Frequently Asked Questions
For Boston College Students
2015-2016 Student Health Insurance Plan

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<th>“How do I...?”</th>
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<tr>
<td><strong>Log in?</strong></td>
</tr>
<tr>
<td>1. Go to <a href="http://www.gallagherstudent.com/bc">www.gallagherstudent.com/bc</a></td>
</tr>
<tr>
<td>2. On the top right corner of the screen, click ‘Student Login’.</td>
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<tr>
<td>3. Follow the login instructions.</td>
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<tr>
<td><strong>Enroll?</strong></td>
</tr>
<tr>
<td>Eligible students who do not complete an online waiver form through the Boston College’s Agora Portal, <a href="http://www.bc.edu/medinsurance">www.bc.edu/medinsurance</a>, or a paper waiver form if under the age of 18, will be automatically enrolled and billed for the Boston College Student Health Insurance Plan.</td>
</tr>
<tr>
<td><strong>Enroll my dependents?</strong></td>
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<tr>
<td>2. On the left toolbar, click ‘Dependent Enroll’.</td>
</tr>
<tr>
<td>3. Log in (if you haven’t already).</td>
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<tr>
<td>4. Follow the instructions to complete the form and submit payment.</td>
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<tr>
<td>5. Print or save a copy of the confirmation page.</td>
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<tr>
<td><strong>Waive?</strong></td>
</tr>
<tr>
<td>If you are enrolled in a health insurance plan that has comparable coverage to the Boston College Student Health Insurance Plan, you may waive this coverage through your Agora Portal account.</td>
</tr>
<tr>
<td>• Students over the 18 must provide this proof electronically through the College’s Agora Portal. Log on to <a href="http://www.bc.edu/medinsurance">www.bc.edu/medinsurance</a> and complete an online waiver form.</td>
</tr>
<tr>
<td>• Students under the age of 18 must complete a written waiver form. The form must be signed by the parent or guardian and the student. A written waiver form is available at <a href="http://www.bc.edu/medinsurance">www.bc.edu/medinsurance</a>.</td>
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<tr>
<td><strong>Obtain an ID card?</strong></td>
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<td>Enrolled students will receive an ID card shortly after Labor Day to the address on file with Boston College. On an ongoing basis, cards are usually sent 7-10 business days after Gallagher Student Health &amp; Special Risk has received your enrollment from Boston College. Students will also have the ability to download their ID card to their smart phone.</td>
</tr>
<tr>
<td><strong>Change my address?</strong></td>
</tr>
<tr>
<td>1. Go to <a href="http://www.gallagherstudent.com/bc">www.gallagherstudent.com/bc</a></td>
</tr>
<tr>
<td>2. On the left toolbar, click ‘Account Home’.</td>
</tr>
<tr>
<td>3. Log in (if you haven’t already).</td>
</tr>
<tr>
<td>5. Enter your Student ID number and your date of birth.</td>
</tr>
<tr>
<td>6. Click on ‘Authorize Account’.</td>
</tr>
<tr>
<td>7. You will be redirected to the ‘Account Home’ page, then click on ‘Address’.</td>
</tr>
<tr>
<td>8. Click ‘Edit Address’.</td>
</tr>
<tr>
<td><strong>Find a Doctor?</strong></td>
</tr>
<tr>
<td>Go to <a href="http://www.gallagherstudent.com/bc">www.gallagherstudent.com/bc</a> and click on ‘Find a Doctor’.</td>
</tr>
<tr>
<td><strong>Find a Participating Pharmacy?</strong></td>
</tr>
<tr>
<td>Go to <a href="http://www.gallagherstudent.com/bc">www.gallagherstudent.com/bc</a> and click on ‘Pharmacy Program’.</td>
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</tbody>
</table>
Insurance Plan Benefits

What changes have been made to the plan for the 2015-2016 Policy Year?

- A $150 per member In-Network or Out-of-Network combined per policy year deductible has been implemented.
- A $300 per family In-Network or Out-of-Network combined per policy year deductible has been implemented.
- The deductible does not apply to In-Network preventive care, parental care, office visits, mental health visits, therapy visits and emergency room visits.

What is covered under the Student Health Insurance Plan?

- The plan offers comprehensive benefits that include 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.
- Preventive Care Services are available to cover routine physicals and examinations, routine screenings, routine GYN examinations, and most immunizations with no cost-sharing when services are received by In-Network Providers.
- Services provided by a participating In-Network Provider are generally covered at 100%, while services provided by an Out-of-Network Provider are generally covered at 80%.
- This plan has a $150 per member per policy year deductible that applies to services received from an In- Network or Out-of-Network Provider combined.
- This plan has a $300 per family per policy year deductible that applies to services received from an In-Network or Out-of-Network Provider combined.
- At participating pharmacies, you will pay a $15 copayment for a 30-day supply of a generic/Tier-1 drug, and a $50 copayment for a 30-day supply of a non-preferred brand name/Tier-3 drug.
- Please refer to the plan brochure available at www.gallagherstudent.com/bc by clicking on 'My Benefits and Plan Information' for complete details about coverage, limitations, and exclusions.

Are dental benefits included in the Student Health Insurance Plan?

There is a pediatric preventive dental benefit available for students and their enrolled eligible dependents up to the age of 19. Please see the Student Health Insurance Plan brochure for details. For students age 19 and older, please visit the Gallagher Student Health & Special Risk (www.gallagherstudent.com) website for coverage options available for purchase.

How much does the plan cost?

<table>
<thead>
<tr>
<th></th>
<th>Fall Period</th>
<th>Spring Period</th>
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</thead>
<tbody>
<tr>
<td>Student</td>
<td>$1,190</td>
<td>$1,585</td>
</tr>
<tr>
<td>Spouse *</td>
<td>$2,751</td>
<td>$3,659</td>
</tr>
<tr>
<td>All Children *</td>
<td>$2,150</td>
<td>$2,860</td>
</tr>
</tbody>
</table>

* A nominal, non-refundable processing fee applies.

Am I required to get a referral from my school’s Health Services before I seek treatment?

No, a referral is not required with the Student Health Insurance Plan, but there are many benefits to first seeking care or advice from University Health Services. Students should be aware that on-campus Health Services are available to them. Your school’s Health Services website is: http://www.bc.edu/offices/uhs/.

Does this plan cover me when I am off campus, traveling or studying abroad?

Yes, the Student Health Insurance Plan covers you during semester breaks, summer vacation and even if you’re traveling or studying abroad. You’ll be covered for the period for which you have paid premium.
In addition to being covered for medical treatment and services, you will also be covered for Emergency Medical Evacuation, Repatriation of Remains and Travel Assistance Services through On Call International, the 24-hour worldwide assistance service. All services must be arranged for in advance and provided by On Call International. Any services not arranged by On Call International will not be considered for payment.

- When studying or traveling abroad, keep your Student Health Insurance ID card with you and take a copy of the brochure for reference.
- When outside of the United States, you will likely be asked to pay for your medical care first and will then need to seek reimbursement. Covered Expenses will be reimbursed on an Out-of-Network basis.
- When you submit claims for reimbursement, you will need to have the itemized bill(s) translated into English and include a letter informing the claims administrator that you are seeking reimbursement for charges previously paid.
- Please ensure that your name, ID number, address (to receive your reimbursement check), and your school’s name are on the bill.

Will I be covered under the plan after I graduate?

Yes, you will be covered under the Student Health Insurance Plan until the end of the policy period for which you have purchased coverage. There is no option to continue coverage after the policy terminates.

Eligibility, Enrollment & Waiving

Who is eligible for the plan?

- All students enrolled in a degree program regardless of the number of credit hours, and non-degree students enrolled at least 75% of full-time, will be automatically enrolled in and billed for the Boston College Student Health Insurance Plan.

- Non-degree Graduate and WCAS students registering at the credit levels listed below will be automatically enrolled in and billed for the Boston College Student Health Insurance Plan. Failure to maintain these credit levels will result in the termination of the mandatory Boston College Student Health Insurance Plan. It is the student’s responsibility to monitor their eligibility status.
  - Graduate Woods College of Advancing Studies — 7 or more
  - Graduate Arts and Sciences — 7 or more
  - Graduate Education — 7 or more
  - Graduate Management — 7 or more
  - Graduate Nursing — 7 or more
  - Graduate Social Work — 7 or more
  - Woods College of Advancing Studies Undergraduate — 9 or more
  - School of Theology and Ministry — 7 or more

- International students are enrolled on a mandatory basis and are not allowed to waive the Student Health Insurance Plan

- Post doctorate students are eligible to enroll on a voluntary basis.

- Students who are not citizens or permanent residents of the United States will be automatically enrolled in the Boston College Student Health Insurance Plan regardless of the number of the credit hours for which they are enrolled.

Can I enroll my eligible dependents?

Yes, you can enroll your eligible dependent(s) at the same time as your own initial plan enrollment by following the steps described in the “How do I...?” section of this document. Dependent coverage must be purchased for the same time period as the student’s period of coverage and cannot exceed coverage purchased by the student. For example, a student enrolled for the fall semester cannot purchase dependent coverage for the spring semester unless a qualifying event, as defined below, occurs.

Students can also add eligible dependent(s) if the student experiences one of the following qualifying events: (a) marriage, (b) birth of a child, (c) divorce, or (d) if the dependent is entering the country for the first time. If the student experiences one of these qualifying events, the Dependent Enrollment Form, supporting documentation, and payment must be received by Gallagher Student Health & Special Risk within 31 days of the qualifying event. Forms received more than 31 days after the qualifying event will not be processed. Once a dependent is enrolled, coverage cannot be terminated unless the student loses eligibility.
How does Health Care Reform affect the Student Health Insurance Plan?

If you are under the age of 26, you MAY be eligible to enroll as a dependent under the employer health insurance plan held by your parent(s). However, before you do so, you should fully compare the employer plan against this Student Health Insurance Plan to determine which plan’s rates, benefits and coverage are most appropriate for you.

In addition to the items mentioned above, keep in mind that Student Health Insurance Plans are generally less expensive than individual plans with similar benefits. In fact, your total out-of-pocket cost (including premium and deductibles) may be significantly LESS with this Student Health Insurance Plan, especially if your parents’ employer plan is considered a ‘high deductible’ plan.

What is considered ‘comparable coverage’?

Determining comparable coverage requires comparison of cost-sharing levels (deductibles and coinsurance) and access to In-Network Providers. The level of benefits should meet or exceed the benefits provided through the Student Health Insurance Plan. Coverage is considered comparable if it provides students with access to a range of services in and around the area where they attend school. Services include, but are not limited to, preventive and primary care, emergency care, surgical care, inpatient and outpatient hospitalization, lab work, diagnostic x-rays, physical therapy and chiropractic care, prescription drugs, mental health and substance abuse treatment. Also, consider the amount of your current plan’s deductible and In- and Out-of-Network coinsurance to avoid high out-of-pocket costs. Students should be able to seek these services from providers who are considered In-Network or Preferred. If your current plan is an HMO, it is very likely that coverage is limited, or not available, outside of the HMO’s service area.

Plans that only provide emergency services in the campus area are not considered comparable.

Can I waive the Student Health Insurance Plan with any of the insurance plans offered through my State’s Marketplace?

Students are eligible to enroll in an insurance plan offered through the Marketplace in their home State. If you are a Massachusetts resident, you can waive the Student Health Insurance Plan with a plan purchased through the Massachusetts Health Connector. Please review these plans carefully. Many of these plans will have a deductible greater than the deductibles on the Student Health Insurance Plan which will increase your out-of-pocket costs. Also, look at the In-Network and Out-of-Network Provider coverage levels to be sure that In-Network Providers are located near your campus.

If you are not a Massachusetts resident, there is good possibility that a plan purchased through your home State’s Marketplace will not provide adequate coverage. Review this carefully.

Is there anything I need to know before waiving coverage?

Before waiving coverage you should review your current policy, considering the following:

- 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?
- Check the cost -- is the annual cost of this Student Health Insurance Plan 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.
- Are there administrative pre-requirements, pre-certification, or Primary Care Physician referrals required under your current plan that may delay receipt of care?

Please Note:

- International students are enrolled on a mandatory basis and cannot waive coverage.
- Students who do not complete a decision form by the published deadline will be automatically enrolled in and billed for the Student Health Insurance Plan.

Can I get a refund of my Student Health Insurance premium?

A refund of premium is only permitted in the following situation:

- When a student enters the armed forces.
Other than the above situation, if you are enrolled in the Student Health Insurance Plan and then become eligible to enroll in a different health plan, for any reason, a premium refund is not available.

**Plan Enhancements**

**What enhancements are available under this plan?**

Exclusively from Gallagher Student Health & Special Risk, enrolled students have access to a menu of products at no additional cost. More information is available by visiting [www.gallagherstudent.com/bc](http://www.gallagherstudent.com/bc) and clicking on the ‘Discounts and Wellness’ link.

**Are there any additional insurance products available?**

Please visit [www.gallagherstudent.com/bc](http://www.gallagherstudent.com/bc) and click on the ‘Other Insurance Products’ link for complete details about additional insurance products that are available as well as enrollment information.

*This document is intended to provide a summary of the available benefits. Please refer to the brochure for a complete description of the benefits, exclusions, and limitations of the plan.*
## Important Contact Information

<table>
<thead>
<tr>
<th>Information Needed</th>
<th>Who to Contact</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Questions about enrollment, coverage, benefits, or ID cards | Gallagher Student Health & Special Risk | Gallagher Student Health & Special Risk  
500 Victory Road  
Quincy, MA 02171  
Phone: 1-800-394-4026  
Email: BCstudent@gallagherstudent.com  
Website: www.gallagherstudent.com/bc |
| Questions about claims and claims payment               | Blue Cross Blue Shield          | Blue Cross Blue Shield  
Phone: 1-888-753-6615  
Website: www.bluecrossma.com |
| Questions about preferred providers                     | Blue Cross Blue Shield          | Phone: 1-800-810-2583  
Website: www.gallagherstudent.com/bc, click on ‘Find a Doctor’ |
| Questions about participating pharmacies                 | Express Scripts                 | Phone: 1-800-711-0917  
Website: www.gallagherstudent.com/bc, click on ‘Pharmacy Program’ |
| Questions about Gallagher Complements                  | EyeMed (Discount Vision), Basix (Dental Savings), and CampusFit | EyeMed  
Phone: 1-866-839-3633  
Website: www.enrollwitheyemed.com  
Basix and CampusFit  
Phone: 1-888-274-9961  
Website: www.basixstudent.com |
| Worldwide assistance services (medical evacuation and repatriation) | On Call International           | Toll-free within the United States or Canada: 1-800-407-7307  
Collect from anywhere in the world: 1-603-898-9159  
Website: www.oncallinternational.com |
| Questions about assistance programs                     | Collegiate Assistance Program   | Phone: 1-617-552-3225 |