

# 2017–2018 | FREQUENTLY ASKED QUESTIONS (FAQ)

## Santa Rosa Junior College

### International Student Insurance Plan

#### Why do I need health insurance?

Medical care in the U.S. is expensive and complicated. There is 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 applicable copays) 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.).

#### Can I enroll my dependents?

If you are enrolled in the plan, you may also enroll your spouse, or children under the age of 26. Visit [www.4studenthealth.com/srjc](http://www.4studenthealth.com/srjc) to enroll online with a Visa or MasterCard, or you can download an enrollment form to pay by check or money order. Dependents must be enrolled at the same time you enroll or within 31 days of marriage, birth, adoption, or arrival in the U.S. For questions about enrollment, contact Ascension at **(800) 537-1777** (Monday–Friday, 8:00 a.m. to 5:00 p.m. PT).

#### 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](http://www.geobluestudents.com).

#### What should I do if I need to see a doctor?

You should go to Student Health Services (SHS) first for treatment or a referral to an off-campus doctor or medical facility. Check your school website for hours and appointment information. There is no copay. If you cannot visit SHS first, you can still seek medical help elsewhere, but the copay will not be waived for you. 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 Student Health Services or the doctor's office is closed?

If it is *not* a life-threatening condition but you need to see a doctor right away and cannot wait for a scheduled appointment, 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 \$20 copay at an urgent care center.

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

1. Concentra Urgent Care  
1221 North Dutton Avenue  
Santa Rosa, CA 95401  
(707) 543-8360
2. Quantum Healthcare  
400 North McDowell Boulevard  
Petaluma, CA 94954  
(925) 251-6938
3. St. Joseph Heritage Healthcare  
925 Corporate Center Parkway, Suite A  
Santa Rosa, CA 95407  
(707) 543-2000

#### 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](http://www.geobluestudents.com) are available to you for consultation and treatment. Check with the doctor or medical facility directly to confirm that they are still participating in the network before you receive treatment.

#### 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. There is a \$20 copay at a doctor's office. There is also a \$50 copay for each hospital visit, inpatient or outpatient, and a \$100 copay for each emergency room visit. (Note: ER copay is waived if you are admitted to the 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](http://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 plan 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 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 CVS, Rite Aid, and Walgreens. 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](http://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 Student Health Services 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](http://www.4studenthealth.com/srjc), fill it out completely, and then send completed claim form and receipts to Geoblue, P.O. Box 21974, Eagan, MN 55121. 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.

## 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 visit [www.4studenthealth.com/srjc](http://www.4studenthealth.com/srjc) or 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.

## Where can I find additional information on the plan?

Visit [www.4studenthealth.com/srjc](http://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!