

## GENERAL INFORMATION – 2022 OPEN ENROLLMENT

### PEOPLESOFT/HR SELF-SERVICE ENROLLMENT PROCESS - *eBenefits*

During this Open Enrollment period, as was the case last year, employees will enroll in, and make changes to, health plans (Medical, Dental, Vision) and Flexible Spending Accounts (Health and Dependent Care) through the self-service *eBenefits* function in PeopleSoft/HR. A link to the *eBenefits* instructions is posted on the Open Enrollment webpage --- go to [www.bc.edu/openenrollment](http://www.bc.edu/openenrollment) . Essentially you will log onto the Agora portal using your Username and Password; navigate to PeopleSoft Human Resource Services; then to Self Service > Benefits > Benefits Enrollment.

### HARVARD PILGRIM UPDATES

(1) **Acupuncture Treatment for Injury or Illness** (reminder of coverage added January 2020)

- Coverage through participating providers for up to 20 visits per Calendar Year
- \$25 Copayment per visit
- PPO members who use a non-participating provider will be subject to a \$250 deductible per member (\$500 per family) per calendar year and a 20% coinsurance amount

(2) **Hearing Aids** (reminder of coverage added January 2020)

- The benefit is up to \$2,000 per hearing aid every 36 months, for each hearing impaired ear.
- Note that hearing aids ordered online are not covered.

(3) **Emergency Room Copay Change** (to be effective January 1, 2022)

- The ER copay will change from \$100 to \$150 (waived if admitted)

(4) **New ID Cards will be mailed to all members** (due to the ER copay change)

### CHECK OUT THE HARVARD PILGRIM WEBSITE

There is a wealth of information available to you on the Harvard Pilgrim site – go to [www.hphc.org/bostoncollege](http://www.hphc.org/bostoncollege). You will find health and wellness information and videos, and when you log in to your account you can see your claims information, get replacement ID cards, and see discounts and savings opportunities. Also, you can view plan documents, including the Schedule of Benefits, the detailed Benefits Handbook, and the Summary of Benefits and Coverage document.

## TELEMEDICINE SERVICES UNDER HARVARD PILGRIM

This is a reminder that Harvard Pilgrim has a telemedicine service through *Doctor on Demand*, a national telemedicine provider group of board-certified physicians, as well as, licensed psychologists and psychiatrists. This service allows members to see a provider through real-time, Skype-like technology using a smartphone, tablet, or computer. You can receive care for numerous non-acute conditions without going to a provider's office, an urgent care center, or an emergency room. *Doctor on Demand* is available from 7 a.m. to 11 p.m. No referral is necessary.

Some common medical conditions that can often be treated include: coughs and colds, sore/strep throat, flu, sinus and allergies, rashes and skin issues, eye issues, etc.

Behavioral health matters that are commonly treated include: depression, relationship issues, workplace stress, social anxiety, trauma and loss.

Note that *Doctor on Demand* is not to be used for crisis or emergency situations. In such cases, call 911 or go to the nearest emergency room.

You download the free app from the App Store or Google Play to your mobile device by going to [www.doctorondemand.com](http://www.doctorondemand.com). You can also visit that site for general information about the service. The cost is your normal \$25 office copayment using a credit or debit card. *Doctor on Demand* is not intended to replace routine care with a primary care provider.