



Santa Rosa Junior College

2016–2017 International Student Insurance Plan

Insurance Frequently Asked Questions (FAQ)

Why do I need health insurance?

Medical care in the U.S. is expensive, complicated, and often difficult to obtain. There is no government-sponsored health plan, which means no free medical care. A typical doctor visit averages \$150, and an overnight hospital stay can cost thousands of dollars. When an unforeseen accident or illness occurs, it is important that you have insurance to help cover these high costs. When used in accordance with the guidelines, the insurance policy provided by your school is designed to cover 100% of the cost (after copay) of necessary medical treatment as well as 50% of the cost for medications.

We know the health care system in the United States may be very different from what you are used to, so please call Ascension with any questions you might have at **(800) 537-1777** (Monday–Friday, 8:00 a.m. to 5:00 p.m.).

What if my visa status changes?

If your visa status changes or if you terminate your F-1 status, you are no longer eligible for coverage under this insurance plan. Your coverage will be terminated. If you have not used the insurance and you are returning to your home country, you may request a refund from the school for the number of full months remaining in the term.

Am I still eligible for coverage if I graduate and go on an Optional Practical Training work permit?

Yes, you are still eligible, but you cannot enroll through the school. You must contact Ascension at **(800) 537-1777** to obtain an enrollment form. In addition, students who are on Optional Practical Training must provide a Verification of Practical Training Letter to be eligible for this insurance coverage and must purchase OPT coverage within 30 days of the expiration date of their prior coverage.

How do I get my Insurance ID card?

Your insurance ID card will be sent to you via email. If you need to seek medical treatment before you receive your card, please contact Ascension at **(800) 537-1777** to obtain your insurance ID number. You may also download a copy of your insurance ID card from www.geobluestudents.com.

What if I'm ill and need to see a doctor?

You should go to Student Health Services (SHS) first. There are two locations: the William B. Race Building, Room 4017, on the Santa Rosa Campus, and the Richard W. Call Building, Room 610, on the Petaluma Campus. The number to reach the Santa Rosa Campus SHS is **(707) 527-4445**. The number to the Petaluma Campus SHS is **(707) 778-3919**. If you cannot visit SHS first, you can still seek medical help elsewhere. Please note you must be enrolled in classes to use any services at SHS.

Remember, in order for a medical bill to be paid at 100% after copays when you seek treatment off-campus, the doctor or hospital you visit *must* be a member of the Preferred Provider Organization (Blue Cross Blue Shield).

What if it is an emergency, such as an accident or life-threatening situation?

In the case of an emergency go to the nearest hospital or call **911**. You may receive treatment at any hospital. There is also a \$50 copay for each hospital visit, inpatient or outpatient. Each emergency room visit has a \$100 copay per visit (waived if admitted).

What if it is not an emergency, but I need to see a doctor right away?

If it is *not* a life-threatening condition but you need to see a doctor right away and cannot wait for a scheduled appointment, it is a good idea to visit an urgent care center, rather than a hospital emergency room. Hospital emergency rooms generally charge more for services than doctors' offices or urgent care centers. **Using an urgent care center instead of a hospital emergency room will save you money.** Urgent care centers provide medical treatment for sicknesses and minor injuries or when immediate care is needed.

You must pay a \$50 copay at an urgent care center.

The following urgent care centers are part of the PPO network:

St. Joseph Urgent Care 1450 Medical Center Drive Rohnert Park, CA 94928 (707) 584-0672	Sutter Santa Rosa Urgent Care 3883 Airway Drive, #165 Santa Rosa, CA 95403 (707) 521-4495	St. Joseph Urgent Care 925 Corporate Center Pkwy, Ste. A Santa Rosa, CA 94507 (707) 543-2000	St. Joseph Health 6580 Hembree Lane Windsor, CA 94592 (707) 838-2044
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What does “in-network” or “PPO” mean?

“In-network” or “PPO” means that the doctor or medical facility is part of the Preferred Provider Organization. It is a network of doctors, specialists, and hospitals that accept this insurance plan. All participating providers listed on the website www.geobluestudents.com are available to you for consultation and treatment. It's a good idea to check with the doctor or medical facility directly to confirm that they are still participating in the network before you receive treatment.

Insurance FAQ (continued)

How much do I have to pay?

After you are enrolled in the plan, the insurance will pay for most *covered* treatment and services, but you will be required to pay for copays and coinsurance yourself (out-of-pocket). There is a \$20 copay at a doctor's office. There is also a \$50 copay for each hospital visit, inpatient or outpatient, including emergency room visits. (Note: ER copay is waived if you are admitted to hospital.) You must also pay 20% of charges (your coinsurance) for out-of-network providers. The coinsurance for prescription drugs is 50% of the cost of the drug.

You will also be responsible for any charges you incur for treatment or services that are *excluded* or *limited* under this plan, so please read the plan certificate carefully before seeking treatment.

How do I find a PPO doctor?

1. Go to www.geobluestudents.com and select "Find a Provider".
2. Type in the first three numbers of your member ID or choose your Network (**Blue Card PPO Basic**).
3. You can search by name, specialty, procedure, or more.
4. Enter your city or ZIP code for location and press "GO."
5. Select a doctor from the list, and call to make an appointment.

What do I need to bring with me for a scheduled visit with a doctor or hospital?

Always bring your insurance ID card and photo identification. In addition, be sure to bring cash or a credit card to pay your copay directly to the provider.

Does the plan cover preventive care?

Your insurance is an accident and sickness policy. This means your insurance covers you only when you are sick or you have had an accident. However, there is an annual women's wellness visit, which includes a cervical cancer screening and a breast exam. There is also 100% coverage with no cost sharing for contraceptive medications, services, and devices.

Are prescription drugs covered?

Yes, outpatient (not hospitalized) prescription drugs are covered at 50% of actual charges. Contraceptive drugs are covered at 100% of actual charges. You should always ask for the generic form (not brand name) of the drug, if available, as this will decrease the cost. You may use any pharmacy, including Safeway, Costco, Walmart, Walgreens, and CVS. *Please note that you will need to pay for prescriptions in full at the time of pickup, then submit a claim for reimbursement for the portion the company is responsible for paying.*

Is vision or dental coverage provided under this plan?

General vision and dental benefits are *not* provided by this student insurance plan. Please contact Ascension at **(800) 537-1777** or visit www.4studenthealth.com/smilesaver for details on other options.

Where do I send my bills, claims, or any other important information?

If you are billed for medical services (not including your copays), you must send copies of the bills to the claims department. The claims department may require further information to process your claim, such as a copy of your SHS referral. Send your copies and claims to the following address:

GeoBlue
P.O. Box 21974
Eagan, MN 55121

To check the status of your claim, you may contact GeoBlue by calling **(844) 268-2686**. You may request a representative who speaks your native language, if needed.

What if I pay for services such as doctor visits or prescriptions?

If you have paid for a prescription or a doctor or hospital visit (other than copays), you will need to submit a claim form for reimbursement. Download a claim form at www.4studenthealth.com/srjc, fill it out completely, and then send completed claim form and receipts to the above address. Always keep copies of claim documents for your records.

What if I'm outside California or the United States and need medical treatment?

Coverage is worldwide. Any treatment received outside California is covered at 100% in network and 80% out of network, after the copays. The copays cannot be waived. All medical bills, receipts, and other information should be sent to the address above.

Where can I find additional information on the plan?

Visit www.4studenthealth.com/srjc. There you can review your insurance plan benefits and coverage dates, download claim forms and instructions for filing a claim, search for a doctor, and much more!