



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



Student Health &
Special Risk

“How do I...?”

Log in

1. Go to www.gallagherstudent.com/amherst.
2. On the top right corner of the screen, click “Student Login”.
3. Follow the login instructions.

Enroll

1. Go to www.gallagherstudent.com/amherst.
2. On the left toolbar, click “Student Waive/Enroll”.
3. Log in (if you haven’t already).
4. Click the “I want to Enroll” button.
5. Follow the instructions to complete the form.
6. Save a copy of your reference number.

Enroll my dependents

1. Go to www.gallagherstudent.com/amherst.
2. On the left toolbar, click “Dependent Enroll”.
3. Log in (if you haven’t already).
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/amherst.
2. On the left toolbar, click “Student Waive/Enroll”.
3. Log in (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:

1. Go to www.gallagherstudent.com/amherst.
2. Log in (if you haven’t already) by following the instructions on the website.
3. On the left, click “View My Submitted Forms”.

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“How do I...?”

4. Select the form you want to edit.
5. Update the form as needed and 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 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 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/amherst.
2. On the left toolbar, click “Account Home”.
3. Log in (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/amherst.
2. Log in (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

1. Go to www.gallagherstudent.com/amherst.
2. On the left toolbar, click “Customer Service”.
3. Under the “Choose Help Topic” dropdown, select “Address Change”.
4. Complete the required fields and click “Submit”.

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

Find a Doctor

Go to www.gallagherstudent.com/amherst and click on “Find a Doctor”.

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“How do I...?”

Find a Participating Pharmacy

Go to www.gallagherstudent.com/amherst 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 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 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.

Need more information about your plan?

Go to www.gallagherstudent.com/amherst

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

- There will be a \$10 office visit copay, not subject to the deductible and does not apply to outpatient mental health.
- The In-Network out-of-pocket maximum will be increased from \$3,000/Individual and \$6,000/Family to \$5,000/Individual and \$10,000/Family.
- 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 waive SHIP with these plans except for students enrolled in MassHealth Limited, Health Safety Net, and Children's Medical Services.
- Telehealth service are available through Well Connection.
- Worldwide travel assistance services will be provided by Chubb Travel Assistance Services.
- Acupuncture is now covered 12 visits per calendar year.
- The Gym Benefit has changed to \$150 per calendar year per policy

Other features of your SHIP:

- It has no deductible for in-network medical services.
- It has a \$300 per member per policy year deductible for out-of-network medical services.
- For prescription drugs from participating pharmacies, you will pay:

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“How do I...?”

- a \$15 copay for a 30-day supply of a Tier-1 drug,
 - a \$30 copay for a 30-day supply of a Tier-2 drug,
 - a \$50 copay for a 30-day supply of a Tier-3 drug,
 - a \$100 copay for a 30-day supply of a Tier-4 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. 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/amherst and click on the “Dental Enrollment Form” link.

How much does the SHIP cost?

	Fall (08/15/2020 – 01/04/2021)	Spring/Summer Returning Students (01/05/2021 – 08/14/2021)	Spring/Summer New Students (01/05/2021 – 08/14/2021)
Student	\$990	\$1,368	\$1,382
One Dependent*	\$990	\$1,368	\$1,382
All Dependents*	\$2,972	\$4,102	\$4,144

*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, seeking care or advice first from the Amherst College Keefe Health Center is a good idea, since they can connect you with valuable on-campus services or refer you to providers they know off-campus.

What are the costs of services provided at Amherst Health Center or Counseling Services?

A student's medical and mental health care is covered by tuition, if it is provided by the Amherst College staff. Services available at the Health Center include: physician, physician assistant and nurse practitioner care, including gynecologic; injections for allergies and travel (there is a fee for travel vaccines); nutrition consultations; health education programs; and minor laboratory tests performed at the Keefe Health Center. Most laboratory testing will be drawn or collected at the Health Center and sent to a reference lab for processing and this will be billed to insurance.

Most prescription plans, including the SHIP, require a copay for prescriptions. Prescriptions written by the Amherst College medical staff can be filled through the Health Center or at a local pharmacy.

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“How do I...?”

The Counseling Center provides individual counseling, psychiatric medication management, consultations, presentations and workshops, and group meetings.

For more information on Student Health Service or the Counseling Center, visit www.amherst.edu/campuslife/health-safety-wellness.

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 On Call International 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?

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.

Eligibility, Enrollment & Waiving

Am I eligible for student health insurance?

- All students registered for at least 75% of full-time credits are automatically enrolled in and billed for the SHIP, unless proof of comparable coverage is furnished.
- International students are enrolled on a mandatory basis. Due to COVID-19, international students studying outside of the U.S. for the Fall semester are allowed to waive coverage.
- All other students enrolled at the College are eligible to enroll in the SHIP on a voluntary basis.

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“How do I...?”

- Students on an approved Medical Leave of Absence, who have been previously insured under the SHIP for at least one year prior to the Medical Leave, are eligible to enroll in the SHIP for a maximum of two consecutive semesters.
- Students who waive in the fall who are going on Study Abroad for spring can be enrolled in spring/summer coverage by contacting the Controller's Office at Amherst.

Can I enroll my eligible dependents?

Yes, you can enroll your eligible dependent(s) by going to www.gallagherstudent.com and clicking on “Dependent 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 30 days of the event. If approved, your coverage will start on the date of the qualifying event. Requests received after 30 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 Affordable Care Act? (Refer to “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.

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“How do I...?”

- 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

- Are you an international student studying on campus? If so, you won't be able to waive coverage. Due to COVID-19, international students studying outside of the U.S. for the Fall semester are allowed to waive coverage.
- If you don't complete a form by the published deadline, you will be automatically enrolled in and billed for your SHIP.
- 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.
- You should submit an online form, whether enrolling or waiving.

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:

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“How do I...?”

- 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
- Plans from insurance companies not located within the United States
- Prescription discount plans

Will you audit or verify my waiver request?

Yes, we may audit or verify your request. This is to make sure your insurance plan will cover you when you're at school.

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 24 to 48 hours.
- 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.

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. 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.

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“How do I...?”

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?

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.

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

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“How do I...?”

plan enhancements, visit www.gallagherstudent.com. Select your school’s page and then click on the “Discounts and Wellness” link.

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.

Important Contact Information

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or waiving	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/amherst , click the ‘Customer Service’ link
Benefits, ID cards, claims, and claims payments	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/amherst , click “Find a Doctor”
Participating pharmacies	Express Scripts	Phone: 1-800-711-0917 Website: www.gallagherstudent.com/amherst , click “Pharmacy Program”
Tax forms	Blue Cross Blue Shield of Massachusetts	P.O. Box 9860630 Boston, MA 02298 Phone: 1-888-753-6615 Website: www.bluecrossma.com
Voluntary Dental	Dental Blue	Phone: 1-888-753-6615
Gallagher Student Health Plan Enhancements	EyeMed (Discount Vision) & Basix (Dental Savings)	EyeMed Phone: 1-866-839-3633 Website: www.enrollwitheyemed.com Basix Phone: 1-888-274-9961 Websites: www.basixstudent.com

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“How do I...?”

Answer Needed	Who To Contact	Contact Information
Worldwide assistance services (medical evacuation and repatriation)	Chubb Travel Assistance Services	Toll-free within the United States: 1-312-935-9242 Collect from outside of the United States: 1-866-693-6873 Email: GallagherGlobalAssistance@ajg.com
Assistance programs	Blue Care Nurse Advise Line & Health and Wellness Benefits	Phone: 1-888-247-BLUE (2583)
Telehealth services	Well Connection	Phone: 1-800-821-1388 Website: www.bluecrossma.com

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