



**University of Maine System
Graduate Assistant and
International Student
2020-2021 Student Health
Insurance Plan (SHIP)
Frequently
Asked
Questions**

Log in

1. Go to www.gallagherstudent.com/UMS.
2. Click on 'Log In' under the 'Profile' tile on the left hand side of the screen.
3. Follow the login instructions.

Enroll

1. Go to www.gallagherstudent.com/UMS.
2. Log in (if you haven't already) by following the instructions on the website.
3. Click the green 'Enroll' button under the 'Plan Summary' tile.
4. Follow the instructions to complete the form.
5. Save a copy of your reference number.

Enroll my dependents

1. Go to www.gallagherstudent.com/UMS.
2. Log in (if you haven't already) by following the instructions on the website.
3. Click on the green 'Enroll' button under the 'Plan Summary' tile.
4. Follow the instructions to complete the form and submit payment.
5. Save a copy of your reference number.

Waive

If your current insurance plan is comparable to the SHIP:

1. Go to www.gallagherstudent.com/UMS.
2. Log in (if you haven't already) by following the instructions on the website.
3. Click the yellow 'Waive' button under the 'Plan Summary' tile.
4. Follow the instructions to complete the form.
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/UMS.
2. Log in (if you haven't already) by following the instructions on the website.
3. Click the yellow 'Edit Waiver' button under 'Plan Summary'.
4. Follow the instructions to complete the form.

Rescind my Form after it's submitted

1. Go to www.gallagherstudent.com/UMS.
2. Log in (if you haven't already) by following the instructions on the website.
3. Click 'Rescind Waiver' at the bottom of the page

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 this website. If you need a replacement ID card, request one by logging onto www.anthem.com.

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.

View my account information

1. Go to www.gallagherstudent.com/UMS.
2. Log in by following the instructions on the website (if you haven't already).
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/UMS and click on "Find a Healthcare Provider".
2. Log in by following the instructions.

Find a Participating Pharmacy

1. Go to www.gallagherstudent.com/UMS and click on "Pharmacy Program".
2. Log in by following the instructions.

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 90% 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 Insured, per policy year deductible for In-Network medical services.
- It has a \$1,000 per Insured, per policy year 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 Tier-1 drug
 - a \$40 copay for a 30-day supply of a Tier-2 drug,
 - a \$60 copay for a 30-day supply of a Tier-3 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/UMS.

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

- The Insurance Broker is now Gallagher Student Health.
- The insurance carrier has changed from UnitedHealthcare StudentResources to Anthem Blue Cross Blue Shield (please be sure to review the new plan documents for a full list of benefits).
- Waivers will be verified for active coverage for Domestic Graduate Assistants.

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 or vision plan (additional cost), go to www.gallagherstudent.com/dental or www.gallagherstudent.com/vision. The types of plans and availability of plans vary by state. The voluntary vision plan is not available in the following states: MA, MD, MT, NM, NY, RI, WA, PA (certain counties).

How much does the SHIP cost?

	Annual Coverage 08/01/2020-07/31/2021	Spring Coverage (01/01/2021-07/31/2021)
Enrollment/Waiver Deadline	October 1, 2020	February 28, 2021
Student Only	\$2,347	\$1,360
Spouse*	\$2,347	\$1,360
Child*	\$2,347	\$1,360
Two or More Children*	\$4,694	\$2,720

*A nominal, non-refundable processing fee applies.

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, if your campus has an onsite Student Health Center, 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. Please refer to the Student Health Center links under the 'Resources' tile at www.gallagherstudent.com/UMS for more information.

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 Geo Blue 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.

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 Graduate Assistants (Orono only) and International Students (Orono and Southern Maine only) are eligible.

All eligible registered students taking credit hours are automatically enrolled in this insurance plan, unless proof of comparable coverage is furnished.

Graduate Assistants cannot enroll in or waive the GA plan until the Graduate School has received and processed your appointment form.

All U.S. half-time (20 hours of work a week) Graduate Assistants, Fellows, and Trainees (GAFT), earning at least The University of Maine's established minimum stipend (\$1,733) per month during the fall and spring semesters are automatically enrolled in The University of Maine GA/INT Student Health Insurance Plan (Anthem), unless proof of comparable coverage is furnished. All F-1 and J-1 International students and Scholars are automatically enrolled in this insurance plan, unless proof of comparable coverage is furnished.

Students must actively attend classes for at least the first 31 days after your policy begins. Home-study, correspondence, and online courses are not eligible for the student insurance plan.

Can I enroll my eligible dependents?

Yes, you can enroll your eligible dependent(s) by going to www.gallagherstudent.com and clicking on the green "Enroll" button under the 'Plan Summary' tile.

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, and supporting documentation, and payment to Gallagher Student Health & Special Risk within 31 days of the event. If approved, your coverage will start on the date of the qualifying event. Requests received after 31 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?

For domestic Graduate Assistant students, 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'?")
- Will your current plan cover at least emergency services while you are at school?

For international students, coverage must meet the J-1 visa requirements to be considered comparable.

More information about waiving coverage

- If you don't complete a waiver/enrollment 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.
- You should submit an online form, whether enrolling or waiving.

Will you audit or verify my waiver request?

Yes, we will audit or verify your request to ensure your coverage is active.

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.
- We verify most waiver requests within 2 business days.
- Once we verify your coverage, we'll let you know whether we approved your waiver via an email to the address you provided on your form. If we deny your request, we'll tell you why. We'll also guide you should you wish to revise and resubmit your form and supporting documentation.

Our waiver verification process is new this year. As a result, it's possible we'll no longer accept your prior waiver.

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.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

How does the ACA affect my SHIP?

Your Anthem 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.

Enrolling mid-year in a state marketplace plan will not allow you to cancel your SHIP.

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're enrolled in SHIP, you will remain enrolled in it for that coverage period. You have no option to terminate it unless you enter the armed forces. In that case, we will refund a pro-rated share of your premium.

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.

Gallagher Student Health now gives you access to 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/UMS , click the 'Customer Service' link
Benefits, claims, claims payments, and Tax forms incurred	Anthem BCBS	Address: P.O Box 105370 Atlanta, GA 30348-5370 Phone: (844) 412-0752: Phone: (844) 412-0752
In-Netw ork providers	Anthem BlueChoice PPO Netw ork	Website: www.gallagherstudent.com/UMS , click "Find a Healthcare Provider"
In-Netw ork pharmacies	IngenioRx	Website: www.gallagherstudent.com/UMS , 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 Website: www.basixstudent.com Silvercloud Website: https://gsh.silvercloudhealth.com/signup/
Worldw ide assistance services (medical evacuation and repatriation)	GeoBlue	Call Collect: 1-833-511-4763
Telehealth services	Livehealth Online	Website: www.livehealthonline.com :