



## Frequently Asked Questions For Roxbury Community College Students 2017-2018 Student Health Insurance Plan

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## “How do I...?”

<i>Log in</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. On the top right corner of the screen, click ‘Student Login’.</li> <li>3. Follow the login instructions.</li> </ol>
<i>Learn more about the MassHealth Premium Assistance Program</i>	You can call MassHealth Premium Assistance directly at 1-855-273-5903. General information is available by going to <a href="http://www.gallagherstudent.com/bhcc">www.gallagherstudent.com/bhcc</a> and clicking on ‘My Benefits and Plan Information’.
<i>Waive</i>	<p><i>If your current insurance plan is comparable to the Student Health Insurance Plan:</i></p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. On the left toolbar, click ‘Student Waive’.</li> <li>3. Log in (if you haven’t already).</li> <li>4. Click the ‘I want to Waive’ button.</li> <li>5. Follow the instructions to complete the form.</li> <li>6. Print or write down your reference number. Receipt of this number only confirms submission, not acceptance, of your form.</li> </ol>
<i>Change my Form after it’s submitted</i>	<p><i>If it is before the waiver/enrollment deadline:</i></p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. Log in (if you haven’t already).</li> <li>3. On the left, click ‘View My Submitted Forms’.</li> <li>4. Select the form you want to edit.</li> <li>5. Update the form as needed.</li> <li>6. Click ‘Submit Edit’.</li> </ol> <p>After the waiver/enrollment deadline, forms cannot be edited. Please contact Customer Service if you have any issues.</p>
<i>Obtain an ID card</i>	<p>ID cards are mailed by Blue Cross Blue Shield to the address on file with Gallagher Student Health &amp; Special Risk. Cards are usually sent 7-10 business days after Gallagher Student Health &amp; Special Risk has received your enrollment information from your school.</p> <p>ID cards are available online through the MyBlue app available in the App Store or Google Play. You’ll need your BCBS ID number (not your social security number) to create your account. Your BCBS ID number is available by going to the Account Home section of our website.</p> <p>If you need a replacement ID card, you can request one by logging into <a href="http://www.bluecrossma.com/myblue">www.bluecrossma.com/myblue</a> or calling 1-800-253-5210.</p>
<i>Obtain a tax form</i>	Tax forms are mailed to the address on file by either the Insurance Carrier or the Claims Administrator. Please refer to the Important Contact Information Section of this document for further information.
<i>Print a Verification Letter</i>	<p><i>Verification Letters are usually available 5-7 business days after your eligibility is confirmed.</i></p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. On the left toolbar, click ‘Account Home’.</li> <li>3. Log in (if you haven’t already).</li> <li>4. On the left toolbar, under ‘My Account’, click on ‘Authorize Account’.</li> <li>5. Enter your Student ID number and your date of birth.</li> <li>6. Click on ‘Authorize Account’.</li> <li>7. You will be redirected to the ‘Account Home’ page, then click on ‘Verification Letter’ under ‘Coverage History’.</li> </ol>

<p><i>View my account information</i></p>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. Log in (if you haven't already).</li> <li>3. On the left toolbar, under 'My Account', click on 'Authorize Account'.</li> <li>4. Enter your Student ID number and your date of birth.</li> <li>5. Click on 'Authorize Account'.</li> <li>6. You will be redirected to the 'Account Home' page where you can see your current coverage, claims ID number, and contact information.</li> </ol>
<p><i>Change my address</i></p>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a>.</li> <li>2. On the left toolbar, click 'Customer Service'.</li> <li>3. Under the 'Choose Help Topic' dropdown, select 'Address Change'.</li> <li>4. Complete the required fields.</li> <li>5. Click 'Submit'.</li> </ol> <p>Make sure you also notify your school of your address change.</p>
<p><i>Find a Doctor</i></p>	<p>Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a> and click on 'Find a Doctor'.</p>
<p><i>Find a Participating Pharmacy</i></p>	<p>Go to <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a> and click on 'Pharmacy Program'.</p>

# Insurance Plan Benefits

## What is covered under the Student Health Insurance Plan?

- The Plan is fully compliant with the Affordable Care Act and all other federal and state mandates.
- The Plan offers comprehensive benefits that include hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, chemotherapy and radiation, inpatient and outpatient mental health services, physician office visits, consultant visits, ambulance, emergency care, and prescription drugs.
- Preventive Care Services are available at no cost sharing when received from an In-Network Providers. Preventive Care Services may include routine physicals and examinations, routine screenings, routine GYN examinations, and most immunizations.
- Services provided by a participating In-Network Provider are generally covered at 80%, while services provided by an Out-of-Network Provider are generally covered at 70%.
- This plan has a combined In-Network and Out-of-Network \$250 per insured, per policy year deductible.
- At participating pharmacies, you will pay a \$20 copayment for a 30-day supply of a generic drug, a \$40 copayment for a 30-day supply of a preferred brand name drug, and a \$60 copayment for a 30-day supply of a non-preferred brand name drug.
- Some prescription drugs require a Prior Authorization from the insurance company before you can pick-up your prescription. These prescriptions must be approved in advance. Your medical provider is responsible for obtaining the Prior Authorization approval. To find out which prescriptions require prior authorization, go to the Pharmacy Program section on your school specific page through [www.gallagherstudent.com](http://www.gallagherstudent.com).
- Please refer to the plan brochure available at through your school specific page at [www.gallagherstudent.com](http://www.gallagherstudent.com) by clicking on 'My Benefits and Plan Information' for complete details about coverage, limitations, and exclusions.

## What changes have been made to the Plan for the 2017-2018 Policy Year?

- The In-Network coinsurance has changed from 90% to 80% and the Out-of-Network coinsurance has changed from 80% to 70%.
- The Prescription Drug Copayments increased from \$15 for generic, \$30 for preferred brand name, and \$50 for non-preferred brand name, to \$20 for generic, \$40 for preferred brand name, and \$60 for non-preferred brand name.

## Are dental and/or vision benefits included in the Student Health Insurance Plan?

There is a pediatric preventive dental benefit and a pediatric preventive vision benefit available for students up to the age of 19. Please see the Student Health Insurance Plan brochure for details.

A voluntary dental plan is available to all students for an additional cost. To enroll, go to [www.gallagherstudent.com/rcc](http://www.gallagherstudent.com/rcc) and click on the 'Dental Enrollment Form' link.

## How much does the plan cost?

	Annual (09/01/2017-08/31/2018)	Spring (01/01/2018-08/31/2018)
Waiver Deadline	November 2, 2017	March 2, 2018
Student	\$1,712	\$1,143

## Am I required to get a referral from my school's Health Services before I seek treatment off campus?

No, a referral is not required with the Student Health Insurance Plan, but there are many benefits to first seeking care or advice from Health Services. Students should be aware that on-campus Health Services are available to them. Your school's Health Services website is: <http://www.rcc.mass.edu/current-students/student-support-services/health-services>.

## Does this plan cover me when I am off campus, traveling or studying abroad?

Yes, the Student Health Insurance Plan covers you during semester breaks, summer vacation and even if you're traveling or studying abroad. You'll be covered for the period for which you are enrolled and premiums are paid.

In addition to being covered for medical treatment and services, you will also be covered for Emergency Medical Evacuation, Repatriation of Remains, and 24-hour worldwide travel assistance services through ACE Travel Assistance Services. All services must

be arranged for in advance and provided by ACE Travel Assistance Services. Any services not arranged by ACE Travel Assistance Services will not be considered for payment.

- When studying or traveling abroad, keep your Student Health Insurance ID card with you and take a copy of the brochure for reference.
- When outside of the United States, you will likely be asked to pay for your medical care first and will then need to submit for reimbursement. Covered Expenses will likely be reimbursed on an Out-of-Network basis.
- When you submit claims for reimbursement, you will need to have the itemized bill(s) translated into English and include a letter informing the claims administrator that you are seeking reimbursement for charges previously paid.
- Please ensure that your name, ID number, address (to receive your reimbursement check), and your school's name are on the bill.

### **Will I be covered under the plan after I graduate?**

You will be covered under the Student Health Insurance Plan until the end of the policy period for which you are enrolled and premium has been paid. If you enrolled and paid for annual or spring/summer coverage and graduate in the spring, you will be covered until the end of the policy year. There is no option to continue coverage after the policy terminates.

## **Eligibility, Enrollment & Waiving**

### **Who is eligible for the plan?**

All full-time students registered for 9 or more credit hours are automatically enrolled in and billed for the Student Health Insurance Plan unless proof of comparable coverage is received by the deadline.

Students must actively attend classes for at least the first 31 days after the effective date of the period for which coverage is purchased. Home study, correspondence, and online courses do not fulfill this requirement.

### **Can I enroll my eligible dependents?**

The Student Health Insurance Plan does not provide coverage for dependents.

### **How does Health Care Reform affect the Student Health Insurance Plan?**

If you are under the age of 26, you MAY be eligible to enroll as a dependent under the employer health insurance plan held by your parent(s). However, before you do so, you should fully compare the employer plan against this Student Health Insurance Plan to determine which plan's rates, benefits and coverage are most appropriate for you. It is not uncommon for employer plans or even plans purchased through the state or federal Exchange to offer plans with deductibles greater than the annual cost of the Student Health Insurance Plan.

It's also important to note your school-sponsored Student Health Insurance Plan (SHIP) is compliant with Health Care Reform and the Affordable Care Act (ACA). It meets all state and federal mandates and satisfies the individual mandate for health insurance as required by federal law. Enrollment in your school's SHIP each year means you will not be subject to federal income tax penalties for being uninsured or underinsured.

In addition, ACA-compliance means the SHIP provides specific essential health benefits such as certain preventive care services such as annual physical and GYN exams, and covers pre-existing conditions without any waiting period. To learn more about covered preventive services, go to <https://www.healthcare.gov/coverage/preventive-care-benefits/>.

Recently, changes in the Marketplace have resulted in a growing number of limited-provider networks and small, regional HMO networks. While it is important that you not only have health insurance coverage available to meet the waiver requirement, it is equally important that your alternative health insurance plan has participating providers and facilities in the area where you are attending school.

### **What is considered 'comparable coverage'?**

The level of benefits provided through your health insurance plan must be fully-compliant with the Affordable Care Act (ACA) and meet or exceed the benefits provided through the school-sponsored Student Health Insurance Plan (SHIP). Coverage is considered

comparable if it provides students with access to local providers and a range of services in and around the area where you attend school. Services include, but are not limited to, preventive and non-urgent care, emergency care, surgical care, inpatient and outpatient hospitalization, lab work, diagnostic x-rays, physical therapy and chiropractic care, prescription drugs, mental health and substance abuse treatment. If your current plan is an HMO, it is very likely that coverage is limited, or not available, outside of the HMO's service area.

Before deciding whether or not to waive coverage, compare your current health insurance plan to the SHIP to look at cost-sharing levels (deductibles and coinsurance) and access to In-Network Providers. The amount of your current plan's deductible and In-Network and Out-of-Network coinsurance may result in high out-of-pocket costs.

Plans that are not considered comparable include: plans that only provide emergency services in the campus area, plans that are purchased on a short term basis, plans that are international or travel insurance, or out-of-state Medicaid plans.

### **Can I waive the Student Health Insurance Plan with any of the insurance plans offered through my State's Marketplace?**

Students are eligible to enroll in an insurance plan offered through their home state's Marketplace. If you are a Massachusetts resident, you may be able to waive the Student Health Insurance Plan if enrolled in a plan purchased through the Massachusetts Health Connector. Please review these plans carefully. Many of these plans will have a deductible greater than the deductibles on the Student Health Insurance Plan which will increase your out-of-pocket costs. Also, many of these plans are HMOs with restrictive provider networks, so look at the provider network to be sure that In-Network Providers are located near your campus.

If you are an international student it's important to realize purchasing a subsidized plan through the Marketplace may jeopardize your visa status.

If you are not a Massachusetts resident, there is a strong possibility a plan purchased through your home State's Marketplace will not provide adequate coverage. Carefully review the Plan's network availability in the area where you will be attending school before purchasing.

### **Is there anything I need to know before waiving coverage?**

If you are enrolled in MassHealth or one of the MassHealth Managed Care Organizations (Neighborhood Health Plan, BMC Health Net, Tufts Health Together, CeltiCare, Health New England, or Fallon), you may qualify to have the Student Health Insurance Plan premium paid for through the MassHealth Premium Assistance program. When completing your waiver information be sure to enter your MassHealth member ID to determine if you qualify for Premium Assistance. If you qualify you will be required to enroll in the Student Health Insurance Plan. For more information on the Premium Assistance program, please look under "My Benefits and Plan Information".

Before waiving coverage you should review your current policy, considering the following:

- Is your plan fully compliant with the Affordable Care Act? (reference "What is considered Comparable Coverage" question above)
- Will your current plan cover medical care beyond emergency services (i.e. doctor's office visits, diagnostic testing, x-rays, prescription drugs, mental health, etc.) on- and off-campus?
- Does your plan have doctors and hospitals near campus?
- If you plan to travel elsewhere during the course of the year, does your coverage extend to these areas as well?
- Check the cost -- is the annual cost of this Student Health Insurance Plan less expensive than the cost of being added as a dependent to your parents' plan? Be sure to compare deductibles and total out-of-pocket costs, not just the annual premium.
- Are there administrative pre-requirements, pre-certification, or Primary Care Physician referrals required under your current plan that may delay receipt of care?

Please Note:

- Once eligibility is met, you are enrolled for the remainder of the policy and cannot waive later in the year.
- If you choose to waive coverage, there will not be another opportunity to enroll in the Plan until the following plan year unless you experience a qualifying event.

### **If I lose coverage with the Plan I waived with, can I enroll in the Student Health Insurance Plan?**

Yes, students who waive the Student Health Insurance Plan, and then lose coverage under that plan, may submit a Petition to Add form. The form can be found on the Gallagher Student Health & Special Risk website for your school under the 'Petition to Add' link

on the left side of the page. Make sure you read the form carefully as it contains very specific information on the Petition to Add process.

### **Once I'm enrolled in the Student Health Insurance Plan, can I terminate coverage? Can I get a refund?**

In some cases, once you are enrolled in the Student Health Insurance Plan, you will remain enrolled for that period of coverage. Students enrolled in annual coverage may only request a termination of coverage and a pro-rated refund of premium in the following situations:

1. When a student enters the armed forces.
2. When a student enrolls in annual coverage and has one of the following occur, they may request to cancel the spring portion of the insurance, prior to the start of the spring coverage period:
  - a. Student disenrolls from school during the fall semester or prior to the spring semester.
  - b. Student becomes eligible for and enrolls in a subsidized Health Insurance Plan through the Massachusetts Health Connector and coverage is effective on or before the start of the spring health insurance coverage period (not academic spring semester).
  - c. Student becomes eligible and enrolls in MassHealth (excluding MassHealth Limited, Health Safety Net, or the Children's Medical Security Plan) during the fall of the same policy year and coverage is effective on or before the start of the spring health insurance coverage period (not academic spring semester). However, coverage for students who qualify for MassHealth Premium Assistance will not be terminated from the Student Health Insurance Plan but a refund of the spring semester premium will be made as the premium will be paid for through the Premium Assistance Program.

For option two, the request for termination of coverage must be received by Gallagher Student Health & Special Risk no later than the last day of fall coverage.

## **Plan Enhancements**

### **Are there any additional insurance products available?**

Personal Property & Renters Insurance is available to students on or off-campus, at home, or abroad. It includes coverage for damage or theft to laptops, cell phones, books, electronics, and much more! For more information, go to [www.gallagherstudent.com/property](http://www.gallagherstudent.com/property).

Please visit [www.gallagherstudent.com](http://www.gallagherstudent.com), select your school specific page, and click on the 'Other Insurance Products' link for complete details about additional insurance products that are available as well as enrollment information.

*This document is intended to provide a summary of the available benefits. Please refer to the brochure for a complete description of the benefits, exclusions, and limitations of the plan.*

## Important Contact Information

Information Needed	Who to Contact	Contact Information
<i>Questions about enrollment, coverage, or ID cards</i>	<b>Gallagher Student Health &amp; Special Risk</b>	Gallagher Student Health & Special Risk 500 Victory Road Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a> , click the 'Customer Service' link
<i>Questions about benefits, claims, and claims payments</i>	<b>BCBS of Massachusetts</b>	Blue Cross Blue Shield of Massachusetts Phone: 1-800-241-0803 Website: <a href="http://www.bluecrossma.com/wps/portal/members/my-account">www.bluecrossma.com/wps/portal/members/my-account</a>
<i>Questions about preferred providers</i>	<b>Blue Care Elect PPO</b>	Phone: 1-800-821-1388 Website: <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a> , click 'Find a Doctor'
<i>Questions about participating pharmacies</i>	<b>Express Scripts</b>	Phone: 1-800-892-5119 Website: <a href="http://www.gallagherstudent.com/rcc">www.gallagherstudent.com/rcc</a> , click 'Pharmacy Program'
<i>Questions about tax forms</i>	<b>BCBS of Massachusetts</b>	Blue Cross Blue Shield of Massachusetts Phone: 1-800-241-0803 Website: <a href="http://www.bluecrossma.com/wps/portal/members/my-account">www.bluecrossma.com/wps/portal/members/my-account</a>
<i>Questions about Voluntary Dental</i>	<b>Dental Blue</b>	Phone: 1-888-753-6615
<i>Worldwide assistance services (medical evacuation and repatriation)</i>	<b>ACE Travel Assistance Services</b>	Toll-free within the United States: 1-855-327-1414  Collect from outside of the United States: 1-630-694-9764  Email: <a href="mailto:medassist-usa@axa-assistance.us">medassist-usa@axa-assistance.us</a>
<i>Questions about assistance programs</i>	<b>Blue Care Line</b>	Phone: 1-888-247-2583
<i>Questions about telehealth services</i>	<b>Telehealth</b>	Phone: 1-800-821-1388 Website: <a href="http://www.bluecrossma.com">www.bluecrossma.com</a>