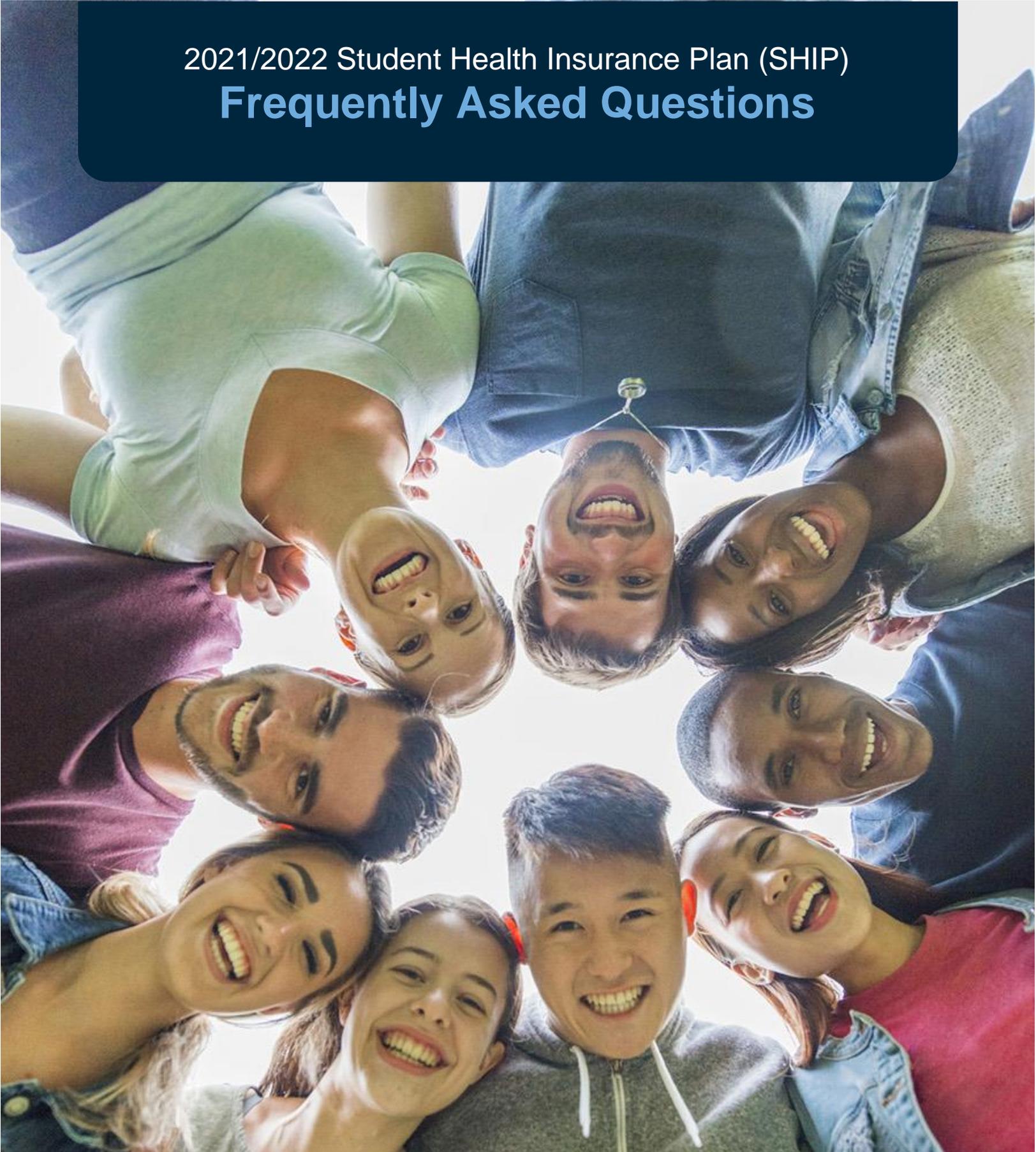


2021/2022 Student Health Insurance Plan (SHIP)
Frequently Asked Questions



Topic / Question	Page Numbers
Getting Started Where can I learn about my Student Health Insurance Plan? How do I log in?	3
Enrolling in my SHIP How do I enroll? Once I've enrolled, may I cancel? Get a refund? Am I eligible for Student Health Insurance? Can I enroll my dependents? Can I enroll if the enrollment period is over? What is a "qualifying event", allowing me to enroll outside the enrollment period?	3-4
Waiving the SHIP Coverage Am I eligible to waive coverage offered in my school's SHIP? What should I know before waiving? What is "comparable coverage?" How do I waive? Can I edit my waiver form after I've submitted it? Can I rescind my waiver form after I've submitted it? If I waive, but then lose my existing health insurance coverage, can I enroll in SHIP? Can I use one of my state's health insurance plans to waive my SHIP?	4-7
About my Benefits What do my benefits include? How do I find a doctor? How do I find a pharmacy? Have changes been made to this year's plan? Does my plan include dental and/or vision insurance? How much does my health insurance cost? Do I need a referral from my school's Health Services to see an off-campus doctor? Am I still covered if I move off campus? While traveling? When studying abroad? Am I still covered after I graduate? Are there other benefits available to me?	7-11
General Account Information How do I obtain an ID card? How do I obtain a tax form? How do I print my verification letter?	11-13

<p>How do I view my account information? How do I change my address? Who do I contact?</p>	
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Getting Started

Q Where can I learn about the Student Health Insurance Plan (SHIP)?

A Go to www.gallagher.student.com/Cazenovia

Q How do I log in?

- A
1. Go to www.gallagher.student.com/Cazenovia
 2. On the top right of the corner of the screen, click "Student Login."
 3. Follow the login instructions.

Enrolling in my SHIP

Q Am I eligible for student health insurance?

A All registered, full-time students and part-time students in on campus attendance will be automatically enrolled in the Student Health Insurance Plan unless proof of comparable coverage is received by the published deadline. Once you meet eligibility for the first 31 days from the effective date of your Plan, you are enrolled for the remainder of the coverage period. Home-study, correspondence and online courses do not fulfill this requirement.

Q How do I enroll?

- A
1. Go to www.gallagher.student.com/Cazenovia
 2. Click "Student Waive/Enroll."
 3. Log in by following the instructions on the website.
 4. Click the "I want to Enroll" button.
 5. Follow the instructions to complete the form.
 6. Save a copy of your reference number.

Q Can I enroll my eligible dependents?

A No, the SHIP does not provide dependent coverage.

Q Once enrolled, can I cancel? Can I get a refund?

A Yes, you can request to terminate the remainder of the coverage (and receive a pro-rated premium refund) in the following situations:

1. You're entering the armed forces.
2. You've submitted a written request to Gallagher Student Health & Special Risk to cancel your coverage. Contact Gallagher Student Health & Special Risk for specific instructions. If your request is approved, your coverage will terminate at the end of the month for which we received the request. Note: if your health coverage doesn't meet your school's waiver requirements, you will not be allowed to withdraw.

Waiving SHIP Coverage

Q Am I eligible to waive?

A To be eligible to waive your SHIP, you must be currently enrolled in a health insurance plan that meets your school's waiver requirements. Waiver requirements include being enrolled in a health insurance plan that is fully-compliant with all provisions of the Affordable Care Act (ACA), requires you to have access to providers near campus and to have coverage for services beyond urgent and emergency services. Therefore, if you are enrolled in an out-of-state HMO, your coverage will likely be limited—or not available—outside of your HMO's service area and will not meet your school's waiver requirements.

Q What should I know before waiving?

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

- Is your plan fully-compliant with the ACA? This means services should include, but aren't limited to:
 - Preventive and non-urgent care (this includes most immunizations)
 - Prescription drugs
 - Emergency care
 - Mental health and substance abuse treatment
 - Surgical care
 - Inpatient and outpatient hospitalization
 - Lab work
 - Diagnostic x-rays
 - Physical therapy and Chiropractic Care
 - Immediate coverage for pre-existing conditions
 - No annual maximum benefits
- Does your plan's provider network 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 deductible of your private plan? 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 physician referrals? Keep in mind that physician referrals may delay your access to treatment.

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.

Q What is comparable coverage?

- A 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 SHIP may 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 (includes Christian Ministries & Liberty Health Share)
- Out-of-state Medicaid plans
- Plans from insurance companies not located within the United States
- Prescription discount plans

Q How do I waive health insurance coverage?

- A
1. Go to www.gallagherstudent.com/Cazenovia
 2. Click "Student Waive/Enroll".
 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.

Q Will you audit or verify my waiver request?

A No, we will not verify the information provided on your waiver. It is your responsibility to review the SHIP material to be sure your health insurance plan meets your school's waiver requirements. However, if you're covered by an out-of-state Medicaid plan, your request to waive may be denied as this plan will only cover you for emergency situations outside of the plan's service area. If you elect to waive, you will be responsible for any medical expenses you incur.

Q Can I edit my form after I've submitted it?

A Yes, if it's before your waiver/enrollment deadline of 9/8/21

1. Go to www.gallagherstudent.com/Cazenovia
2. Log in (if you haven't already) by following the instructions on the website.
3. Click "View My Submitted Forms".
4. Select the form you want to edit.
5. Update the form as needed.
6. Click "Submit Edit."

You may not edit your form after 9/8/21.

Q Can I rescind my form after I've submitted it?

A Yes, if it's before your waiver/enrollment deadline of 9/8/21.

1. Go to www.gallagherstudent.com/Cazenovia
2. Log in (if you haven't already) by following the instructions on the website.
3. Click "View My Submitted Forms".
4. Select the form you want to rescind.
5. Scroll all the way to the bottom of the form
6. Click "Rescind."

You may not rescind your form after 9/8/21.

Q If I waive, but then lose my coverage, can I enroll in SHIP?

A If you waive and then lose coverage under that plan (called a qualifying event), you may submit a Petition to Add request. The online form can be found on your school's page at www.gallagherstudent.com/Cazenovia and click "Petition to Add". Make sure you read the form carefully as it contains very specific information on the Petition to Add process. Qualifying events include:

- Reaching the age limit of another health insurance plan

- Loss of health insurance through marriage or divorce
- Involuntary loss of coverage from another health insurance plan

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.

Q May I use one of my state's health insurance plans to waive my SHIP?

A 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.

Are you an international student? If so, then purchasing a subsidized marketplace plan or the state's Medicaid plan may jeopardize your visa status.

About My Benefits

Q What do my benefits include?

A Your SHIP is fully compliant with the 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 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 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 coinsurance is less which means your potential out-of-pocket costs are more. There may be copayments and deductibles you'll be responsible for paying.

- It has a \$250 per member, plan year deductible for In-Network services and a \$500 per member, per plan year deductible for Out-of-Network services.
- It has a \$25 copayment for office visits
- Prescription drugs are covered for a 30-day supply after a:
 - \$20 copay for a Tier-1

- \$40 copay for a Tier-2
- \$70 copay for a Tier-3

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/Cazenovia

Q How can I get more information about my plan?

A Go to www.gallagherstudent.com/Cazenovia.

Q Do I need a referral from my school's Health Services to see an off-campus health provider?

A No, you don't need a referral. However, it's a good idea to see your on-campus Health Center first since they can connect you with valuable on-campus services or refer you to providers. For more information, visit your school's Health Services website at: <https://www.cazenovia.edu/life-on-campus/health-and-counseling/health-office>

How much does my student health insurance cost?

A See chart below

	Annual Coverage (08/18/2021-08/17/2022)	Spring Semester Coverage Period (01/01/2022-08/17/2022)
Enrollment/Waiver Deadline	September 8, 2021	February 1, 2022
Undergraduate Student	\$2,682.00	\$1,668.00
Graduate Student	\$3,918.00	\$2,443.00

Q Have changes been made to this year's plan?

A Here are the changes made for the 2021-2022 Year:

- The insurance carrier has changed from CDPHP to UnitedHealthcare
- The claims company has changed from CDPHP to UnitedHealthcare StudentResources
- The pharmacy program has changed from CVS CareMark to UHCP Pharmacy Program

Plan Design Changes:

- The \$100 In-Network per policy year deductible will be changed to \$250 In-Network per member, per plan year and the \$200 Out-of-Network per policy year deductible will be changed to \$500 per member, per plan year.

- The \$15 copayment for In-Network primary care physician office visits will be changed to \$25.
- The \$15 copayment for In-Network specialists' office visits will be changed to \$40.
- The \$100 copayment for In-Network Emergency services will be changed to \$150.
- The \$15 copayment for In-Network Urgent Care services will be changed to \$50.
- The coinsurance for some services will be covered at 80% In Network and 60% Out-of-Network.

Refer to the plan documents for a full description of benefits, limitations and exclusions.

Q How do I find a doctor?

A 1. Go to www.gallagherstudent.com/Cazenovia and click on "Find a Doctor"

Q How do I find a pharmacy?

A 1. Go to www.gallagherstudent.com/Cazenovia and click on "Pharmacy Program"

Q Does my plan include dental and/or vision insurance?

A If you're 18 or younger, SHIP provides preventive dental and vision benefits as required by the Affordable Care Act. Refer to your SHIP brochure or certificate of coverage for details.

For other dental and vision options, see "Are there other products and services available to me?"

Q Am I still covered if I live off campus? While traveling? When studying abroad?

A Yes, your plan covers you wherever you are. As long as you're enrolled in SHIP and you paid your premiums you'll be covered. Your plan also provides you with 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 expatriation of remains. It's important to contact UnitedHealthcare Global before making arrangements on your own. Otherwise 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.

Q Am I still covered after I graduate?

- A 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. Note: you won't be able to continue your coverage after your policy terminates.

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.

How does the ACA affect my SHIP?

- A. Your SHIP fully complies with the 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.

Q What other services available to me through my SHIP?

- A. The following services are included and complement your SHIP program:
- **Basix Dental Savings** — an exclusive network of providers provides discounts on dental services from routine care to major dental work and can save you 20% to 50% off the cost of dental care.
 - **EyeMed Vision** — through this program you can receive discounted services for eye exams, glasses or contact lenses at participating EyeMed providers. You can use your EyeMed discounts as often as you like.

- **SilverCloud** – an online behavioral health platform that provides behavioral health care and support for enrolled students. The platform delivers clinically proven, evidenced-based content, programs and support for depression, anxiety. Stress, resilience and sleep programs, anytime, anywhere.

What other insurance products available to students?

A The following services are also available to students:

- **Personal property and Renters Insurance** are available to all students on a voluntary basis and covers you while on- or off-campus, at home, or abroad. All of your belongings including cell phones, laptops, clothing, books and much more are protected from accidental damage, theft, fire damage and water damage. For details, go to www.gallagherstudent.com/property to get a quote and enroll. Please visit www.gallagherstudent.com for complete details about additional insurance products and how to enroll.
- **Dental or Vision Insurance Plans are available** to all students to purchase on a voluntary basis at an additional cost. Go to www.gallagherstudent.com/dental or www.gallagherstudent.com/vision. The types of plans and availability of plans vary by state. All students are eligible to enroll, you do not have to be enrolled in SHIP.
- **Tuition Refund Insurance** is available to you on a voluntary basis at additional cost and can protect up to 100% of your education investment should a student need to withdraw for illness, injury, mental health disorder or an unexpected circumstance. Please visit www.gallagherstudent.com for complete details about additional insurance products and how to enroll.

General Account Information

Q How do I obtain an ID Card?

ID cards are usually available 5-7 business days after your enrollment is processed by UHCSR.

1. Go to www.uhcsr.com and click on 'Login to My Account'.
2. Click 'Create an Account' if you haven't created an account or 'Login' if you have one
3. Complete the registration form using your name, date of birth and student ID number.
4. Once logged in, you will have access to ID cards (online or by mail), Claim information, EOBs and other plan-related information.

Q How do I obtain a tax form?

A If the federal government requires reporting of health insurance coverage for 2021, 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.

Q How do I print my verification letter?

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

1. Go to www.gallagherstudent.com/Cazenovia
2. On the left toolbar, click “Account Home.”
3. Log in by following the instructions on the website (if you haven’t already).
4. 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.”

Q How do I change my address?

A Please contact your school to update your address.

Q Who do I contact?

A See the chart below:

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or service issues	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/cazenovia , click the ‘Customer Service’ link
ID cards, benefits, tax forms, claims and claims payments incurred on or 8/18/2021	UnitedHealthcare StudentResources	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: gshcustomerservice@uhcsr.com Website: www.uhcsr.com/myaccount
Preferred providers	UnitedHealthcare Choice Plus PPO	Phone: 1-866-948-8472 Website: www.gallagherstudent.com/cazenovia , click “Find a Doctor”

Answer Needed	Who To Contact	Contact Information
Participating pharmacies	UHC Pharmacy Program	Website: www.gallagherstudent.com/cazenovia , click 'Pharmacy Program'
Voluntary Dental	Ameritas	Phone: 1-855-672-3232
Gallagher Student Health Plan Enhancements	EyeMed (Discount Vision) Basix (Dental Savings) SilverCloud (Behavioral Health)	EyeMed Phone: 1-866-839-3633 Website: www.enrollwitheyemed.com Basix Phone: 1-888-274-9961 Websites: www.basixstudent.com Silvercloud Website: https://qsh.silvercloudhealth.com/signup/
Worldwide assistance services (medical evacuation and repatriation)	UnitedHealthcare Global	Toll-free within the United States: 1-800-527-0218 Collect from outside of the United States: 1-410-453-6330 Email: assistance@UHCGlobal.com
Additional Student Assistance Programs	24/7 Assistance Program	Phone: 1-877-862-1172
Telehealth services	HealthiestYou	Phone: 1-855-870-5858 Website: https://www.healthiestyou.com/