



American Electric Power
1 Riverside Plaza
Columbus, OH 43215
aep.com

September 5, 2017

John Q. Retiree
123 Main St.
Columbus, OH 43215

Information about your new 2018 American Electric Power Medical Plan

Dear Retiree/Surviving Spouse:

At AEP, we recognize that retirees like you have played a significant role in the company's success. It's important to us that our retirees are happy, healthy and have peace of mind in retirement. To help achieve these goals, we consistently look for better ways to provide healthcare for you and your family.

This letter is to inform you that we are making a change to your health plan coverage effective January 1, 2018. **Be assured that although your medical plan options will change, you will continue to receive medical and prescription drug coverage from AEP.** These new medical options are known as Group Medicare Advantage plans, still sponsored by AEP and offered through Aetna. Your pharmacy benefits will NOT change and will remain with Express Scripts.

This change allows AEP to better manage long-term costs while maintaining the overall value of coverage and service you currently receive through our retiree medical plans. It allows you to receive the same benefits and services you would receive through traditional Medicare and the AEP plans, including access to the same medical providers, and the same or better coverage for inpatient and outpatient care.

How will my coverage change?

While the overall value of your coverage will be equivalent to what you have now, there will be minimal changes to how out-of-pocket costs such as copays or coinsurance are calculated. For some services, the out-of-pocket cost may be slightly higher or lower. **We will provide detailed information on these changes and how they will affect you in the next several weeks.**

BOUNDLESS ENERGYSM

Will my insurance carrier change?

No. Your medical benefits will continue to be administered by Aetna and your prescription drug benefit will continue to be administered by Express Scripts. You will continue to have separate ID cards for your medical and prescription drug benefit.

What actions should I take?

At this time, you don't need to do anything. Continue to use your current plan and pay your monthly medical premiums, if applicable. We are working closely with Aetna to make sure you have all the information you need to make a smooth transition to your new medical plan.

Your current medical plan will be automatically replaced by the new, equivalent Group Medicare Advantage plan on January 1, 2018, assuming you are enrolled in Medicare Parts A & B. More details on how your transition to these new plans will occur will be provided soon.

What can I expect next?

We know you'll have questions, and we're here to help. Look in the mail towards the end of September for more detailed information regarding your new plan and information on the upcoming in-person meetings and conference calls. You can also find a list of frequently asked questions included with this letter.

Where can I go for information or help?

Aetna has a team dedicated to AEP retirees that are available and ready to answer all of your retiree medical benefit questions. They can be reached at 1-855-527-2452, 8 a.m. to 6 p.m. Eastern time, Monday through Friday.

Additionally, AEP and Aetna will be holding in-person informational meetings in areas where there are concentrations of AEP retirees as well as offering several options to obtain information through conference calls and webinars.

Sincerely,

Human Resources