IMPORTANT INFORMATION – 2020 OPEN ENROLLMENT

MEDICAL PLAN BENEFIT ENHANCEMENTS

There are two changes to the Harvard Pilgrim HMO and PPO coverage effective January 1, 2020.

(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, is being extended to all members.
- The benefit is limited to $2,000 per hearing aid every 36 months, for each hearing impaired ear.

NEW PEOPLESOFT/HR SELF-SERVICE ENROLLMENT PROCESS - eBenefits

During this Open Enrollment period, employees will enroll in, and make changes to, health plans (Medical, Dental, Vision) and Flexible Spending Accounts (Health and Dependent Care) through a new 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/hr and click on the Open Enrollment link under ‘News.’ Essentially you will log onto the Agora portal using your Username and Password; navigate to PeopleSoft Human Resources Services; then to Self Service > Benefits > Benefits Enrollment.

eBenefits Assistance Sessions

For employees who might need assistance in navigating the eBenefits process, below is a schedule of times when members of the HRIT and Benefits staff will be available to provide guidance. NOTE: You will sign in to PeopleSoft/HR through the Agora portal using your own username and password, so you’ll need to bring your cell phone for the ‘dual authentication’ call.

Thursday 11/14 2:00 – 4:00 p.m. 129 Lake St, Room 220
Tuesday 11/19 7:30 – 10:00 a.m. 129 Lake St, Room 220
Wednesday 11/20 8:30 – 10:00 a.m. 129 Lake St, Room 220
Thursday 11/21 2:00 – 4:00 p.m. O’Neill Library, Room 307
Tuesday 12/10 1:00 – 3:00 p.m. O’Neill Library, Room 307

(see next page)
NEW REQUIREMENT FOR SPECIALTY DRUG PRESCRIPTIONS

Beginning January 1, 2020, any member of our Harvard Pilgrim medical plans who is currently using a specialty drug prescription, or who may need a specialty drug in the future, will be required to obtain the drug through the Optum Specialty Pharmacy, formerly known as BriovaRx. Many of our members are already using Briova, so this change will have no effect on them. For others, who are using non-Briova specialty drug providers, a change will be required when a prescription needs to be renewed. In these cases, when a member calls Optum Specialty Pharmacy for a renewal, a case manager will assist in getting the new prescription from the member’s provider.

This change is intended to simplify administration and is projected to result in overall cost savings, which will benefit both Boston College and our premium-paying members.

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.