

# Aetna Offering Free In-Home Health Assessments for Individual and Small Group Members

We'd like to let our individual and small group customers know that Aetna is offering a free (optional) in-home health assessment via MedXM and Your Home Advantage (YHA).

These assessments are free, voluntary, confidential and won't change or affect coverage in any way. These contractors will be calling Aetna customers to make appointments.

If you have questions about this please feel free to contact our insured benefits department.

[Click here to review an Aetna flyer about this program.](#)

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## Information For Our Assurant Health Customers

Assurant Health and Assurant Employee Benefits has announced its intentions to exit the health insurance market to focus on housing and lifestyle protection offerings.

According to an Assurant press release, National General Holdings Corp., a specialty personal lines insurance holding company, will acquire Assurant Health's supplemental and small group self-funded product lines and certain other assets including a proprietary small group sales channel. Assurant

Health will continue sales of its supplemental and small group self-funded products as it finalizes the terms of the transaction with National General Holdings Corp.

At the same time, as part of the wind down process, Assurant Health will cease sales of its individual major medical, small group fully insured and short-term medical health insurance policies on June 15, 2015 and will not participate in open enrollment under the Affordable Care Act for 2016.

Assurant customers should be receiving a letter from Assurant explaining these changes. Those customers can also [read this FAQ \(click\)](#) or can call [Anna Moorman](#) at 236-4311 with questions.

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## **Disaster Preparation for Collections**

Although it is impossible to prevent natural disasters, thorough preparation can help decrease the likelihood and severity of loss. Here are several steps you can take to help protect your collection if disaster strikes.

(From our friends at AIG)

1. Keep a current and complete inventory. A detailed inventory can help facilitate the claims process in the event of significant loss. It can range from a simple list or spreadsheet to a comprehensive collections management database. Be sure to include the following information for each object:

- General description including artist/maker, title, materials, dimensions, date, physical characteristics and any integral parts (e.g., framing, base, stand and original packaging)

- Detailed location description.
- Images for easy identification.
- Special handling, storage and/or installation requirements.

Update your inventory when items are added or removed from your collection, and keep a copy in an easily accessible location away from your home.

2. Maintain current insurance valuations. Current valuations help ensure your collection is adequately insured and can expedite the claims process in the unfortunate event of damage or loss. Discuss with your preferred appraiser how frequently these valuations should be updated.

Store appraisal reports and receipts in a safe location, such as a water- and fire-resistant file cabinet, and keep copies off-site. Collections management systems typically are capable of storing scanned copies of these documents.

3. Hire a professional conservator to periodically inspect your collection. Conservators specialize in identifying, assessing and treating condition issues. They can also recommend how to handle, pack, ship and store your art before, during and after an emergency. Fine art conservators often specialize in different types of objects, such as paintings, three-dimensional art (e.g., sculptures and decorative art) and works on paper.

4. Identify and engage service providers. In addition to conservators, fine art service providers typically include consultants, art handlers, transit companies, storage facilities and security companies. Some offer comprehensive planning and response programs, while others team up to provide a customized program. They can assist with making important decisions, such as prioritizing activities and establishing criteria for determining when your collection should be evacuated.

These key resources may be limited in your area and in great demand during emergencies. Build relationships early. Having a letter of understanding or service contract in place can help ensure they are available when you need them.

5. Develop an actionable emergency plan. To be effective, you and those authorized to execute the plan must be familiar with every aspect of the plan as well as their roles and responsibilities. Once your emergency planning is complete:

- Test your emergency response with all parties to identify issues and address difficulties prior to a realworld event. Assess your plan regularly to ensure it is always up-to-date, especially contact information for outside vendors and emergency responders.

- Document all decisions, processes and resources. Keep multiple copies in various locations to ensure it is always accessible.

6. Determine where your collection will be stored. Identify your emergency storage location well in advance, whether an area in your home, a secondary residence or a storage facility built to withstand severe events. Remember the risk for accidental damage increases when items are in transit and consider:

- If you will be away during hurricane season, move your collection to a storage facility that specializes in the types of objects you collect. Local storage facilities are accustomed to storing objects at this time.

- If you will be in residence during hurricane season, create a safe storage area for more important and/or fragile objects. This space could range from an internal room or closet without external openings, to a customized fire- and water-resistant vault built to house specific objects.

7. Create a safe and secure home environment. Here are several actions you can take to minimize the risk of collections damage or loss at any time:

- Store artwork at least six inches above the floor, such as on shelving or palettes, to protect it from leaks, flooding and accidental damage.

- Store jewelry in a home safe or bank vault.

- Hang artwork using the most secure hanging techniques and hardware.

- Secure breakables to their surfaces and displays to the wall or floor.

8. Prioritize objects. Determine well in advance of an event which objects will be moved or evacuated to safe storage and treated first in case of damage. Several factors will affect the priority, such as the market and sentimental value, fragility, and the severity and type of damage.

Work with a conservator experienced in disaster response to identify which objects can be handled poststorm by you and/or your staff, and which ones will require professional assistance. Include handling and triage instructions so that each object can be assessed and stabilized as quickly as possible if damaged.

Special considerations may be needed for large and/or heavy objects that require special engineering and equipment to be moved.

9. Prepare your home and property. Proactively eliminate unnecessary hazards and improve accessibility:

- Ensure your street address is visible so emergency services and responders can easily find your home. Installing a Knox box can help police and fire departments access your home in an emergency.

- Adequately protect large outdoor artwork that must remain in place during an event from high winds, harsh rain, salt spray and flying debris. Allow time for implementing these preparations as needed.

- Move outdoor furniture inside. If it must remain outside, cover and batten it down.

10. Be ready for the unexpected. Real-life conditions may turn out to be much different than your planning assumes. The more contingencies you anticipate, the better prepared you will be if disaster strikes.

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# Flood Prevention and Safety

Almost anywhere it rains, it can flood. Even if you live in an area of that you think isn't at risk, preparation is just as critical as with other types of emergencies.

Before we get into how you can prevent, limit or react to flooding, it's important to note that flood damage is typically not covered by your homeowners or renters insurance. There are specialized flood insurance programs that we at Allen Insurance and Financial can discuss with you.

## **Preparing for a flood**

The Federal Emergency Management Agency recommends a number of steps to stay safe during emergencies and limit damage from flooding. You should:

Build an emergency kit for your family containing such items as drinking water and nonperishable food for each member of your family (two-week supply), flashlights, a radio, extra batteries, a first-aid kit, necessary medications, personal hygiene items and copies of important documents.

Create a communication plan so family members can reach one another.

Elevate your furnace, water heater and electric panel in your home if live in an area with a high flood risk.

Consider installing "check valves" to prevent floodwater from backing up into the drains of your home.

If possible, construct barriers to stop floodwater from entering your home and seal basement walls with waterproofing compounds.

## **Acting during a flood**

If a flood is likely in your area, quick action may be necessary to protect your family and property. You should:

Get information from the radio or television.

Move immediately to higher ground if there is any possibility of a flash flood. Do not wait for instructions to move.

If you need to evacuate, secure your home and move essential items to an upper floor. Turn off utilities if instructed to do so, and disconnect electrical appliances. However, do not touch electrical equipment if you are wet or standing in water.

Do not walk through moving water – it can make you fall. Use a stick to check the firmness of the ground in front of you.

Do not drive into flooded areas. If you are caught in your vehicle in floodwater, abandon your car and move to higher ground if you can do so safely.

If you have evacuated your home, do not return until authorities tell you it is safe.

### **Coping after a flood**

Flooding can cause emotional stress along with physical hazards, so be mindful of the well-being of you and your family during the aftermath.

Floodwater can be contaminated by oil, gasoline or sewage, so avoid contact as much as possible.

Make sure your city's water supply is safe to drink.

Clean and disinfect everything that was in contact with floodwater.

The Red Cross has a free book available called "Repairing Your Flooded Home," which contains useful information as you clean up. It's available at [www.redcross.org](http://www.redcross.org). Of course, don't hesitate to contact us as well – we're ready to help!

If you have flood insurance, contact the claims center of your provider as soon as possible.

Flooding is one of the most common hazards in the U.S. Being prepared for any emergency is crucial for the safety of you and your family. Don't be caught off guard!

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# Be Careful When You Play With Fire, Even in the Backyard

It's a great feeling to hang out with friends and family around a blazing fire in your backyard in – unless, of course, that fire blazes a little too much.

While a fire pit can be a wonderful addition to your home, all fires are potentially dangerous. So before you sit down with some marshmallows to roast, we here at {agency name} have gathered up some tips to help you keep that fire in the pit (and away from everything else).

## Are you legal?

- Before building or buying a fire pit, check the regulations in your area to learn about restrictions.
- Your fire pit may be legal, but a fire might not always be. Monitor and follow community burn bans.
- Be respectful. Nothing can extinguish the good vibes of a nice fire more quickly than police complaints from smoked-out neighbors.

## What kind of pit do you want?

- You can buy a fire pit or build one. If you choose the latter, there are plenty of resources online to help you design it. Don't dig a hole just anywhere and throw some rocks down. Put some thought into it and you'll have a better – and safer – spot to enjoy.
- If you want convenience, a propane model might be right for you. They produce less smoke and have an adjustable flame.



## **Ready to build your fire?**

Actually, you probably aren't ready yet.

- First, ensure the area under and around the fire pit is clear of flammable materials. Keep the pit itself at least 10 feet from any structures.
- *Before* you start the fire, have a fire extinguisher or a garden hose handy.

## **OK, *now* are you ready to build your fire?**

- Choose hard, seasoned woods. Sparks from softer woods like cedar can increase the danger of igniting something nearby.
- Don't use liquid fuels, even lighter fluid, to get your fire going. And don't burn paper, cardboard, leaves, garbage, etc.
- If you have a metal fire pit, don't overload it and always use the included safety screen.

## **Is the fire out?**

- When you're done, spread out the ashes and let them cool off for a bit. Then gently pour water or sand over them. Stick around for a little while to watch for flare-ups.

We want you to have plenty of nice, warm nights – without getting burned. Here's to making memories around the fire!

*This article provided courtesy of Safeco Insurance.*

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# Are You Prepared for Hurricane Season? What About Your Insurance?

The United States and coastal residents have dodged more than a few bullets over the last few years. Not since 2005 has a major hurricane made landfall, sparing a substantial number of home and business owners from having to file a property insurance claim.

But with the official start of hurricane season beginning in June and lasting until the end of November, that's a long time for the possibility of major storms to develop, and researchers at Colorado State University predict that [there will be seven named](#) before the active weather period winds its way to a close. That's fewer than the 12 per season average that's been the norm for the last 35 years now, according to the National Oceanic and Atmospheric Administration.

Even if only one takes shape, though, it can wreak a staggering amount of damage that could make 2015 a year to remember for all the wrong reasons.

It's for this reason that the Insurance Information Institute recommends that you review your [homeowners insurance](#) policy so that you're covered properly. Here are some tips from our colleagues from [Selective.](#)

## 1. Determine your policy's limits

It's not unusual for people to buy coverage, only to find out later on that their policy doesn't provide for everything that's damaged. For instance, some insure their home based on its purchase value rather than what it cost to rebuild the home from scratch. The cost to rebuild should determine your policy limit. By securing an extended replacement cost policy, these typically pay 20% over and above what your policy allows for.

## 2. Perform an inventory assessment

Built within every home and business owners insurance policy is protection for your valuables and belongings. But do you know how much all your valuables are worth? If not, it's a good idea to conduct an inventory assessment to see how much protection is appropriate. III has a free downloadable app that can help you with this.

## 3. Review flood coverage protection

Oftentimes, people think that their homeowners insurance includes flood insurance, when in actuality, this is a separate policy entirely. Flooding is the No. 1 natural disaster in the U.S., according to the Federal Emergency Management Agency. And if there is a hurricane, you can almost guarantee it will be accompanied by copious amounts of rain that could find its way inside. In fact, 90% of all natural disasters include some form of flooding, according to III data.

## 4. Examine coverage for additional living expenses

After Hurricane Sandy, which was a Category 1 storm, thousands of people in the Tri-State area had to abandon their homes because they were deemed uninhabitable. Besides the inconvenience it caused, it also required many people to pay out of pocket for the cost of renting out a hotel. Additional living expenses protection provides for these unexpected costs. Ensure that your home or renters insurance policy has it.

## 5. Assemble an emergency kit

If you don't have an emergency kit, now's the time to put one together. The best items to include are those that you'll need to have when in an urgent situation, such as three days worth of food, water and clothing. The Federal Emergency Management Agency has a great online resource that details all the things that ought to go in one, including the type of first-aid resources to have on hand.

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# Knitting for a Cause



Paula Caputo and Abe Dugal.

Allen Insurance and Financial recently delivered dozens of hats and skeins of yarn to the Chemo Caps for Kids program run by the Commonwealth Financial Network.

In addition, hats knitted by local people were delivered last week to the Dempsey Center for Cancer Hope and Healing in Lewiston. Kimberly Edgar of Allen's Camden office is coordinating the program locally.

"We are grateful to Over the Rainbow in Rockland for yarn and hat donations and to Cashmere Goat in Camden for their help with publicity to their customers," said Edgar, noting that a large of Midcoast knitters, all pretty much anonymous, have dedicated serious time and creativity to this cause.

Anyone interested in donating yarn or knitting time to this project can call Kimberly Edgar at 230-5831.

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# Allen Insurance and Financial Appointed to The Hanover's President's Club

The Hanover Insurance Group, a leading provider of property and casualty insurance products and services nationwide, recently honored Allen Insurance and Financial with an appointment to its President's Club, an elite group of independent insurance agencies from across the country.

President's Club agencies meet the highest level of standards with regard to the agency's ability to deliver value to customers through strong insurance expertise and responsive service.

The Hanover partners with only 2,200 out of a total of 35,000 total independent agents in the country. Across The Hanover's agents, an elite group of only 125 are honored in its President's Club each year as the company's top performers.

"The Hanover has always partnered with the best independent agents in the country who provide real value and outstanding service for their customers," said Frederick H. Eppinger, president and chief executive officer of The Hanover. "Allen Insurance and Financial exemplifies what it means to be a truly professional independent agent, providing expert insurance advice, dedicated service and a broad range of products to meet the needs of its customers."



Mike Dufour.

The agency will be formally recognized for its President's Club achievement at a national business conference sponsored by The Hanover.

"We are proud to have earned the honor of The Hanover's President's Club," said Michael Dufour, executive vice president at Allen Insurance and Financial. This achievement is a reflection of the successful partnership we have developed with The Hanover, through which we offer specialized and innovative insurance products to meet our customers' unique needs. We are very pleased that The Hanover has recognized our team for its excellent work and dedication on behalf of our customers."

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## **Cybersecurity Tips for International Travelers**

From potential hackers peeking over your shoulder to suspicious emails with dangerous attachments, there are a lot of cybersecurity threats for unwary international travelers to be aware of.

From potential hackers peeking over your shoulder to suspicious emails with dangerous attachments, there are a lot of cybersecurity threats for unwary international travelers. Within minutes of accessing compromised Wireless hotspots or mistakenly downloading a virus from the Web, travelers could have their personal information stolen. Protect yourself and your electronics while you're traveling abroad.

Here are a few tips to help keep your electronics and personal information safe during travels. For an extra level of peace of mind, consider purchasing security coverage to help cover

potential losses.

**Beware unsecured Wi-Fi hotspots** While traveling abroad, be very wary of what Wi-Fi networks you try to use. According to Secnap Network Security, Wi-Fi networks can be hosted by hackers trying to access your information. Once you connect to these wireless services, all of your personal information could be at another person's fingertips. Secnap recommends avoiding public Wi-Fi as much as possible. If you need to access Wi-Fi services, ask the airport or hotel to confirm the name of its network. Much of the time, fake W-iFi networks will try and copy a reputable organization's name, changing the original name only slightly. As a rule of thumb, don't transmit any information over an unsecured connection that you wouldn't want a third party seeing. Transmitted information is easy to intercept.

**Unsecured Bluetooth connections** In the same way Wi-Fi can be unsecured and make it easy for others to access your personal information or hack your devices to download malicious software. To prevent this from happening, turn off Bluetooth whenever you don't intend on using it. You can also manage your Bluetooth preferences to prevent wireless services from gaining access to your devices without authorization.

**Use public computers cautiously** □According to McAfee a device or digital service called keylogger can be used to track keystrokes and obtain personal information. Keylogger can sometimes be applied to public computers, giving cyberhackers access to any information you host from the system. To protect yourself, do your best to avoid public computers. At the very least, do not access any personal accounts or information from a public computer.

**Watch for wandering eyes** One of the most common and basic methods of stealing personal information is simply looking over someone's shoulder to see what they're working on.

"People forget about the over-your-shoulder problem when traveling," Sian John, UK security strategist at Symantec, told

CNN. "Most people don't have a privacy screen on their laptop still, so anyone sitting next to you can look over your shoulder and see what you're doing."

That means, if you're typing in passwords, accessing your personal files or chatting with someone online, a third party could be spying on you to discover some of your personal information or even record you in an attempt to steal your data. Privacy screens can be used to blur the the monitor for bystanders who are not looking at a screen straight on. These screens can be used for all sorts of different devices and they can help block others from viewing your work. On the other hand, being wary of who is around you spying when you're accessing sensitive materials can save you a lot of trouble.

**Helpful recommendations** There are many things you can do to protect your information from a cyberbreach, according to Secnap Network Security.

- Remember to update your operating system and applications before traveling.
- Make sure you're running the most recent updates on anti-virus software.
- Add passwords to your laptop and smartphone that automatically wipe personal information after a certain number of unlocking attempts.
- Enable a firewall on your laptop to prevent others from accessing it remotely.
- Link a cloud service to your smartphone and laptop to back up information and track your belongings in case they are stolen.

From potential hackers peeking over your shoulder to suspicious emails with dangerous attachments, there are a lot of cybersecurity threats for unwary international travelers to be aware of.

Source: [AIG TravelGuard](#)



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# A Founding Member of Maine Employers for Safety & Health Excellence

Edwin Morong, executive director of Maine Employers for Safety & Health Excellence, stopped by our office in Camden Monday, March 9 to present us with a certificate of appreciation in recognition of Allen Insurance and Financial's role as one of the first Maine businesses to support the founding of the organization. [Mike Dufour](#), our executive vice president (at right), accepted the certificate. Online at [meshementor.org](http://meshementor.org)



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