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Gallagher Benefit Services, Inc.

University of Pennsylvania Postdoctoral Insurance Plan for NRSA Fellows

Frequently Asked Questions (FAQ)

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Frequently Asked Questions



Enrollment in the UPENN Postdoctoral Insurance Plan (PIP)

#	Topic	Question	Answer
1	Eligibility	Who is eligible to participate in the UPENN Postdoctoral Insurance Plan?	All newly appointed NRSA Fellows.
2	Eligibility	Are my family members eligible to participate in the PIP?	<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"> • Spouse • Natural or adopted child or children to age 26 (unless eligible to continue coverage because of disability) and unmarried • 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 • Domestic partner
3	Enrollment – New Postdoc	What is the Period of Initial Eligibility (PIE)?	The period of initial eligibility (PIE) allows enrollment in the plans when a Postdoctoral Scholar and/or family member is first eligible.
4	Enrollment – New Postdoc	When does PIE begin?	The PIE begins the day the Postdoctoral Scholar’s appointment begins or when the Postdoc and/or family members experience a qualifying event.
5	Enrollment – New Postdoc	When does PIE end?	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 UPENN Postdoctoral Insurance Plan (PIP)

#	Topic	Question	Answer
6	<i>Enrollment – New Postdoc</i>	Am I automatically enrolled?	<p>Yes, your enrollment in the PIP default plans (POS Medical, Life/AD&D) is automatic. Once we receive your coverage record from PENN (after your minimum record has been initialized), you will automatically be enrolled effective your appointment start date, retroactively if necessary.</p> <p>You only need to access your coverage record if you wish to waive the medical plan, enroll in the voluntary dental and/or vision plans, add dependents, provide an email address, or designate a life insurance beneficiary.</p>
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 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 make changes to your record as soon as the Wednesday following the initialization of your minimum record. Contact your Business Administrator for additional information on the status of your minimum record.
9	<i>Enrollment – New Postdoc</i>	How long do I have to enroll dependents and make coverage changes?	You only have 31 days (your PIE) to enroll dependents and make changes.
10	<i>Enrollment – New Postdoc</i>	What happens if I am unable to enroll during the PIE period due to administrative delays?	If significant administrative delays occur, we will begin your PIE on the day that you were first able to access your enrollment record.
11	<i>Enrollment – New Postdoc</i>	Can I opt out of coverage from the PIP?	<p>NRSA Fellows may opt out of health insurance coverage under the PIP if the Postdoc is enrolled in an alternate plan that meets the requirements listed in the waiver section of the website.</p> <p>In order to opt out of coverage, you must visit our website and complete the enrollment form/waiver form. You may begin the process here: https://clients.garnett-powers.com/pd/upennNRSA</p>

Frequently Asked Questions



Enrollment in the UPENN Postdoctoral Insurance Plan (PIP)

#	Topic	Question	Answer
12	<i>Enrollment – New Postdoc</i>	I opted out of coverage from the PIP, can I enroll back in?	You may enroll back into the PIP if you are still in your PIE period, or during the annual Open Enrollment period.
13	<i>Enrollment – Family Members</i>	I just got married or entered into a domestic partnership. When and how can I enroll my spouse or domestic partner?	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 the enrollment process by accessing your coverage record through the benefit program website.
14	<i>Enrollment – Family Members</i>	I just adopted a child, when can I enroll them in the PIP?	You have 30 days from the adoption date. In order to enroll your adopted child, you must complete the enrollment process by accessing your coverage record through the benefit program website.
15	<i>Enrollment – Family Members</i>	I am a Postdoc and a non-U.S. citizen visiting the United States. I have family members eligible to participate in the PIP, but arrived in the United States after my PIE. Can I still enroll them in the PIP?	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 the enrollment process by accessing your coverage record through the benefit program website.
16	<i>ID Cards</i>	I need to see my Doctor and I haven't been enrolled. What should I do?	<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 1-800-319-9557 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
17	<i>ID Cards</i>	I just got my enrollment confirmation email, when do I get my ID cards?	You can expect to receive your ID card(s) in 7-10 business days.
18	<i>ID Cards</i>	It has been longer than 7-10 business days since receiving my enrollment confirmation email and I have not received my ID card(s). What do I do?	<p>You can download and/or print your ID card(s) through Aetna Navigator:</p> <p>You may 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"> • To Register, simply visit (https://member.aetna.com/MbrSelfReg/welcome.do) • Instead of entering your 'Member ID Number' select the 'Social Security Number' option • Enter your Penn ID with a zero in the front, instead of an actual social security number • Fill out all personal information <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: https://kvgo.com/aetna-pm/welcome-aetna-navigator</p>
19	<i>Changing Dentists</i>	I am on the DMO dental plan, how do I switch my Primary Care Dentist (PCD)?	<p>You can switch your PCD online through Aetna Navigator (registration instructions above).</p> <p>Or call Aetna at 877-238-6200 to make the change.</p> <p>If you call before the 15th of the month, you will be eligible to visit your new Dentist on the 1st of the following month.</p>

Frequently Asked Questions



Insurance Plans

#	Topic	Question	Answer
20	<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 PIP. You must complete the enrollment process by accessing your coverage record through the GBS website.</p> <p>Additional information for newborns: 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 GBS website.</p>
21	<i>Maternity</i>	What do I need to do to see a OB/GYN?	<p>Since the POS medical plan is an "Open Access" plan, you may simply choose any in-network OB/GYN and contact their office directly to make an appointment. Click <i>Locate a Provider</i> on the homepage for assistance locating in-network OB/GYNs near you.</p>
22	<i>Mental Health</i>	How can I find an in-network mental health provider?	<p>Contact Aetna Member Services (877-204-9186) for assistance with locating a mental health provider near you and scheduling an appointment.</p>
23	<i>Mental Health</i>	Can I utilize PENN Behavioral Health?	<p>Penn Behavioral Health (PBH) serves as your "preferred provider" for the Penn Postdoctoral Insurance Plans. PBH encompasses the Department of Psychiatry's direct patient care programs, provided by nationally and internationally acclaimed faculty.</p> <p>The Department's faculty members treat a wide spectrum of clinical problems, including those that are classified as psychiatric, psychological, mental, or behavioral. Your Aetna Postdoctoral Program health insurance will cover treatment, according to your plan guidelines, in the Department's General Outpatient, Neuropsychiatry, Women's Behavioral Wellness, and Mood and Anxiety.</p> <p>Also, PBH has a large network of qualified and credentialed providers in the region that you may be referred to if desired.</p> <p>NOTE: The Postdoctoral Health Insurance Plans will not be accepted in Cognitive Therapy, CTSA, ADHD, and the O'Brien Center.</p> <p>Additionally, Penn offers the Penn Total Recovery Program - intensive outpatient and traditional outpatient substance use and co-occurring treatment services.</p>

Frequently Asked Questions



Insurance Plans

#	Topic	Question	Answer
24	<i>Mental Health</i>	How can I access care through Penn Behavioral Health?	<p>In order to access care through PBH:</p> <ol style="list-style-type: none"> 1. Call the PBH center between the hours of 8:30am - 5:00pm at 1-866-301-4724. 2. Identify yourself as a Penn Postdoc. You should request to be treated in the TEAM Clinic (https://www.med.upenn.edu/TEAMClinic/) 3. During this initial call you will: <ul style="list-style-type: none"> • Register in the PennChart electronic medical record system (you may already be in this system). • Complete a brief intake interview. • Schedule an appointment with the appropriate PBH service provider. <p>1. Emergency situations will be addressed immediately.</p>
25	<i>Coverage</i>	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 Business Administrator to correct the issue and be reinstated.
26	<i>Coverage</i>	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 <i>may</i> be continued. Contact your Business Administrator for more information.
27	<i>Coverage</i>	My Postdoc appointment is terminating and I am leaving my campus, when does my insurance coverage end?	Your insurance coverage terminates on the last day of the month in which your appointment ends, unless your appointment ends on the first day of the month. For instance, if your appointment ends on 11/1, your coverage will also end on 11/1. If your appointment ends on 11/2, your coverage will end on 11/30.
28	<i>Coverage</i>	I am enrolled in the POS Medical plan, will my family and I be covered while traveling within the U.S.?	You and your family will have access to Aetna's nation-wide POS network of providers, even if you access care outside of Pennsylvania.
29	<i>Coverage</i>	What if my Optometrist is an "Out-of-Network" provider?	<p>If your Optometrist is an "Out-of-Network" provider, you will need to complete and submit a vision claim form to Aetna. The claim form is located here: https://clients.garnett-powers.com/pd/upennNRSA/downloads/visoutclaimform.pdf</p> <p>Please make sure to follow the instructions on the form.</p>

Frequently Asked Questions



Insurance Plans

#	Topic	Question	Answer
30	<i>Prescriptions</i>	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 CVS Caremark Mail Service Pharmacy.
31	<i>Prescriptions</i>	Can I order my medication through the mail?	Yes, you can order maintenance medications through Aetna's CVS Caremark Mail Service Pharmacy for chronic conditions as asthma, arthritis, diabetes, high cholesterol and heart conditions. Please review the "Mail Service Pharmacy" flyer in the <i>Plan Documents Library</i> for more information. If you wish to order your medications through this method, please print the "Medication Order Form" from the <i>Plan Documents Library</i> and follow the directions to order your medications.
32	<i>Prescriptions</i>	Do the PIP medical plans offer free women's contraceptives?	Yes, please review the "Women's Contraceptive Drugs and Devices List" in the <i>Plan Documents Library</i> 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.
33	<i>Cost</i>	How much will the plans cost me?	To view plan rates, please visit the "Insurance Benefits & Rates" section of the website.

Frequently Asked Questions



Insurance Plans

#	Topic	Question	Answer
34	Wellness	<p>Are there any additional wellness benefits available to me through my medical plan?</p>	<p>Yes, Aetna offers many valuable supplemental programs to their policyholders.</p> <p>For expecting (or soon to be expecting) parents, Aetna offers the Beginning Right 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 GlobalFit 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 Jenny Craig. You can also find discounts at one of the Aetna Health Connections participating businesses, including spas, health foods, and more. Aetna also offers Stress Management information for better mental & 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. “So You Have Asthma” offers valuable information on the causes and effects of Asthma and what treatments are available. “Caring for Asthma” provides useful information regarding identifying the common symptoms.</p> <p>Documents detailing each of these wellness benefits can be found the in <i>Plan Documents Library</i>.</p>

Frequently Asked Questions

Life and Accidental Death and Dismemberment Insurance (AD&D)

#	Topic	Question	Answer
35	<i>Enrollment</i>	How do I enroll in the Life and AD&D plan?	Enrollment happens automatically. The University pays for this benefit.
36	<i>Enrollment</i>	Since I am automatically enrolled in the medical insurance, don't want dental or vision coverage, and don't want to add any dependents, do I need to do anything?	Yes, you will need to assign your beneficiaries for your life insurance and provide a contact email. Please login to your coverage record to add an email address in section 1 and designate your beneficiaries in section 8.
37	<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 \$50,000. An additional \$50,000 will be paid in the event that the death was accidental.
38	<i>Coverage</i>	Can I enroll my spouse or eligible family members under the PIP to the Standard Life and AD&D insurance policy?	No, this benefit is strictly for the Postdoc only.
39	<i>Coverage</i>	What am I covered for under the AD&D insurance policy?	<p>Below is a list of events that you will receive a benefit if they were to occur:</p> <ul style="list-style-type: none"> • AD&D Seat Belt Benefit: Up to \$10,000 is payable for death as a result of a car accident while wearing a seat belt • AD&D Airbag Benefit: Provides further protection in the event of a covered automobile accident for which an AD&D Seat Belt Benefit is Payable • AD&D Family Benefits: Includes benefits for career adjustment, childcare, and higher education for eligible surviving family members.

Frequently Asked Questions



Important Information

#	Topic	Question	Answer
40	<i>J1 Visa</i>	I am Postdoc at PENN and hold a J1 Visa. Does my coverage meet the Medical Evacuation & Repatriation requirements of the U.S. Department of State?	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.
41	<i>Billing</i>	How are the premiums collected from the Postdocs?	Postdocs will have their contributions (if applicable) deducted from their pay via the PENN payroll system on a monthly basis.
42	<i>Tax Forms</i>	Will I get any type of tax forms so I can file my U.S. Tax returns?	Yes, the only tax forms will come from the medical insurance carrier (Aetna). Aetna will mail out the Form 1095-B to your address on record.
43	<i>Address Changes</i>	I just moved to a new address, what do I need to do?	<p>Please contact your Business Administrator so that they can update your address in Workday.</p> <p>Once it is updated in Workday, it will be sent to GBS for processing with the insurance carrier.</p>

Frequently Asked Questions



Important Information

#	Topic	Question	Answer
44	<i>COBRA</i>	Can I continue medical, dental and vision coverage when my appointment ends?	<p>When your appointment terminates and you leave the university, you may continue your coverage for any of the PIP 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 PIP 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 a file from the PENN payroll system that advises 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 return it to Flexible Benefit Services (FLEX - our COBRA administrator) within the timeframe noted on the COBRA Election Notice. You will be billed by FLEX on a monthly basis for your elected coverage</p>
45	<i>PENN Dental School</i>	How do I access care through the PENN Dental School?	<p>The contact info for the Dental School can be found below, you may call their office directly to make an appointment:</p> <p>PENN School of Dental Medicine 240 South 40th Street Philadelphia, PA 19104 (215) 898-5856</p>

Contact Information



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