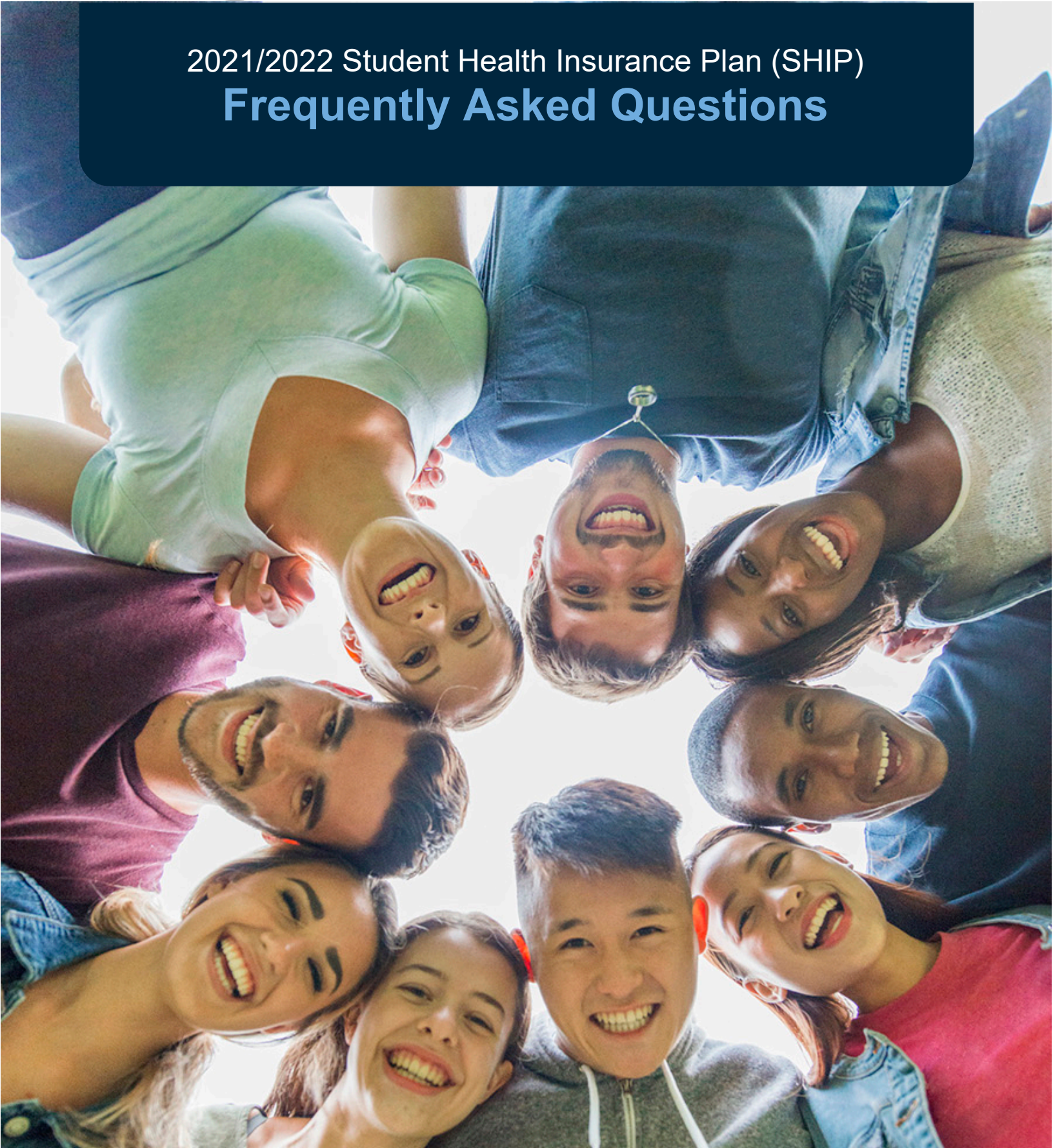




# Sacred Heart UNIVERSITY

2021/2022 Student Health Insurance Plan (SHIP)  
**Frequently Asked Questions**





# Sacred Heart UNIVERSITY

Topic / Question	Page Numbers
<b>Getting Started</b> Where can I learn about my Student Health Insurance Plan? How do I log in?	3
<b>Enrolling in my Student Health Insurance Plan (SHIP)</b> How do I enroll? How do I enroll my dependents? Once I've enrolled, may I cancel? Get a refund? Am I eligible for Student Health Insurance? Can I enroll my dependents? Can I enroll if the enrollment period is over? What is a "qualifying event", allowing me to enroll outside the enrollment period?	3-4
<b>Waiving the Student Health Insurance Plan Coverage</b> Am I eligible to waive coverage offered in my school's SHIP? What should I know before waiving? What is "comparable coverage?" How do I waive? Can I edit my waiver form after I've submitted it? Can I rescind my waiver form after I've submitted it? Do you audit or verify my request to waive? If I waive, but then lose my existing health insurance coverage, can I enroll in SHIP? Can I use one of my state's health insurance plans to waive my SHIP?	5-8
<b>About my Benefits</b> What do my benefits include? How do I find a doctor? How do I find a pharmacy? Have changes been made to this year's plan? Does my plan include dental and/or vision insurance? How much does my health insurance cost? Do I need a referral from my school's Health Services to see an off-campus doctor? Am I still covered if I move off campus? While traveling? When studying abroad? Am I still covered after I graduate? Are there other benefits available to me?	8-11



# Sacred Heart UNIVERSITY

Topic / Question	Page Numbers
General Account Information How do I obtain an ID card? How do I obtain a tax form? How do I print my verification letter? How do I view my account information? How do I change my address? Who do I contact?	11-13



# Sacred Heart UNIVERSITY

## Getting Started

**Q Where can I learn about the Student Health Insurance Program?**

A Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)

**Q How do I log in?**

A 1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)  
2. Follow the login instructions.

## Enrolling in my Student Health Insurance Plan (SHIP)

A 1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)  
2. Click "Student Waive/Enroll."  
3. Log in (if you haven't already) by following the instructions on the website.  
4. Click the "I want to Enroll/Waive" button.  
5. Follow the instructions to complete the form.  
6. Save a copy of your reference number.

**Q How do I enroll my dependents?**

A 1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)  
2. Click "Dependent Enroll".  
3. Log in (if you haven't already) by following the instructions on the website.  
4. Follow the instructions to complete the form and submit payment.  
5. Save a copy of your reference number.

**Q Once enrolled, can I cancel? Can I get a refund?**

A Once you're 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 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.



# Sacred Heart UNIVERSITY

## **Q Am I eligible for student health insurance?**

All registered full-time undergraduate students will be enrolled in the Student Health Insurance Plan, unless proof of comparable coverage is provided. Graduate Students are not eligible for 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 Can I enroll my eligible dependents?**

Yes, you can enroll your eligible dependent(s) by going to [www.gallagherstudent.com](http://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.

## **Q What is considered a qualifying event, allowing me to enroll dependents outside the enrollment period?**

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 with 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.



# Sacred Heart UNIVERSITY

## Waiving Student Health Insurance

### Q Am I eligible to waive?

A To be eligible to waive your Student Health Insurance Plan, you must be currently enrolled in health insurance considered to be “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 SHIP may be financially beneficial.

Non-comparable health plans include:

- Those that only provide emergency services
- International plans (includes plans not filed in the US)
- Travel insurance plans
- Health care sharing plans (includes Christian Ministries & Liberty Health Share)
- Out-of-state Medicaid plans
- Plans from insurance companies not located within the United States
- Prescription discount plans

If you decide to opt out of 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 and around the geographic area where you attend school. 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



# Sacred Heart UNIVERSITY

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

## **Q What should I know before waiving?**

**A** 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 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.
- 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 won’t be able to waive coverage.

- If you don’t 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 won’t have another opportunity to enroll in SHIP until the following plan year unless you experience a qualifying event.

## **Q How do I waive health insurance coverage?**

**A** If your current insurance plan is comparable to the SHIP:

1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)
2. Log in.
3. Click “Student Waive/Enroll”.
4. Click the “I want to Enroll/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.



# Sacred Heart UNIVERSITY

## **Q Will you audit or verify waiver request?**

- A We may audit or verify your request. This is to make sure your insurance plan will cover you when you're at school. 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.

## **Q Can I edit my form after I've submitted it?**

- A Yes, if it's before your waiver/enrollment deadline of 9/13/21
1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)
  2. Log in (if you haven't already) by following the instructions on the website.
  3. Click "View My Submitted Forms".
  4. Select the form you want to edit.
  5. Update the form as needed.
  6. Click "Submit Edit."

You may not edit your form after 9/13/21

## **Q Can I rescind my form after I've submitted it?**

- A Yes, if it's before your waiver/enrollment deadline of 9/13/21
1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu) .
  2. Log in (if you haven't already) by following the instructions on the website.
  3. Click "View My Submitted Forms".
  4. Select the form you want to rescind.
  5. Scroll all the way to the bottom of the form
  6. Click "Rescind."

You may not rescind your form after 9/13/21





# Sacred Heart UNIVERSITY

## **Q If I waive, but then lose my coverage, can I enroll in SHIP?**

- A 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](http://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

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.

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

## **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 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 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. There may be copayments and deductibles you'll be responsible for paying.



# Sacred Heart UNIVERSITY

- It has a \$250 per Insured, per policy year deductible for In-Network medical services.
- It has a \$500 per Insured, per policy year or per accident/injury and sickness deductible

For prescription drugs from participating pharmacies, you will pay

- a \$5 copay for a 30-day supply of a generic/Tier-1 drug,
- a \$40 copay for a 30-day supply of a preferred brand name/Tier-2 drug,
- a \$40 copay for a 30-day supply of a non-preferred brand name/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/shu](http://www.gallagherstudent.com/shu)

## **Q How do I find a doctor?**

- A 1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu) and click on "Find a Doctor"  
2. Log in by following the instructions.

## **Q How do I find a pharmacy?**

- A 1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu) and click on "Pharmacy Program"  
2. Log in by following the instructions.

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

- A No changes were made to the Plan for the 2021-2022 Policy Year.

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

- A If you're 18 or younger, you can get preventive dental and vision benefits with this plan. The same is true for your enrolled and eligible dependents. For details refer to our SHIP brochure or certificate. To enroll in a voluntary dental plan or vision plan (additional cost), go to [www.gallagherstudent.com/dental](http://www.gallagherstudent.com/dental) or [www.gallagherstudent.com/vision](http://www.gallagherstudent.com/vision). The types of plans and availability of plans vary by state.



# Sacred Heart UNIVERSITY

**Q How much does my student health insurance cost?**

A See chart below

	Annual 8/15/2021- 8/14/2022	Spring 01/01/2022-8/14/2022
<b>Enrollment/Waiver Deadline</b>	<b>September 13, 2021</b>	<b>February 7, 2022</b>
<b>Student</b>	\$2599	\$1602
<b>Spouse/Domestic Partner*</b>	\$2599	\$1602
<b>Each Child*</b>	\$2599	\$1602
<b>Two or More Children</b>	\$5198	\$3204
<b>Spouse + Two or More Children</b>	\$7797	\$4806

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

A No, you don't need a referral. However, it's 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 providers. For more information, visit your school's Health Services website at: [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)

**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're enrolled in SHIP and you paid your premiums 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 expatriation of remains. It's important to contact Travel Guard 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.



# Sacred Heart UNIVERSITY

- 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 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.

## **Q Are there any other benefits available to me?**

- A Yes, you can enhance your SHIP with additional benefits 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.
  - [HealthSmartRx Gallagher Discount Card – delivers cost savings of up to 75% on most prescription medications at more than 67,000 pharmacies] Remove for non-HealthSmartRx schools
  - 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.

For a modest added cost, 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](http://www.gallagherstudent.com/property) to get a quote and enroll. Please visit [www.gallagherstudent.com](http://www.gallagherstudent.com) for complete details about additional insurance products and how to enroll.

## **General Account Information**

- A ID cards are usually available 5-7 business days after your eligibility is confirmed.
1. Go to [www.wellfleetstudent.com](http://www.wellfleetstudent.com). Enter your school name in the “Find Your School” search box.
  2. If you have created a Wellfleet account in the past, log in.
  3. If you have not created a Wellfleet Account, click “Create New Account” and complete the registration process.
  4. Use the “Student Options” tab located at the top of the page to view, email, or print your ID card.



# Sacred Heart UNIVERSITY

**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 [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)
2. On the left toolbar, click "Account Home."
3. Log in by following the instructions on the website (if you haven't already).
4. Under "My Account", click on "Authorize Account."
5. Enter your Student ID number and your date of birth.
6. Click on "Authorize Account."
7. You will be redirected to the "Account Home" page, then click on "Verification Letter" under "Coverage History."

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

1. Go to [www.gallagherstudent.com/shu](http://www.gallagherstudent.com/shu)
2. On the left toolbar, click "Account Home."
3. Log in by following the instructions on the website.
4. You will be redirected to the "Account Home" page, then click on "Verification Letter" under "Coverage History."

**Q How do I change my address?**

A Please contact your school to update your address.

**Q Who do I contact?**

A See the chart below:



# Sacred Heart UNIVERSITY

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or ID cards	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/shu">www.gallagherstudent.com/shu</a> , click the 'Customer Service' link
Benefits, tax forms, claims and claims payments incurred on or after 8/15/2021	Wellfleet	PO Box 15369, Springfield, MA 01104 Phone: 1-800-633-7867 Email: <a href="mailto:customerservice@wellfleetinsurance.com">customerservice@wellfleetinsurance.com</a> Website: <a href="http://www.wellfleetinsurance.com">www.wellfleetinsurance.com</a>
Preferred providers	Cigna PPO Network	Phone: 1-877-657-5030 Website: <a href="http://www.gallagherstudent.com/shu">www.gallagherstudent.com/shu</a> click 'Find a Doctor'
Participating pharmacies	Wellfleet RX	Phone: 1-800-633-7867 Website <a href="http://www.gallagherstudent.com/shu">www.gallagherstudent.com/shu</a> click 'Pharmacy Program'
Voluntary Dental	Ameritas	Phone: 1-855-672-3232
Gallagher Student Health Plan Enhancements	EyeMed (Discount Vision) and Basix (Dental Savings)	EyeMed Phone: 1-866-839-3633 Website: <a href="https://eyemed.com">https://eyemed.com</a>  Basix Phone: 1-888-274-9961 Websites: <a href="http://www.basixstudent.com">www.basixstudent.com</a>
Worldwide assistance services (medical evacuation and repatriation)	TravelGuard	Toll-free within the United States: 1-877-305-1966  Collect from outside of the United States: 1-715-295-9311
Questions about assistance programs	24/7 Nurseline	Phone: 1-800-634-7629