

GENERAL INFORMATION – 2021 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 a 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/benefits and click on the 'Open Enrollment' box. 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.

REMINDER ABOUT LAST YEAR'S BENEFIT ENHANCEMENTS

A reminder about two changes to the Harvard Pilgrim HMO and PPO coverage effective last January.

(1) **Acupuncture Treatment for Injury or Illness**

- 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**

- This coverage, formerly limited to members up to age 22, was extended to all members.
- The benefit is limited to \$2,000 per hearing aid every 36 months, for each hearing impaired ear.
- Note that hearing aids ordered online are not covered.

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. 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. 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.