Holyoke Community College
2019-2020 Student Health Insurance Plan (SHIP)

Frequently Asked Questions
Log in

2. On the top right corner of the screen, click “Student Login”.
3. Follow the login instructions.

Learn more about the MassHealth Premium Assistance Program

Enroll

2. On the left toolbar, click “Student Waive/enroll”.
3. Log in (if you haven’t already) by following the instructions on the website.
4. Click the “I want to Waive” button.
5. Follow the instructions to complete the form.
6. Save a copy of your reference number.

Waive
If your current insurance plan is comparable to the SHIP:

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. Save a copy of your reference number. This number only confirms submission, not approval of your form.

Edit my Form after it’s submitted
If it is before the waiver/enrollment deadline:

2. Log in (if you haven’t already) by following the instructions on the website.
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.”

After the waiver/enrollment deadline, forms cannot be edited. Please contact Customer Service if you have any issues.
Obtain an ID card
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.

ID cards are mailed by Blue Cross Blue Shield to the address on file with Gallagher Student Health & Special Risk. Cards are usually sent 10-14 business days after Gallagher Student Health & Special Risk has received your enrollment information from your school.

If you need a replacement ID card, request one by logging onto www.bluecrossma.com/myblue or by calling 1-800-253-5210.

Obtain a tax form
If the federal government requires reporting of health insurance coverage for 2019, tax forms will be 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.

Print a Verification Letter
Verification Letters are usually available 5-7 business days after your eligibility is confirmed.

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.”

View my account information
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 (if applicable), and contact information.

This FAQ is a summary only. It does not include all benefits, restrictions, and exclusions in your SHIP. Please refer to “My Benefits and Plan Information” on the plan website for full details.
**Change my address**

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”.

Make sure you also notify your school of your address change.

**Find a Doctor**

Go to [www.gallagherstudent.com/hcc](http://www.gallagherstudent.com/hcc) and click on “Find a Doctor”.

**Find a Participating Pharmacy**

Go to [www.gallagherstudent.com/gcc](http://www.gallagherstudent.com/gcc) and click on “Pharmacy Program”.

**Insurance Plan Benefits**

**What benefits does your SHIP provide?**

Your SHIP is fully compliant with the Affordable Care Act (ACA) and all other federal and state mandates. It pays for a variety of medical services, including 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. It also covers intercollegiate sports injuries the same as any other Injury.

- It covers preventive care services at no cost when you use in-network providers. This includes routine physicals and examinations, screenings, GYN examinations, and most immunizations.

- It generally pays for 80% of your medical fees when you use in-network providers. This is the advantage to using in-network providers. When you use out-of-network providers the insurance company pays less which means your potential out-of-pocket costs are more. There may be copayments and deductibles you’ll be responsible for paying regardless of provider network.

**Need more information about your plan?**

Go to [www.gallagherstudent.com/hcc](http://www.gallagherstudent.com/hcc)

**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.

**Other features of your SHIP:**

- It has a combined In-Network and Out-of-Network deductible of $250 for every year you’re in the plan.
- For prescription drugs from participating pharmacies, you will pay:
  - a $20 copay for a 30-day supply of a generic drug
  - a $40 copay for a 30-day supply of a preferred brand name drug.

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• a $60 copay for a 30-day supply of a non-preferred brand name drug.
• Note: in some cases, your doctor must get permission from the insurance company before prescribing a drug. You can see which drugs require preapproval by visiting your school’s page at www.gallagherstudent.com.

Does your plan include dental and/or vision benefits?
If you’re 18 or younger, you can get preventive dental and vision benefits with this plan. For details, refer to your SHIP brochure or certificate.

More information about your dental and vision options
To enroll in a voluntary dental plan (additional cost), go to www.gallagherstudent.com/hcc and click on the “Dental Enrollment Form” link.

How much does the SHIP cost?

<table>
<thead>
<tr>
<th>Enrollment/Waiver Deadline</th>
<th>Annual Coverage 09/01/2019-08/31/2020</th>
<th>Spring Coverage 01/01/2020-08/31/2020</th>
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<tbody>
<tr>
<td>Student</td>
<td>$2,390</td>
<td>$1,595</td>
</tr>
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</table>

Am I still covered if I live off campus or I’m traveling or studying abroad?
Yes, your plan covers you wherever you are - during semester breaks and summer vacation. This is true even if you’re traveling or studying abroad. As long as you’re enrolled in SHIP and you paid your premiums, you’ll be covered.

More information about off-campus, travel and study abroad
In addition to being covered for medical treatment and services, your plan also offers 24-hour Worldwide Travel Assistance which includes services ranging from a lost passport to helping with emergency medical assistance or arranging for emergency medical evacuation or repatriation of remains. It’s important to contact Ace Travel Assistance Services to make the arrangements for you, so contact them before making arrangements on your own. If you don’t contact them first, these services will not be covered.

Other information about seeking medical care abroad:
• Always keep your SHIP ID card with you.
• Save a copy of the plan brochure and/or bookmark your student health website.
• If you get sick while abroad, you will likely need to pay for your care first and then need submit bills for reimbursement. Your covered expenses will likely be considered an out-of-network expense.
• Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.
• Write your name, ID number, address, and school name are on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.

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Does my plan still cover me after I graduate?
Yes. You will be covered under your SHIP until the end of the policy period for which you are enrolled and have paid your premium. 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.

Eligibility, Enrollment & Waiving

Am I eligible for student health insurance?
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. This includes students enrolled in day or evening classes.

You must actively attend classes for at least the first 31 days after your policy begins. Home-study, correspondence, and online courses do not fulfill this requirement.

Can I enroll my eligible dependents?
The SHIP does not provide dependent coverage.

What should I know before waiving coverage?
If you are enrolled in:

- MassHealth,
- One of the MassHealth Managed Care Organizations (MCO), or
- One of the new Accountable Care Organizations (ACO) plans . . .

. . . you may qualify to have the MassHealth Premium Assistance program pay for your SHIP premium. When completing your waiver information, enter your MassHealth member ID to see if you qualify for premium assistance. If you do, you will be enrolled in SHIP. For more information on the Premium Assistance program, go to www.gallagherstudent.com.

Before waiving coverage, review your current policy and then consider these questions:

- Does your plan comply with the Affordable Care Act? (See the FAQ, “What do you mean by ‘comparable coverage’?”)
- 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 also extend to these areas?
- Is the annual cost of your SHIP 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.
- Does your current plan call for administrative pre-requirements, pre-certification, or primary-care

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physician referrals? Keep in mind that physician referrals may delay your access to treatment.

More information about waiving coverage

- Are you an international student? If so, you won't be able to waive coverage.
- Once you meet eligibility, you are enrolled for the remainder of the policy and can't waive later in the year.
- If you decide to waive coverage, you won't have another opportunity to enroll in SHIP until the following plan year unless you experience a qualifying event.

What do you mean by “comparable coverage”?
If you decide to opt out of your SHIP, you must be insured by a plan that provides comparable coverage. This means it must comply with the Affordable Care Act (ACA) and meet or exceed the benefits provided through the SHIP. Your plan must have participating providers and cover a range of services in and around the geographic area where you attend school. Services should include, but aren't limited to:

- Preventive and non-urgent care
- Emergency care
- Surgical care
- Inpatient and outpatient hospitalization
- Lab work
- Diagnostic x-rays
- Physical therapy
- Chiropractic care
- Prescription drugs
- Mental health and substance abuse treatment

More information about “comparable coverage”
If your current plan is an HMO, your coverage will likely be limited—or not available—outside of your HMO’s service area. As a result, it probably won’t be considered a “comparable” plan.

Confused about waiving your SHIP coverage? Before deciding what to do, compare your current health insurance plan to your SHIP coverage. Consider your possible out-of-pocket costs – deductibles, copays, coinsurance and out-of-pocket maximums. You may find your current plan’s out-of-pocket costs to be higher than what you’ll pay for SHIP. Moving to your SHIP may well be financially beneficial.

Non-comparable health plans include:

- Those that only provide emergency services
- International plans (includes plans not filed in the US)
- Travel insurance plans
- Health care sharing plans
- Out-of-state Medicaid plans

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**If I waive, but then lose coverage, can I enroll in SHIP?**
Yes, if you waive and then lose coverage under that plan (called a qualifying event), you may submit a Petition to Add request. The form can be found on your school’s page at [www.gallagerstudent.com](http://www.gallagerstudent.com). Make sure you read the form carefully as it contains very specific information on the Petition to Add process.

If your enrollment in SHIP is on a voluntary basis, there is no option to Petition to Add if you lose coverage with your current health insurance plan. If you missed the enrollment deadline you will need to wait until the next open enrollment period.

**How do recent changes to the Affordable Care Act affect my SHIP?**
Your SHIP fully complies with the Affordable Care Act (ACA). Being ACA compliant means your plan offers essential health benefits which includes certain preventive services such as annual physical and gynecology exams and some immunizations. It also covers pre-existing conditions without any waiting period.

There is no longer a federal tax penalty for not having health insurance, but the mandate to have health insurance remains. There are some states that have kept a state tax penalty for not having health insurance as well as having additional insurance requirements.

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

**May I use one of my state’s marketplace health insurance plans to waive my SHIP?**
If you live in the state where you are attending school and bought insurance through your state’s marketplace, you may be able to waive your SHIP. Please review these plans carefully. Many of them will have a deductible greater than that of your SHIP. This will increase your out-of-pocket costs. Also, many of these plans are HMOs with restrictive provider networks. Look at its provider network to be sure that you’ll have in-network providers near your campus.

**More information about buying health insurance through your state’s or the federal marketplace**
Are you an international student? If so, then purchasing a subsidized marketplace plan may jeopardize your visa status.

**Once I’m enrolled in the SHIP, can I cancel it? Can I get a refund?**
In some cases, you can cancel your SHIP and receive a refund.

Once you are enrolled in SHIP, you will remain enrolled for that coverage period. However, if you’re enrolled in annual coverage, you may only request coverage termination (and a pro-rated premium refund) in the following situations:

1. You’re entering the armed forces.
2. You’re enrolled in annual coverage and you wish to cancel the spring portion of your insurance because . . .
“How do I…?”

a. You will be leaving school during the fall semester (or prior to the spring semester).

b. You became eligible and enrolled in a subsidized health insurance plan through the Massachusetts Health Connector. Your coverage must begin on or before the start of the spring health insurance coverage period (not academic spring semester).

c. You became eligible and enrolled in MassHealth (excluding MassHealth Limited, the Health Safety Net or the Children’s Medical Security Plan. Your coverage must begin on or before the start of the spring health insurance coverage period (not academic spring semester).

If your situation falls under option two, you must file your request to terminate coverage with Gallagher Student Health & Special Risk no later than the last day of fall coverage.

Plan Enhancements

What other types of insurance are available?
Personal property and renters insurance is available to students on- or off-campus, at home, or abroad. It covers damage or theft to laptops, cell phones, books, electronics, and much more. For details, go to www.gallagherstudent.com/property.

Please visit www.gallagherstudent.com, select your school's page, and click on the “Other Insurance Products” link for complete details about additional insurance products and how to enroll.
## "How do I…?"

### Important Contact Information

<table>
<thead>
<tr>
<th>Answer Needed</th>
<th>Who To Contact</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Enrollment, coverage, or ID cards | Gallagher Student Health & Special Risk      | 500 Victory Road
Quincy, MA 02171
Website: [www.gallagherstudent.com/gcc](http://www.gallagherstudent.com/gcc), click the ‘Customer Service’ link |
| Benefits, claims, and claims payments | BCBS of Massachusetts                       | Phone: 1-800-241-0803
Website: [www.bluecrossma.com/wps/portal/members/my-account](http://www.bluecrossma.com/wps/portal/members/my-account) |
| Preferred providers           | Blue Care Elect PPO                          | Phone: 1-800-821-1388
Website: [www.gallagherstudent.com/hcc](http://www.gallagherstudent.com/hcc), click ‘Find a Doctor’ |
| Participating pharmacies      | Name of Pharmacy Network                     | Phone: [Provider Network Phone Number]
Website: [www.gallagherstudent.com/schoolurl](http://www.gallagherstudent.com/schoolurl), click “Pharmacy Program” |
| Tax forms                     | BCBS of Massachusetts                        | Phone: 1-800-241-0803
Website: [www.bluecrossma.com/wps/portal/members/my-account](http://www.bluecrossma.com/wps/portal/members/my-account) |
| Voluntary Dental              | Dental Blue                                  | Phone: 1-888-753-6615                                                            |
| Worldwide assistance services (medical evacuation and repatriation) | 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 |
| Assistance programs           | Blue Care Line                               | Phone: 1-888-847-2583                                                            |
| Telehealth services           | Telehealth                                   | Phone: 1-800-821-1388
Website: [www.bluecrossma.com](http://www.bluecrossma.com) |

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