

GENERAL INFORMATION – 2024 OPEN ENROLLMENT

COLE OF THE SELF	SELF ENROLLMENT PROCESSES	- 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 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. Essentially you will log onto the Agora portal using your Username and Password; navigate to PeopleSoft Human Resources; then to Self Service > Benefits > Benefits Enrollment.

HEALTH PLAN	COVERAGE CHANGES	OTHER NEWS
-------------	------------------	------------

(1) **AP** (HMO **HD**)

- There will be no limit to the number of visits per year through participating providers (Previously the limit was 30 visits per calendar year.)
- \$25 Copayment per visit

(2) **HD** (HMO **HD**)

- The number of visits per calendar year is increasing from 30 to 60 with participating providers.
- \$25 Copayment per visit.

(3)

- Explain plan options during Open Enrollment
- Find Primary Care providers (PCPs) and specialists
- Answer questions about coverage and claims
- Prepare an employee for medical appointments by checking the status of a pre authorization or referral, and coordinate care
- Connect employees with HPHC's clinical care team of nurses, social workers, lifestyle coaches, pharmacies, and care coordinators

The telephone number for MyConnect is 1-866-623-0184.

TELEMEDICINE SERVICES THROUGH 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 realtime, Skype-like technology using a smartphone, tablet, or computer. You can receive care for numerous 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 intended to replace routine care with a primary care provider.