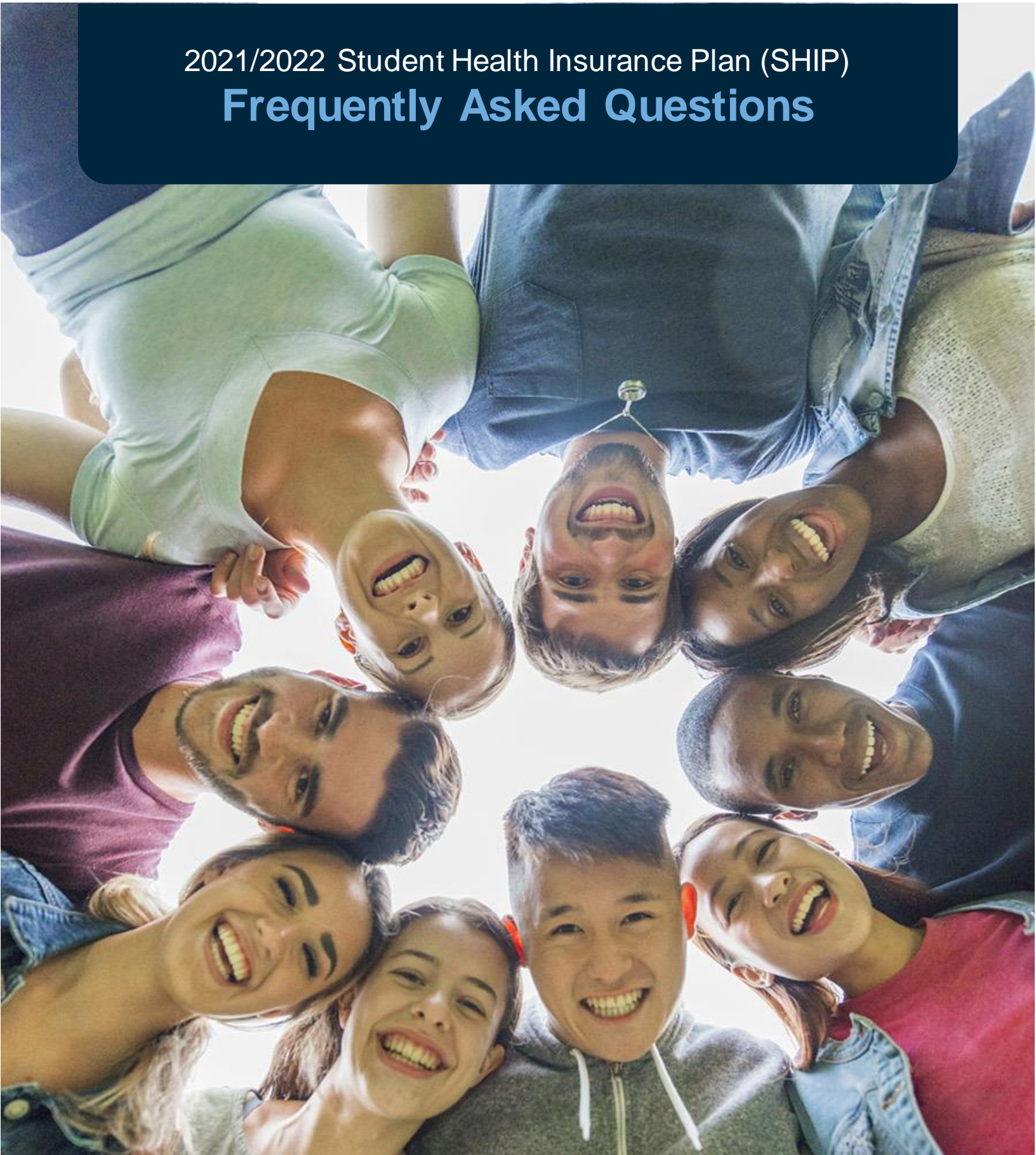




California Baptist University

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.calbaptist.edu/healthinsurance.

Q How do I log in?

- A
1. Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>
 2. Under the Profile tile on the left-hand side of the screen, enter your LancerMail email address (i.e. FirstMiddle.Last@calbaptist.edu) then select 'LOG IN'
 3. When the password screen appears, enter your password, or select the 'Forgot your password?' link to reset your password.

Enrolling in my Student Health Insurance Plan (SHIP)

Q Am I eligible for student health insurance?

A The following student populations are eligible for student health insurance

Domestic:

- All traditional undergraduate students at CBU enrolled for 7 or more units.
- All Nursing Students (Graduate, OPS, and Undergraduate).
- Graduate Students in the Athletic Training, Physician Assistant and Speech Language Pathology programs.

In accordance with this requirement, all students required to have health insurance are automatically billed for the Student Health Insurance Plan at registration. This fee is dropped if the online waiver form is submitted and approved. 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.

International:

All international students are automatically billed for the Student Health Insurance plan at registration and will be enrolled in coverage on the plan effective date. International students may not waive coverage. 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 <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>
 2. Log in (if you haven't already) by following the instructions above.
 3. Click the green 'Enroll' button under the 'Plan Summary' title.
 4. Follow the instructions to complete the form.
 5. Save a copy of your reference number

Q How do I enroll my dependents?

- A 1. Send an email to cardservices@calbaptist.edu and provide your Student ID, request to enroll dependents to the plan and the details of the dependent (full name, gender and date of birth)
2. You will receive an email acknowledging your request and confirmation of pricing. You will need to reply approving the charge to be added to your student account and then make payment arrangements with the Student Account office. Once payment has been made, we will start the process to enroll your dependent.

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

- A Once you are 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 Student Health Insurance Plan coverage

Q Am I eligible to waive?

- A To be eligible to waive your SHIP, you must be currently enrolled in an active health insurance plan that meets 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 Affordable Care Act (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.
- Are you an international student? If so, you will not be able to waive coverage.

If you do not 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 will not 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 How do I waive health insurance coverage?

- A
1. Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>
 2. Log in by following the instructions on the website (if you haven't already).
 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.

Q Will you audit or verify my waiver request?

- A
- Yes, we will audit or verify your waiver request. This is a new process this year. The intent of the verification process is to confirm that you have active health insurance coverage. Here is how our waiver review process works:
- We check the insurance company information you entered on your form to make sure it is accurate and that your coverage is active.
 - We verify most waiver requests within 1-2 business days.
 - Once we verify your coverage, we will email you at the address provided on your form to let you know if your waiver request was approved or denied. If we deny your request, we will tell you why and provide guidance should you wish to revise and resubmit your form and supporting documentation.

If you have submitted a waiver in prior years, it is possible with the implementation of the new waiver verification process that your waiver will be denied if you do not meet your school's waiver criteria.

Q Can I edit my form after I have submitted it?

- A
- Yes, if it is before your waiver/enrollment deadline of September 21, 2021.
1. Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>
 2. Log in (if you haven't already) by following the instructions on the website.
 3. Click the yellow 'Edit Waiver' button under the 'Plan Summary' tile.
 4. Update the form as needed.

Q Can I rescind my form after I have submitted it?

A Yes, only if it is before your waiver/enrollment deadline of September 21, 2021.

1. Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>
2. Log in (if you haven't already) by following the instructions on the website.
3. Click the yellow 'Edit Waiver' button under the 'Plan Summary' tile.
4. Scroll all the way to the bottom of the form
5. Click "Rescind."

Q If I waive, but then lose my coverage, can I enroll in student health insurance (SHIP)?

A If you waive SHIP and then lose coverage under that plan (called a qualifying event), you may contact the University Card Services office via email at cardservices@calbaptist.edu and request enrollment due to loss of coverage. They will provide instructions on next steps. 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

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 its provider network to be sure that you will 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 Affordable Care Act (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 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 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 \$250 per Insured, per policy year deductible for In-Network services and a \$500 per Insured, per policy year deductible for Out-of-Network services.
- It has a \$15 copayment for office visits
- Prescription drugs are covered for a 30-day supply after:
 - A \$15 copay for a Tier-1 drug
 - A \$25 copay for a Tier-2 drug,
 - A \$45 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 review your plans' pharmacy list or other plan information by visiting your school's page at <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>.

Q How can I get more information about my plan?

A Go to: <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>

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

A No, you do not need a referral. However, it is 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 off-campus providers.

Q How much does my student health insurance cost?

A See chart below

	Fall 08/01/2021 – 12/31/2021	Spring/Summer 01/01/2022 – 07/31/2022	Summer 05/01/2022 – 07/31/2022
Enrollment/Waiver Deadline	September 21, 2021	January 25, 2022	May 3, 2022
Student	TBD	TBD	TBD
Spouse/Domestic Partner*	TBD	TBD	TBD
One Child*	TBD	TBD	TBD
Spouse and Two or More Children*	TBD	TBD	TBD

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

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

- All waiver submissions will be run through the waiver audit.

Q How do I find a doctor?

A Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home> and click the 'Find a Doctor' tile.

Q How do I find a pharmacy?

A Go to <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home> and click the 'Pharmacy Program' tile.

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

A If you are 18 or younger, SHIP provides preventive dental and vision benefits as required by the Affordable Care Act. The same is true for your eligible and enrolled dependents. 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 are enrolled in SHIP and paid the premium, you will 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 is 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 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 annual or spring/summer coverage and graduate in the spring, you will be covered until the end of the policy year. However, if you were enrolled for the Fall semester and graduate at the end of the Fall semester, your coverage will end at the end of that semester. You will not be able to continue your coverage after your policy terminates.

Q How does the Affordable Care Act (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?

- **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.

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 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 <https://go.gallagherstudent.com/Universities/California-Baptist-University/Home>

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 ID cards	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: https://go.gallagherstudent.com/Universities/California-Baptist-University/Home , click the 'Help Center' link under the 'Resources' tile
Benefits, claims, claims payments incurred & Tax forms	UnitedHealthcare Student Resources	UnitedHealthcare Student Resources P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: gkclaims@uhcsr.com Website: www.uhcsr.com



California Baptist University

Answer Needed	Who To Contact	Contact Information
Preferred Provider Network	UnitedHealthcare Options PPO Network	Phone: 1-866-948-8472 Website: https://go.gallagherstudent.com/Universities/California-Baptist-University/Home , click 'Find a Doctor'
Participating pharmacies	UnitedHealthcare Pharmacy Network	Phone: 1-855-828-7716 Website: https://go.gallagherstudent.com/Universities/California-Baptist-University/Home , click 'Pharmacy Program'
Voluntary Dental	Americas Dental	Phone: 1-855-672-3232
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)	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
Telehealth services	Healthiest You	Website: Healthiest You Phone: 1-855-866-0895 Website: www.telehealth4students.com