

**Garnett-Powers & Associates, Inc.**



University of Southern California  
Postdoctoral Scholar Benefit Program

Frequently Asked Questions  
(FAQ)

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# Frequently Asked Questions



## Enrollment in the USC Postdoctoral Scholar Benefit Program (PSBP)

| # | Topic                           | Question  | Answer  |
|---|---------------------------------|---|---|
| 1 | <b>Eligibility</b>              | <b>Who is eligible to participate in the USC PSBP?</b>            | <p>This program is mandatory for the following postdoc job titles/job codes:</p> <ul style="list-style-type: none"> <li>Postdoctoral Fellows in job code 098203</li> <li>Postdoctoral Scholars – Fellowship Trainees in job code 098219</li> <li>Postdoctoral Scholar – Visiting Fellows in job code 098229</li> <li>Postdoctoral Scholar – Teaching Fellows in job code 098223</li> <li>Postdoctoral Scholar – Research Associates in job code 098227</li> </ul>   |
| 2 | <b>Eligibility</b>              | <b>Are my family members eligible to participate in the PSBP?</b> | <p>If you are an eligible Postdoc to participate in the plan, your eligible family member may also be participants. The following is a list of eligible family members:</p> <ul style="list-style-type: none"> <li>• Spouse</li> <li>• Natural or adopted child or children to age 26 (unless eligible to continue coverage because of disability) and unmarried</li> <li>• Stepchild to age 26 if unmarried, lives with the Postdoctoral Scholar, is supported by the Postdoctoral Scholar at more than 50%, and is claimed as a tax dependent by the Postdoctoral Scholar or spouse</li> <li>• Same-sex domestic partner</li> </ul> |
| 3 | <b>Enrollment – New Postdoc</b> | <b>What is the Period of Initial Eligibility (PIE)?</b>           | The period of initial eligibility (PIE) allows enrollment in the plans when a Postdoctoral Scholar and/or family member is first eligible.  |
| 4 | <b>Enrollment – New Postdoc</b> | <b>When does PIE begin?</b>                                       | The PIE begins the day the Postdoctoral Scholar’s appointment begins or when the Postdoc and/or family members experience a qualifying event.   |
| 5 | <b>Enrollment – New Postdoc</b> | <b>When does PIE end?</b>   | The PIE ends 31 calendar days from the date the Postdoctoral Scholar appointment begins or when the Postdoc and/or family members experience a qualifying event.  |

# Frequently Asked Questions



## Enrollment in the USC Postdoctoral Scholar Benefit Program (PSBP)

| #  | Topic                           | Question  | Answer   |
|----|---------------------------------|---|--|
| 6  | <i>Enrollment – New Postdoc</i> | Am I automatically enrolled?  | No, you must submit an electronic enrollment form to be enrolled. You may begin the enrollment process <a href="#">here</a> .  |
| 7  | <i>Enrollment – New Postdoc</i> | When does my coverage begin?  | It is important to understand that you are covered beginning day 1 of your appointment, even if your enrollment has not yet been submitted or processed. This applies to dependents that you enroll within your PIE as well. |
| 8  | <i>Enrollment – New Postdoc</i> | When can I make changes to my coverage record, including adding my eligible family members? | You can submit an enrollment form at your earliest convenience after your appointment is confirmed, however the enrollment will not be processed until we can confirm your eligibility with the University.                  |
| 9  | <i>Enrollment – New Postdoc</i> | How long do I have to enroll dependents and make coverage changes?                          | You have 31 days (your PIE) to submit your enrollment. Administrative delays past the 31 day mark will not affect your eligibility for the program.  |
| 10 | <i>Enrollment – New Postdoc</i> | Can I opt out of coverage from the PSBP?  | Postdoctoral Scholars may opt out of health insurance coverage under the PSBP if the Postdoc is enrolled in an alternate medical plan that offers comparable coverage, at least meeting J1 requirements.                     |

# Frequently Asked Questions



## Enrollment in the USC Postdoctoral Scholar Benefit Program (PSBP)

| #  | Topic                              | Question  | Answer  |
|----|------------------------------------|---|---|
| 11 | <i>Enrollment – New Postdoc</i>    | <b>I opted out of coverage from the PSBP, can I enroll back in?</b>   | You may enroll back into the PSBP if you are still in your PIE period or during Open Enrollment.  |
| 12 | <i>Enrollment – Family Members</i> | <b>I just got married or entered into a domestic partnership. When and how can I enroll my spouse or domestic partner?</b>  | You have 30 days from when your marriage or domestic partnership was legally granted. In order to enroll your spouse or domestic partner, you must complete a new enrollment form on the GPA website.   |
| 13 | <i>Enrollment – Family Members</i> | <b>I just adopted a child, when can I enroll them in the PSBP?</b>  | You have 30 days from the adoption date. In order to enroll your adopted child, you must complete a new enrollment form on the GPA website.   |
| 14 | <i>Enrollment – Family Members</i> | <b>I am a Postdoc and a non-U.S. citizen visiting the United States. I have family members eligible to participate in the PSBP, but arrived in the United States after my PIE. Can I still enroll them in the PSBP?</b> | Yes, each family member receives their own PIE period starting on the date they arrived in the United States. In order to enroll your eligible family member, you must complete a new enrollment form on the GPA website.   |
| 15 | <i>ID Cards</i>                    | <b>I need to see my Doctor and I haven't been enrolled. What should I do?</b>   | <p>You will not have a subscriber ID from the insurance carrier until your entire enrollment process has been completed. If you are unsure if your enrollment process has been completed, please call us at <b>1-800-319-9557</b> and we can check on the status.</p> <p>In the absence of the ID card and subscriber ID, you may ask the provider to wait to submit a claim until you receive your medical ID card. The second option is to pay for the medical services in full and submit a medical claim form for reimbursement according to the provisions of your plan.</p> |

# Frequently Asked Questions

## Insurance Plans

| #  | Topic                   | Question   | Answer  |
|----|-------------------------|--|---|
| 16 | <i>ID Cards</i>         | I just got my enrollment confirmation (welcome) email, when do I get my ID cards?  | You can expect to receive your ID card(s) in 7-10 business days.  |
| 17 | <i>ID Cards</i>         | It has been longer than 7-10 business days since receiving my enrollment confirmation (welcome) email and I have not received my ID card(s). What do I do? | <p>You can print your medical ID card through <a href="#">Aetna Navigator</a>:</p> <p>Aetna Navigator allows you to perform a variety of functions, such as changing your PCP, printing temporary ID cards, or checking the status of a claim.</p> <ul style="list-style-type: none"> <li>• To Register, simply visit (<a href="https://member.aetna.com/MbrSelfReg/welcome.do">https://member.aetna.com/MbrSelfReg/welcome.do</a>)</li> <li>• Instead of entering your 'Member ID Number' select the 'Social Security Number' option</li> <li>• Enter the first 9 digits of your USC ID instead of your actual SSN</li> <li>• Fill out all personal information</li> </ul> <p>Once you register for Aetna Navigator, you can immediately access the full benefits and features of the site. Click here to take a guided tour of Aetna Navigator's many features: <a href="https://kvgo.com/aetna-pm/welcome-aetna-navigator">https://kvgo.com/aetna-pm/welcome-aetna-navigator</a></p> <p>For dental and/or vision ID cards, call the respective carrier member services phone number(s) included in your welcome email to request a replacement copy.</p> |
| 18 | <i>Changing Doctors</i> | I am on an HMO medical and/or dental plan, how do I switch my Primary Care Physician (PCP) or Primary Care Dentist (PCD)?                                  | <p>You can switch your PCP online through Aetna Navigator (registration instructions above) or call Aetna at <b>1-877-204-9186</b> to make the change.</p> <p>To change your PCD, contact California Dental Network at <b>877-433-6825</b>.</p> <p>If you call before the 15<sup>th</sup> of the month, you will be eligible to visit your new Doctor or Dentist on the 1<sup>st</sup> of the following month.</p>  |

# Frequently Asked Questions

## Insurance Plans

| #  | Topic                | Question  | Answer  |
|----|----------------------|---|---|
| 19 | <i>Maternity</i>     | I just had a newborn. How can I add my baby to my medical plan? | <p>You have 30 days from the birth of your child to enroll them in the PSBP. You must submit the enrollment request by logging into your enrollment record <a href="#">here</a>.</p> <p><b><u>Additional information for newborns:</u></b><br/>Newborns are temporarily enrolled under the mother for the first 30 days so that the post-natal claims filed immediately after birth can be processed, however you still must submit a formal request to enroll the child through the GPA website.</p> |
| 20 | <i>Maternity</i>     | I have an HMO plan, what do I need to do to see a OB/GYN?       | OBGYN's do not require a referral, so you may simply choose any OB/GYN in the same medical group as your PCP and contact their office directly to make an appointment. Ask your PCP's office for assistance if necessary.   |
| 21 | <i>Mental Health</i> | How can I find an in-network mental health provider?            | Contact Aetna Member Services at <b>877-204-9186</b> for assistance with locating a mental health provider near you and scheduling an appointment.  |

# Frequently Asked Questions

## Insurance Plans

| #  | Topic    | Question   | Answer   |
|----|----------|--|--|
| 22 | Coverage | I just visited the doctor and I was informed that my insurance coverage was terminated, however I am an active Postdoc. Why was my insurance terminated? | Your termination is likely due to a delay with your reappointment paperwork processing. Please contact our office or your Administrator to correct the issue and be reinstated.  |
| 23 | Coverage | I am going on a leave of absence, does my medical coverage still continue?   | If you receive an approved leave of absence, with or without pay, medical coverage may be continued. Contact your Administrator for more information.  |
| 24 | Coverage | My Postdoc appointment is terminating and I am leaving my campus, when does my insurance coverage end?   | Your insurance coverage ends on the last day of the month in which your appointment terminates. For instance, if your appointment ends on 11/8, your coverage will continue through 11/30. NOTE: If your appointment ends on the first day of the month (11/1), your coverage will end on that same day. |
| 25 | Coverage | I am enrolled in the HMO, will my family and I be covered while traveling?   | If you are enrolled on the HMO plan, you and your family will only be covered for Medical Emergencies if you are outside your HMO service area (CA). If the insurance carrier does not deem the situation to be a medical emergency, your insurance claim could be denied.                               |
| 26 | Coverage | What if my Optometrist is an “Out-of-Network” provider?  | If your Optometrist is an “Out-of-Network” provider, you will need to complete and submit a vision claim form to EyeMed. The claim form is located <a href="#">here</a> . Please make sure to follow the instructions on the form.   |



# Frequently Asked Questions

## Insurance Plans

| #  | Topic         | Question   | Answer  |
|----|---------------|--|---|
| 27 | Prescriptions | Is there a way to further mitigate the cost of my prescriptions? | Yes, you may see substantial savings on your prescription costs by using the Save a Copay plan. If you meet with your physician, and switching to a generic therapeutic equivalent drug on the program is approved over the previous brand-name drug you were using, you will not be responsible for any copayment on this generic medication for a period of six months from the last date you received the targeted brand-name drug. Please contact Aetna at 877-204-9186 to discuss whether any medication you may be taking is eligible for this program. |
| 28 | Prescriptions | Can I order my medication through the mail?                      | Yes, you can order maintenance medications through Aetna’s Rx Home Delivery for chronic conditions as asthma, arthritis, diabetes, high cholesterol and heart conditions. Please review the “Rx Home Delivery/Order Form” flyer in the <i>Plan Documents Library</i> for more information. If you wish to order your medications through this method, please print the order form included in the flyer and follow the directions to order your medications.  |
| 29 | Prescriptions | Do the PSBP medical plans offer free women’s contraceptives?     | Yes, please review the “Women’s Contraceptive List” in the <i>Prescriptions</i> section to learn of what contraceptives have been approved for your access at no copay due to the Patient Protection and Affordable Care Act (Health Care Reform). You may have your doctor write a prescription for those drugs and devices listed on this sheet and there will be no copay required.  |
| 30 | Cost          | How much will the plans cost me?                                 | To view plan rates, click <a href="#">here</a> .  |

# Frequently Asked Questions

## Insurance Plans

| #  | Topic    | Question  | Answer  |
|----|----------|---|---|
| 31 | Wellness | Are there any additional wellness benefits available to me through my medical plan? | <p>Yes, Aetna offers many valuable supplemental programs to their policyholders.</p> <p>For expecting (or soon to be expecting) parents, Aetna offers the <b>Beginning Right</b> program, providing a wealth of informational sources and plans to assist prospective parents-to-be.</p> <p>Good health is always encouraged and Aetna offers several member benefits to assist with this goal. Your medical plan enrollment makes you a <b>GlobalFit</b> member, allowing you to take advantage of the flexible membership options and fitness club discounts. The GlobalFit Service Network covers a vast portion of the United States.</p> <p>Weight management programs are available through Aetna’s association with <b>Jenny Craig</b>. You can also find discounts at one of the <b>Aetna Health Connections</b> participating businesses, including spas, health foods, and more. Aetna also offers <b>Stress Management</b> information for better mental &amp; physical health.</p> <p>Asthma can be a debilitating illness. Two brochures are offered regarding the symptoms of asthma and how to effectively treat the illness through effectively communicating with your physician. <b>“So You Have Asthma”</b> offers valuable information on the causes and effects of Asthma and what treatments are available. <b>“Caring for Asthma”</b> provides useful information regarding identifying the common symptoms.</p> <p>Documents detailing each of these wellness benefits can be found <a href="#">here</a>.</p> |

# Frequently Asked Questions

## Life/AD&D, Voluntary Life, Long-Term Disability

| #  | Topic             | Question  | Answer  |
|----|-------------------|---|---|
| 32 | <i>Enrollment</i> | How do I enroll in the Life and AD&D plan?  | Enrollment happens automatically when your other benefits are processed. This is University paid benefit.   |
| 33 | <i>Coverage</i>   | In the event that I should pass away, what is the benefit amount that my beneficiaries receive? | In the event of your death, your beneficiary(ies) will receive a combined total benefit of \$10,000. An additional \$10,000 will be paid in the event that the death was accidental.  |
| 34 | <i>Coverage</i>   | Can I enroll my spouse or eligible family members under the PSBP in a life insurance policy?    | No, there are no voluntary dependent life insurance products offered through this program.  |
| 35 | <i>Coverage</i>   | What additional coverage do I have under the AD&D insurance policy?                             | Below is a list of events that you will receive a benefit if they were to occur: <ul style="list-style-type: none"> <li>• <b>AD&amp;D Seat Belt Benefit:</b> Up to \$10,000 is payable for death as a result of a car accident while wearing a seat belt</li> <li>• <b>AD&amp;D Airbag Benefit:</b> Provides further protection in the event of a covered automobile accident for which an AD&amp;D Seat Belt Benefit is Payable</li> <li>• <b>AD&amp;D Family Benefits:</b> Includes benefits for career adjustment, childcare, and higher education for eligible surviving family members.</li> </ul> |
| 36 | <i>Coverage</i>   | Do I have access to any disability insurance?   | Yes, you have access to Short-Term (job codes 098203 & 098219 only) and Long-Term disability insurance through the program. The benefit(s) are paid by the University. Summaries for both plans can be found in the <i>Plan Documents Library</i> .   |

# Frequently Asked Questions



## Important Information

| #  | Topic                  | Question   | Answer  |
|----|------------------------|--|---|
| 37 | <i>J1 Visa</i>         | <b>I am Postdoc at USC and hold a J1 Visa. Does my coverage meet the Medical Evacuation &amp; Repatriation requirements of the U.S. Department of State?</b> | Yes, The Standard's life insurance policy satisfies the U.S. Department of State requirements of \$50,000 medical evacuation and \$25,000 of repatriation of remains. |
| 38 | <i>Billing</i>         | <b>How are the premiums collected from the Postdocs?</b>   | Postdocs will have their contributions (if applicable) deducted from their stipends automatically via USC's internal process on a monthly basis.                      |
| 39 | <i>Tax Forms</i>       | <b>Will I get any type of tax forms so I can file my U.S. Tax returns?</b>   | Yes, you will be mailed a 1095-C from USC, and/or a 1095-B from Aetna (the insurance company). The form(s) will be mailed to your address of record.                  |
| 40 | <i>Address Changes</i> | <b>I just moved to a new address, what do I need to do?</b>  | You may log in to your enrollment record <a href="#">here</a> and submit your new address to be updated with the insurance carriers.                                  |

# Frequently Asked Questions



## Important Information

| #  | Topic | Question  | Answer   |
|----|-------|---|--|
| 41 | COBRA | <p>Can I continue medical, dental and vision coverage when my appointment ends?</p> | <p>When your appointment terminates and you leave the university, you may continue your coverage for any of the PSBP medical, dental and/or vision plans in which you and your family members are enrolled by electing COBRA Continuation Coverage. COBRA, the Consolidated Omnibus Budget Reconciliation Act of 1985, offers coverage when you experience a qualifying event and you lose your coverage, such as termination of employment. When you elect COBRA coverage, you will pay for each plan in which you and your family members choose to be enrolled. Please keep in mind that even if your appointment were to terminate at any time during the month, your PSBP coverage continues until the end of the month and your COBRA elected coverage would begin on the first of the month following your termination.</p> <p>We receive periodic updates from USC that advise us of your termination date. We then send you a COBRA Election Form which displays the plans that are available to you. That notice is sent to your last known address communicated to us through the file.</p> <p>In order to elect your coverage, you will complete the COBRA Election Notice and send it back to our office within the timeframe noted on the COBRA Election Notice. You will be billed by our office on a monthly basis for your elected coverage</p> |

# Contact Information



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