



**Santa Clara
University**

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



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Getting Started

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

A Go to www.gallagherstudent.com/scu.

Q How do I log in?

A

1. Go to www.gallagherstudent.com/scu.
2. Under “Profile”, enter your email address and click LOG IN.
3. An email from Gallagher Student Health will be sent to your student email with a temporary password. Click on the link provided in the email and insert the temporary password. (If you did not receive a temporary password, you can choose the ‘Forgot your password?’ option on the login page).

Enrolling in my SHIP

Q Am I eligible for student health insurance?

A All students in a degree seeking program who are enrolled in at least half-time in their school or college are automatically enrolled in and billed for the Student Health Insurance Plan unless proof of comparable coverage is received by the published deadline.

Students on an approved Medical Leave of Absence (MLOA), who have been previously insured under this Plan for at least one semester prior to the MLOA are eligible to continue coverage under the Student Health Insurance Plan for a maximum of one semester, provided the appropriate premium has been paid.

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.gallagherstudent.com/scu.
2. Login under ‘Profile’.
3. Click on the ‘Enroll’ button under ‘Plan Summary’.
4. Complete and submit the form by following the instructions.
5. Enrollment confirmation email will be sent.

Q How do I enroll my dependents?

A. This plan does not offer coverage for your dependents.

Q Once enrolled, can I cancel? Get a refund?

A Once you're enrolled in SHIP, you will remain enrolled in it for that coverage period. You have no option to terminate coverage unless you enter the armed forces. In that case we will refund, or your student account will be credited, a pro-rated share of your premium. If you are an international student who is withdrawing or graduating from your school and returning to your home country, you may qualify for a refund of premium.

Waiving the 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 don't complete a waiver form by the published deadline, you will be automatically enrolled in and billed for your SHIP.

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.

- For more information about the ACA, visit: <https://www.hhs.gov/healthcare/about-the-aca/index.htm>

Q What is comparable coverage?

- A Comparable coverage means your health insurance plan needs to meet your school's waiver requirements, which may include being fully-compliant with all provisions of the ACA. See "What should I know before Waiving?"

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
- Out-of-State HMOs or EPOs
- 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/scu.
 2. Login under 'Profile'.
 3. Click on the 'Waive' button under 'Plan Summary'.
 4. Complete and submit the form by following the instructions.
 5. A reference number will be emailed upon submission, however final determination may take 24-48 hours.

Q Will you audit or verify my waiver request?

A If you are a student athlete, we will audit or verify your request. This is to make sure your insurance plan will cover you when you're at school.

If you are an F-1 visa student, your submitted waiver form will be subject to an audit. The intent of the waiver verification process is to assess whether or not your insurance plan will cover you when you're at school.

- This process checks the insurance company information you entered on your form and confirms the information submitted is accurate and that your coverage is currently active.
- We verify most waiver requests within 1-2 business days.
- Once we verify your coverage, we'll email you at the address provided on your form to let you know if your waiver request was approved or denied. If your waiver is denied, the email will explain the reason for the denial and provide instructions on how to revise and resubmit your form and any applicable supporting documentation.
- You will also be required to upload supporting documentation at the time of your waiver submission in order to submit your waiver form, for returning students this is a new process. The documentation must confirm that you are covered for Medical Evacuation (at least a \$50,000 benefit) and Repatriation of Remains (at least a \$25,000 benefit).

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

A Yes, if it's before the following waiver/enrollment deadlines of:

August 20, 2021 for Law Students
September 10, 2021 for Theology students
September 24, 2021 for Graduate & Undergraduate students

1. Go to www.gallagherstudent.com/scu.
2. Login under 'Profile'.
3. Navigate to 'Account Details'.
4. Click 'Edit Waiver'.
5. Select the form you want to edit.
6. Update the form as needed.
7. Click 'Update & Submit'.

NOTE: You can edit your waiver up to 5 times.

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

A Yes, if it's before the following waiver/enrollment deadlines of:

August 20, 2021 for Law Students
September 10, 2021 for Theology students

September 24, 2021 for Graduate & Undergraduate students

1. Go to www.gallagherstudent.com/scu.
2. Login under 'Profile'.
3. Navigate to 'Account Details'.
4. Click '[Click here to rescind your waiver](#)'.
5. Click 'Rescind My Waiver'.

NOTE: Once waiver is rescinded, this action cannot be reversed.

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

A If you waive SHIP 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.gallagherstudent.com. 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 for Petition to Add if you lose coverage with your current health insurance plan.

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 higher deductible and copayments and lower coinsurance than that of your SHIP premium. This will increase your out-of-pocket costs. Also, many of these plans are HMOs with restrictive provider networks. Look at the 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 wide range 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. You will also be responsible for paying any deductibles and applicable office visit and prescription drug copayments.

- It has a \$500 per Insured, per policy year deductible for In-Network services and a \$1,000 per Insured, per policy year deductible for Out-of-Network services.
- It has a \$20 copayment for Physician's Office Visits
- Prescription drugs are covered in-Network for a 30-day supply after a:
 - \$15 copay for a Tier-1 drug,
 - \$40 copay for a Tier-2 drug,
 - \$60 copay for a Tier-3 drug.

Note: in some cases, prescription drugs may have a supply or quantity limit or require your doctor to get a Prior Authorization before you can pick-up your prescription. You can see review your plans' pharmacy list or formulary by visiting your school's page at www.gallagherstudent.com/scu.

Q How can I get more information about my plan?

A Go to: www.gallagherstudent.com/scu.

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.scu.edu/cowell/>

Q How much does my student health insurance cost?

A See charts below

Law Students	Annual (08/15/2021-08/14/2022)	Spring/Summer (01/01/2022-08/14/2022)
Enrollment/Waiver Deadline	August 20, 2021	January 14, 2022
Student	\$3,054	\$1,885

Jesuit School of Theology	Annual (09/01/2021-08/31/2022)	Spring/Summer (02/01/2022-08/31/2022)
Enrollment/Waiver Deadline	September 10, 2021	February 7, 2022
Student	\$3,054	\$1,769

Graduates	Annual (09/15/2021-09/14/2022)	Winter/Spring/Summer (01/01/2022-09/14/2022)	Spring/Summer (04/01/2022-09/14/2022)
Enrollment/Waiver Deadline	September 24, 2021	January 7, 2022	April 1, 2022
Student	\$3,054	\$2,129	\$1,413

Undergraduates	Annual (09/15/2021-09/14/2022)	Winter/Spring/Summer (01/01/2022-09/14/2022)	Spring/Summer (04/01/2022-09/14/2022)
Enrollment/Waiver Deadline	September 24, 2021	January 7, 2022	April 1, 2022
Student	\$2,621	\$1,824	\$1,215

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

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

- The In-Network prescription drug copayments increased from \$10 for Tier 1, \$30 for Tier 2, and \$30 for Tier 3, to \$15 for Tier 1, \$40 for Tier 2, and \$60 for Tier 3.
- The Out-of-Network prescription drug copayments increased from \$10 for Generic and \$30 for Brand Name, to \$15 for Generic and \$40 for Brand Name.
- The Specialist Office Visit copayment increased from \$20 per visit to \$40 per visit.

Q How do I find a doctor?

- A
1. Go to www.gallagherstudent.com/scu.
 2. Click on "Find a Doctor".

Q How do I find a pharmacy?

- A
1. Go to www.gallagherstudent.com/scu.
 2. Click on "Pharmacy Program".

Q Does my SHIP 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.

To enroll in the Voluntary Dental Insurance Plan (at an additional cost) underwritten by Delta Dental, go to www.gallagherstudent.com/scu and click on 'Enroll' under the Dental Insurance 'Plan Summary'.

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 paid the premium, 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 repatriation of remains. It's important to contact GeoBlue 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. You will be covered under your SHIP until the end of the policy period for which you are enrolled in SHIP and have paid your premium. If you enrolled and paid for the fall semester and graduate in December, you will be covered until the end of the fall semester coverage period. 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. You won't be able to continue your coverage after your policy terminates.

Q 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.

Q What other insurance products available to students?

A The following service is 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.

General Account Information

Q How do I obtain an ID Card?

A ID cards are usually available 5-7 business days after your enrollment is processed by Anthem. ID cards are available online through the Sydney Health app available in the App Store or Google Play.

To access your ID card:

1. Register on www.anthem.com/ca or the Sydney Health mobile app with your student ID.
2. Once you're logged in, check to make sure your ID card preference is set to 'digital'.

Here you will have instant access to:

- Your member ID card.
- The Find a Doctor tool.
- More information about your plan benefits.
- Health tips that are tailored to you.
- LiveHealth Online and 24/7 NurseLine.
- Student support specialists

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/scu.
2. Login in under 'Profile'.
3. Navigate to "Account Details".
4. Click "Verification of Coverage".

Q How do I change my address?

A Please contact your school to update your address.

Q Who do I contact?

A See the guide below:

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or service concerns	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/scu , click Help Center link
ID cards, benefits, claims, claims payments incurred & Tax forms	Anthem BCBS	P.O. Box 60007 Los Angeles, CA 90060 Phone: 1-800-888-2108 Website: www.anthem.com/ca

Answer Needed	Who To Contact	Contact Information
Preferred Provider Network	Prudent Buyer PPO	Website: www.gallagherstudent.com/scu , click "Find a Doctor"
Participating pharmacies	IngenioRx	Website: www.gallagherstudent.com/scu , click "Pharmacy Program"
Voluntary Dental	Delta Dental	www.deltadentalins.com/enrollees Phone: 1-800-422-4234
Gallagher Student Health Complements (SHIP 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://gsh.silvercloudhealth.com/signup/
Worldwide assistance services (medical evacuation and repatriation)	GeoBlue	Call collect: 1-833-511-4763