

Williams



**Williams College
2020-2021 Student Health
Insurance Plan (SHIP)
Frequently
Asked
Questions**

Log in

1. Go to www.gallagherstudent.com/williams
2. Under “Profile”, enter your email address and click LOG IN
3. Enter your password (if logging in for the first time, you will need the temporary password received via email from Gallagher Student)

Enroll my dependents or Enroll in the BCBS Dental Plan

1. Go to www.gallagherstudent.com/williams
2. Log in (if you haven’t already)
3. Click ‘ENROLL’ and follow the instructions to complete and submit the form

Waive

If your current insurance plan is comparable to the SHIP:

1. Go to www.gallagherstudent.com/williams
2. Click “ Waive”
3. Complete Steps 1 and 2
4. Click submit – you will receive a message regarding the status of your waiver request
5. 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:

1. Go to www.gallagherstudent.com/williams
2. Click “Edit Waiver”
3. Update the form and/or upload documentation as needed
4. Click “Update and Submit”

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

Rescind my Form after it’s submitted

If it is before the waiver/enrollment deadline:

1. Go to www.gallagherstudent.com/williams.
2. Go to the “Account Detail” section, bottom left of the screen and click “Rescind Your Waiver”
3. Scroll to the bottom of the form, click “Rescind”

After the waiver/enrollment deadline, forms cannot be rescinded. 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.

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 2020, 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.

1. Go to www.gallagherstudent.com/williams.
2. On the left toolbar, click "Account Home".
3. Log in by following the instructions on the website (if you haven't already).
4. You will be redirected to the "Account Home" page, then click on "Verification Letter" under "Coverage History."

View my account information

1. Go to www.gallagherstudent.com/williams.
2. Log in by following the instructions on the website
3. You will be redirected to the "Account Home" page where you can see your current coverage, claims ID number (if applicable), and contact information.

Change my address

Please contact your school to update your address.

Find a Doctor

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

Find a Participating Pharmacy

1. Go to www.gallagherstudent.com/williams 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 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 100% 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 no deductible for In-Network medical services.
- It has a \$250 per member deductible for Out-of-Network medical services.
- For prescription drugs from participating pharmacies, you will pay:
 - a \$10 copay for a 30-day supply of a generic drug,
 - a \$25 copay for a 30-day supply of a preferred brand name drug,
 - a \$45 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.

Need more information about your plan?

Go to www.gallagherstudent.com/williams.

What changes have been made to the Plan for the 2020-2021 Policy Year?

- The MassHealth Premium Assistance Program will not be offered to Medicaid-eligible students for the 2020-2021 plan year. Students enrolled in MassHealth or one of the Accountable Care Organizations can submit this information on their waiver form in order to request a waiver of the Student Health Insurance Plan.

Please Note: You cannot waive the Student Health Insurance Plan if you are enrolled in MassHealth Limited, Health Safety Net or the Children's Medical Security Plan
- Telehealth services are available through Well Connection.
- Acupuncture is now covered for up to 12 visits per calendar year.
- The Gym Benefit has changed to \$150 per calendar year per policy.

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. The same holds true for your enrolled eligible dependents as long as they are 18 or younger. 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/williams and click on the "Dental Enrollment Form" link.

How much does the SHIP cost?

	Annual (08/15/2020-08/14/2021)	Fall (8/15/2020-1/31/2021)	Spring/Summer (02/01/2021-08/14/2021)
Student	\$2291	\$1145	\$1146
Spouse	\$3125	\$1562	\$1563
Each Child	\$3125	\$1562	\$1563

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

No, you don't need a referral. However, seeking care or advice first from Health Services is a good idea, since they can connect you with valuable on-campus services or refer you to providers they know off-campus. For more information, visit your school's Health Services website <http://www.health.williams.edu/>

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

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.

Does my plan still cover me after I graduate?

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 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 students enrolled at least 75% of full-time will be automatically enrolled in and billed for the SHIP if you are attending classes on campus or studying remotely unless you waive coverage. This includes students who are studying abroad.

You must actively attend classes for at least the first 31 days after your policy begins.

Can I enroll my eligible dependents?

Yes, you can enroll your eligible dependent(s) by going to www.gallagherstudent.williams and clicking on “Enroll”.

Note: You must purchase dependent insurance for the same time period as your own coverage. It can't be for a longer or shorter period than your own. For example, if you enroll for annual coverage, you can't limit your dependent's insurance to only the spring semester unless a qualifying event occurs

Qualifying events for enrolling your dependents

You can add eligible dependent(s) if one of these qualifying events occurs:

- You get married
- You have a child
- You get divorced
- Your dependent enters the country for the first time
- Your dependent loses coverage under another insurance plan

In such cases, you must submit a Dependent Petition to Add Form, supporting documentation, and payment to Gallagher Student Health & Special Risk within 60 days of the event. If approved, your coverage will start on the date of the qualifying event. Requests received after 60 days will not be processed.

Note: Your premium is prorated. Once your dependent is enrolled, you can't terminate coverage unless you lose your Student Health Insurance eligibility.

What should I know before waiving coverage?

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

- Does your plan comply with the ACA? (See the FAQ, “What do you mean by ‘comparable coverage?’”)
- Does your current plan cover medical care beyond emergency services (i.e. doctor's office visits, diagnostic testing, x-rays, prescription drugs, mental health, etc.)?
- Does your plan have doctors and hospitals in the vicinity where you will be studying?
- 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 physician referrals? Keep in mind that physician referrals may delay your access to treatment.

More information about waiving coverage

- If you don't complete a Waiver Form by the published deadline, you will remain 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 or if you are remotely studying outside of Massachusetts and return to campus for the Spring Semester.

What do you mean by “comparable coverage”?

If your current plan is an HMO and you're studying on campus, 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 or plans not filed in the US
- Travel insurance plans
- Health care sharing plans (includes Christian Ministries & Liberty Health Share)
- Out-of-state Medicaid plans (unless you're studying in the state in which you are enrolled in Medicaid)
- Prescription discount plans

If you decide to waive your SHIP, you must be insured by a plan that provides unlimited benefits with no maximums and no pre-existing condition limitations, for example. This means it must comply with the ACA and meet or exceed the benefits provided through the SHIP. Your plan must have participating providers and cover a range of services in the geographic area in which you'll be studying. 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
- Physical therapy
- Chiropractic care
- Diagnostic x-rays

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

Will you audit or verify my waiver request?

We may audit or verify your request. This is to make sure your insurance plan will cover if you're attending classes on campus.

More information about our waiver review process

Here's how our waiver review process works:

- We check the insurance company information you entered on your form to make sure it's accurate and that your coverage is active.
- Once we verify your coverage, we'll let you know whether we approved your waiver via an email to your Williams College address. If we deny your request, we'll tell you why. We'll also provide instructions should you wish to revise and resubmit your form and supporting documentation.

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

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.williams.edu. 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

How does the ACA affect my SHIP?

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.

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.

Are you an international student? If so, then purchasing a subsidized marketplace plan or the state's Medicaid 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:
 - 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

How to enhance your Student Health Insurance Plan

You can enhance your SHIP by accessing several products available exclusively from Gallagher Student Health & Special Risk. They include:

- Basix Dental Savings Program—provides an exclusive discount arrangement, which can save you 20% to 50% off the cost of dental care.
- EyeMed Vision Care Program—allows you to receive discounted services at participating EyeMed providers.
- 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, and stress.

To learn more about your plan enhancements, visit www.gallagherstudent.com.

What other types of insurance are available?

Personal property and renters Insurance is available to all students 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.

Important Contact Information

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or Verification Letters	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/williams click the 'Customer Service' link
Benefits, claims, claims payments, and tax forms	Blue Cross Blue Shield of Massachusetts	P.O. Box 9860630 Boston, MA 02298 Phone: 1-888-753-6615 Website: www.bluecrossma.com
Preferred Providers	Blue Cross Blue Care Elect PPO	Phone: 1-800-810-BLUE (2583) Website: www.gallagherstudent.com/williams click "Find a Doctor"
In-Network pharmacies	Express Scripts	Phone: 1-800-711-0917 Website: www.gallagherstudent.com/williams click "Pharmacy Program"
Blue Cross Blue Shield Voluntary Dental	Dental Blue	Phone: 1-888-753-6615
Gallagher Student Health Plan Enhancements	EyeMed (Discount Vision), Basix (Dental Savings) Silvercloud (Behavioral Health)	EyeMed Phone: 1-866-839-3633 Website: www.enrollwiththeyemed.com Basix Phone: 1-888-274-9961 Website: www.basixstudent.com Silvercloud Website: https://qsh.silvercloudhealth.com/signup/
Assistance programs	Blue Care Nurse Advice Line & Health and Wellness Benefits	Phone: 1-888-247-BLUE (2583)