Those who use Aetna's mail-order pharmacy can either get a prescription at an alternate delivery location or refill a prescription that may have been lost, damaged or destroyed.

EMPLOYEE ASSISTANCE SERVICES VIA MAGELLAN – All Employees (888-596-8008, option 18)

Counseling Service

Employees can call 888-596-8008, option 18 to receive referrals to speak with an EAP counselor. All such conversations are completely confidential.

Legal/Financial Assistance

Employees can call 888-596-8008, option 18 and request a CLC financial referral. The financial coaches will address individual concerns directly, including, but not limited to: filing claims with FEMA, filing claims with their insurance companies, general hardship and finding local disaster relief organizations.

ADDITIONAL RESOURCES

[Important Resources for Natural Disasters](#)

[Disaster Assistance](#)

[Coping with Floods - During a Flood](#)

[Coping with Floods - After a Flood](#)

[Recognizing and Reducing Anxiety](#)

[Responding to Children After a Traumatic Event](#)

[Returning to Normal in the Wake of Tragedy](#)

Sincerely,

Tim McMahon

Sr. Benefits Manager, Americas