



**Frequently Asked Questions
For Mount Wachusett Community College Students
2019-2020 Student Health Insurance Plan**

“How do I...?”	
<i>Log in</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/mwcc. 2. On the top right corner of the screen, click ‘Student Login’. 3. Follow the login instructions.
<i>Learn more about the MassHealth Premium Assistance Program</i>	<p>You can call MassHealth Premium Assistance directly at 1-855-273-5903. General information is available by going to www.gallagherstudent.com/mwcc and clicking on ‘Information about MHPA’.</p>
<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"> 1. Go to www.gallagherstudent.com/mwcc. 2. On the left toolbar, click ‘Student Waive’. 3. Log in by following the instructions on the website (if you haven’t already). 4. Click the ‘I want to Waive’ button. 5. Follow the instructions to complete the form. 6. Print or write down your reference number. Receipt of this number only confirms submission, not acceptance, of your form.
<i>Edit 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"> 1. Go to www.gallagherstudent.com/mwcc. 2. Log in by following the instructions on the website (if you haven’t already). 3. On the left, click ‘View My Submitted Forms’. 4. Select the form you want to edit. 5. Update the form as needed. 6. Click ‘Submit Edit’. <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 & Special Risk. Cards are usually sent 7-10 business days after Gallagher Student Health & 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 www.bluecrossma.com/myblue 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"> 1. Go to www.gallagherstudent.com/mwcc. 2. On the left toolbar, click 'Account Home'. 3. Log in by following the instructions on the website (if you haven't already). 4. On the left toolbar, under 'My Account', click on 'Authorize Account'. 5. Enter your Student ID number and your date of birth. 6. Click on 'Authorize Account'. 7. You will be redirected to the 'Account Home' page, then click on 'Verification Letter' under 'Coverage History'.
<i>View my account information</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/mwcc. 2. Log in by following the instructions on the website (if you haven't already). 3. On the left toolbar, under 'My Account', click on 'Authorize Account'. 4. Enter your Student ID number and your date of birth. 5. Click on 'Authorize Account'. 6. You will be redirected to the 'Account Home' page where you can see your current coverage, claims ID number, and contact information.
<i>Change my address</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/mwcc. 2. On the left toolbar, click 'Customer Service'. 3. Under the 'Choose Help Topic' dropdown, select 'Address Change'. 4. Complete the required fields. 5. Click 'Submit'. <p>Make sure you also notify your school of your address change.</p>
<i>Find a Doctor</i>	Go to www.gallagherstudent.com/mwcc and click on 'Find a Doctor'.
<i>Find a Participating Pharmacy</i>	Go to www.gallagherstudent.com/mwcc and click on 'Pharmacy Program'.

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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 Provider. 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 \$250 per insured, per policy year deductible that applies to services received from both an In-Network and Out-of-Network Provider.
- 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.
- Please refer to the plan brochure available at through your school specific page at 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 2019-2020 Policy Year?

- No changes were made to the Plan for the 2019-2020 Policy Year.

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 and their enrolled eligible dependents 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/mwcc and click on the 'Dental Enrollment Form' link.

How much does the plan cost?

	Annual (09/01/2019-08/31/2020)	Spring (01/01/2020-08/31/2020)
Waiver Deadline	November 29, 2019	April 3, 2020
Student	\$2,390	\$1,595

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://mwcc.edu/health/>.

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 nine 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 published 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 do recent changes to the Affordable Care Act affect Student Health Insurance Plan?

One of the recently signed Executive Orders removed the federal penalty you would be assessed for not being enrolled in a health insurance plan beginning in 2019, but it is important to know that the mandate to have health insurance remains in place. However, your state of residence may have additional insurance requirements. Your school-sponsored Student Health Insurance Plan (SHIP) is fully compliant with health care reform and the Affordable Care Act (ACA). Being enrolled in SHIP meets the mandate to have health insurance.

Being ACA compliant 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/>.

There have been an increasing number of insurance carriers deciding to not participate in state or federal Exchange or Marketplace. Those that continue to participate are offering plans with limited-provider networks or HMO networks. While it is important to not only have health insurance coverage available to meet the waiver requirement, it is equally important your health insurance plan has participating doctors and hospitals in the area where you are attending school. Additionally, Marketplace plans typically have annual deductibles much higher than the cost of your school's sponsored Student Health Insurance Plan.

If you are under the age of 26, you MAY be eligible to enroll as a dependent on a family's employer/group health insurance plan. Contact that plan for more information.

What is considered 'comparable coverage'?

Having a plan of comparable coverage means your health insurance plan must be fully-compliant with the Affordable Care Act (ACA) and meet or exceed the benefits provided through the Student Health Insurance Plan (SHIP). This means your plan needs to have participating providers and cover 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 your possible out-of-pocket costs – deductibles, copays, coinsurance, and out-of-pocket maximums. You may find your out-of-pocket costs are greater than paying the premium for SHIP.

Plans that are not considered comparable include: plans that only provide emergency services, international plans, travel insurance plans, out-of-state Medicaid plans, and plans from insurance companies not located within the United States.

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?

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

- Is your plan fully compliant with the Affordable Care Act? (reference the "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:

- Students who do not complete a waiver form by the published deadline will be automatically enrolled in and billed for the Student Health Insurance Plan.
- 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?

Once you are enrolled in the Student Health Insurance Plan, you will remain enrolled for that period of coverage. However, 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 is enrolled 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 for and enrolls in MassHealth (excluding MassHealth Limited, the Health Safety Net or the Children's Medical Security Plan) and coverage is effective on or before the start of the spring health insurance coverage period (not the academic spring semester).

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.

Please visit 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 a summary only and does not contain a full or complete recitation of the benefits and restrictions/exclusions. Please refer to the 'My Benefits and Plan Information' section of the website 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>	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/mwcc , click the 'Customer Service' link
<i>Questions about benefits, claims, and claims payments</i>	BCBS of Massachusetts	Phone: 1-800-241-0803 Website: www.bluecrossma.com/wps/portal/members/my-account
<i>Questions about preferred providers</i>	Blue Care Elect PPO	Phone: 1-800-821-1388 Website: www.gallagherstudent.com/mwcc , click 'Find a Doctor'
<i>Questions about participating pharmacies</i>	Express Scripts	Phone: 1-800-892-5119 Website: www.gallagherstudent.com/mwcc , click 'Pharmacy Program'
<i>Questions about tax forms</i>	BCBS of Massachusetts	Phone: 1-800-241-0803 Website: www.bluecrossma.com/wps/portal/members/my-account
<i>Questions about Voluntary Dental</i>	Dental Blue	Phone: 1-888-753-6615
<i>Worldwide assistance services (medical evacuation and repatriation)</i>	ACE Travel Assistance Services	Toll-free within the United States: 1-855-327-1414 Collect from outside of the United States: 1-630-694-9764 Email: medassist-usa@axa-assistance.us
<i>Questions about assistance programs</i>	Blue Care Line	Phone: 1-888-247-2583
<i>Questions about telehealth services</i>	Telehealth	Phone: 1-800-821-1388 Website: www.bluecrossma.com