



LOUISIANA STATE UNIVERSITY

2022/2023 Student Health Insurance Plan (SHIP)
Domestic Voluntary Students
Frequently Asked Questions

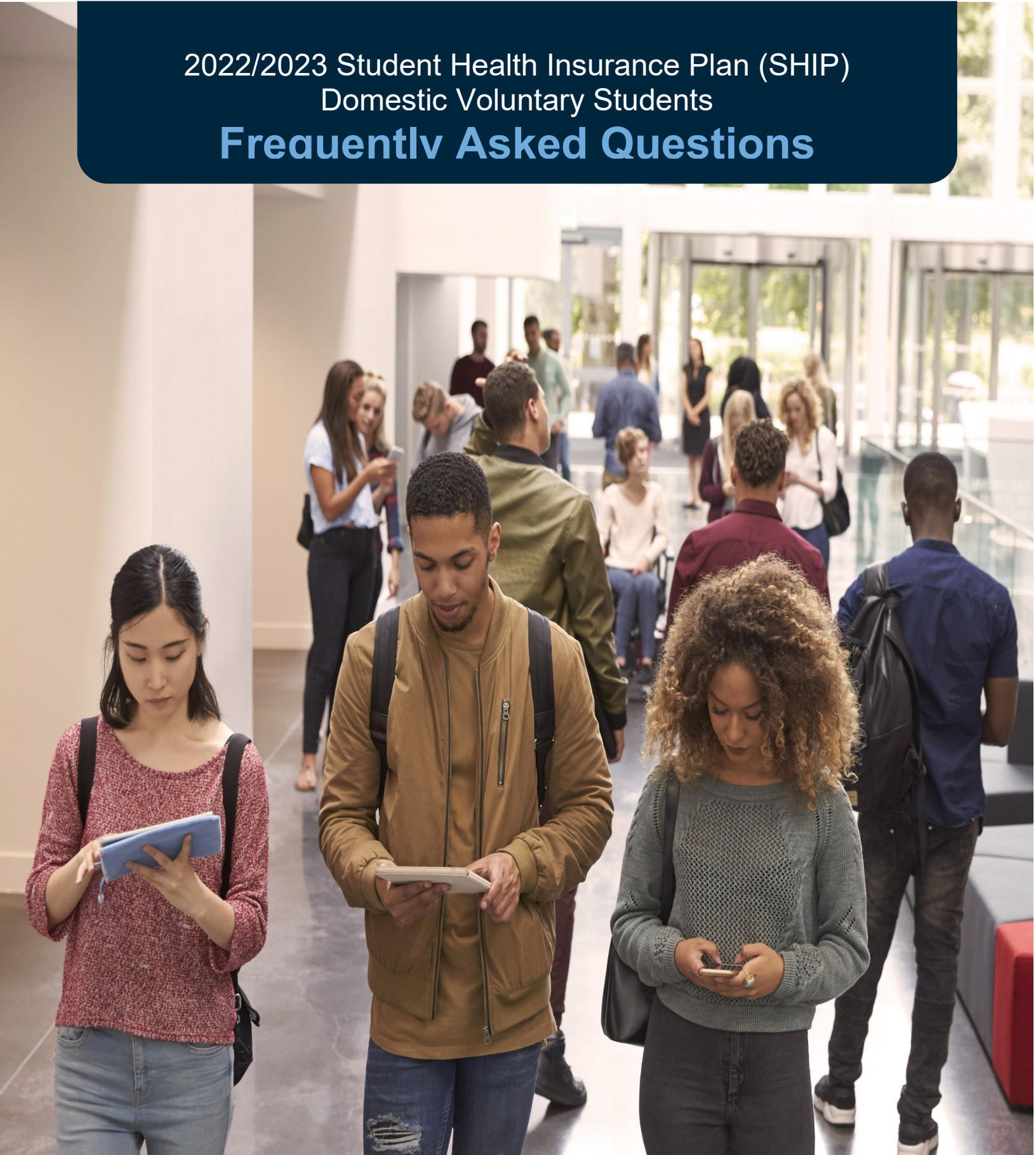


TABLE OF CONTENTS

Getting Started.....	2
Where can I learn about the Student Health Insurance Plan (SHIP)?.....	2
How do I log in?	2
Enrolling in my SHIP	2
Am I eligible for student health insurance?	2
How do I enroll?	2
How do I enroll my dependents?	2
Can I enroll my dependents outside of the open enrollment period?	3
Once enrolled, can I cancel? Get a refund?.....	3
About My Benefits	3
What do my benefits include?	3
Do I need a referral from my school's Health Services to see an off-campus health provider?	4
How much does my student health insurance cost?	4
Have changes been made to this year's plan?	5
How do I find a doctor?	5
How do I find a pharmacy?	5
Does my SHIP plan include dental and/or vision insurance?	5
Am I still covered if I live off campus? While traveling? When studying abroad?	5
Am I still covered after I graduate?	6
How does the ACA affect my SHIP?	6
What other services available to me through my SHIP?	6
What other insurance products are available to students?.....	7
General Account Information.....	8
How do I obtain an ID Card?	8
How do I obtain a tax form?.....	8
How do I print my verification letter?.....	8
How do I change my address?	8
Contact Information.....	9
Who do I contact?	9

GETTING STARTED

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

Go to www.gallagherstudent.com/lsu-batonrouge.

How do I log in?

- Go to www.gallagherstudent.com/lsu-batonrouge.
- Under 'Profile', enter your School email address and click on LOG IN.

First Time Users: You will need to complete the registration form by clicking on SIGN UP.

ENROLLING IN MY SHIP

Am I eligible for student health insurance?

All Domestic undergraduate and graduate students registered for resident study and taking classes at LSU Baton Rouge are eligible to enroll in this insurance plan on a voluntary basis. Covered students may enroll their eligible Dependents on a voluntary basis.

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.

How do I enroll?

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Follow the login Instructions.
3. Under 'Plan Summary', click on "Enroll".
4. Follow the instructions to complete the form.
5. Enrollment confirmation email will be sent.
6. You will receive an email with a link to submit payment.

How do I enroll my dependents?

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Follow the login Instructions.
3. Under 'Plan Summary', click on "Enroll".

4. Follow the instructions to complete the form to enter and enroll your “Dependent Spouse/Partner” and/or “Dependent Children”.

You must purchase dependent insurance for the same coverage period as your own coverage; it can't be for a longer or shorter period than your own. For example, if you enroll for fall coverage, your dependents need to be enrolled for fall coverage; you wouldn't be able to enroll them for annual coverage. If you enroll for fall coverage and do not enroll your dependents at that time, you cannot enroll your dependents unless a qualifying event occurs.

NOTE: If enrolling a dependent for the first time in SHIP, documentation needs to be uploaded at the time of submission. For example a marriage certificate for Dependent Spouse or Birth Certificate for Dependent Child.

Can I enroll my dependents outside of the open enrollment period?

No, this is a voluntary program so you must enroll in coverage before the enrollment deadlines listed in the rate table. A Petition to Add Form cannot be submitted for domestic students.

Once enrolled, can I cancel? Get a refund?

Once you are enrolled in SHIP, you will remain enrolled in the plan for the full 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.

ABOUT MY BENEFITS

What do my benefits include?

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 75% 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 \$1000 per Insured, per policy year deductible for Out-of-Network services.
- Prescription drugs are covered for a 30-day supply after a:
 - \$20 copay for a Tier-1 drug,
 - \$50 copay for a Tier-2 drug,
 - \$75 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/lsu-batonrouge.

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

Yes, you need a referral before you see an off-campus provider. Without one, your health benefits could be denied or reduced. To see how referrals works and any exceptions to the referral process, check out your SHIP brochure.

How much does my student health insurance cost?

See chart below

	Annual (08/14/2022- 08/13/2023)	Fall (08/14/2022- 01/05/2023)	Spring/Summer (01/06/2023- 08/13/2023)	Summer 05/22/2023- 08/13/2023
Enrollment/Waiver Deadline	September 9, 2022	September 9, 2022	February 3, 2023	May 26, 2023
Student	\$3,064.00	\$1,217.00	\$1,847.00	\$706.00
Spouse/Domestic Partner*	\$3,064.00	\$1,217.00	\$1,847.00	\$706.00
Each Child*	\$3,064.00	\$1,217.00	\$1,847.00	\$706.00
Two or More Children*	\$6,128.00	\$2,434.00	\$3,694.00	\$1,412.00
Spouse + Two or More Children	\$9,192.00	\$3,651.00	\$5,539.00	\$2,118.00

*A nominal, non-refundable processing fee applies.

Have changes been made to this year's plan?

Here are the changes made for the 2022-2023 Year:

- Co-insurance changed from 70% In-network / 50% Out-of-network to 75% In-network / 50% Out-of-network.

How do I find a doctor?

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Scroll down to the bottom of the landing page.
3. Click on "Find a Doctor".

How do I find a pharmacy?

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Scroll down to the bottom of the landing page.
3. Click on "Pharmacy Program".

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

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?"

Am I still covered if I live off campus? While traveling? When studying abroad?

Yes, your plan covers you wherever you are. As long as you are 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 UnitedHealthcare Global Toll-free at 1-800-527-0218 within the United States; or, collect at 1-410-453-6330 from outside of the United States 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.

Am I still covered after I graduate?

1. You are 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 graduate at the end of the fall semester, your coverage will end at the end of that semester. You may be able to purchase a continuation plan. To learn more, go to www.gallagherstudent.com/lsu-batonrouge.

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.

What other services available to me through my SHIP?

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.

What other insurance products are available to students?

The following services are also available to students:

Dental and/or Vision Plans

Dental or Vision Insurance Plans are available to all students to purchase on a voluntary basis at an additional cost. The dental and/or vision plan is available through Humana. Students and eligible dependents can enroll in these plans on a voluntary basis. The premium rates are as follows:

VISION	MONTHLY PREMIUM	ANNUAL 8/1/2022-7/31/2023	SPRING/SUMMER 1/1/2023-7/31/2023
Student	\$6.24	\$74.88	\$43.68
Student + 1 (Spouse or Child)	\$12.48	\$149.76	\$87.36
Student + Family	\$16.73	\$200.76	\$117.11
DENTAL	MONTHLY PREMIUM	ANNUAL 8/1/2022-7/31/2023	SPRING/SUMMER 1/1/2023-7/31/2023
Student	\$36.34	\$436.08	\$254.38
Student + 1 (Spouse or Child)	\$78.16	\$937.92	\$547.12
Student + Family	\$117.77	\$1,413.24	\$824.39

To Enroll:

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Follow the log in instructions.
3. Click on “Enroll” under the desired ‘Plan Summary’, e.g. 2022-2023 Humana Dental Plan.
4. Complete the enrollment form and submit payment.
5. You will be sent a confirmation email.

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

How do I obtain an ID Card?

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, Explanation of Benefits (EOBs) and other plan-related information.

How do I obtain a tax form?

If the federal government requires reporting of health insurance coverage for 2022, 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.

How do I print my verification letter?

Verification Letters are usually available 5-7 business days after your eligibility is confirmed.

1. Go to www.gallagherstudent.com/lsu-batonrouge.
2. Follow the login Instructions.
3. Navigate to "Account Details".
4. Click "Verification of Coverage".

How do I change my address?

Please contact your school to update your address.

CONTACT INFORMATION

Who do I contact?

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/lsu-batonrouge , click 'Help Center' link
ID cards, benefits, claims, claims payments incurred & Tax forms on or after 08/14/2023	UnitedHealthcare StudentResources	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: GKClaims@uhcsr.com Website: www.uhcsr.com
Preferred Provider Network	UnitedHealthcare Choice Plus	Phone: 1-866-948-8472 Website: www.gallagherstudent.com/lsu-batonrouge , click 'Find a Doctor'
Participating pharmacies	UnitedHealthcare Pharmacy Network	Phone: 1-855-828-7716 Website: www.gallagherstudent.com/lsu-batonrouge , click 'Pharmacy Program'
Voluntary Dental	Humana	Phone: 1-800-233-4013
Gallagher Student Health Complements (SHIP Plan Enhancements)	EyeMed (Discount Vision) Basix (Dental Savings) SilverCloud (Behavioral Health)	EyeMed Phone: 1-866-839-3633 Website: https://eyemed.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	Phone: 1-855-870-5858 Website: www.telehealth4students.com