

2020–2021



Using Your Insurance



SANTA ROSA JUNIOR COLLEGE
INTERNATIONAL STUDENT INSURANCE PLAN

www.4studenthealth.com/srjc



How to Enroll

You are automatically enrolled through your school; no action is needed to enroll yourself in the plan.

For enrolling your dependents, visit the International Office on campus to pick up an enrollment form. You can pay by credit card, check, or money order. Your dependents (spouse, domestic partner, or children under the age of 26) must be enrolled before the start of the term or within 31 days of marriage, birth, adoption, or arrival in the U.S.

For questions about enrollment, contact Relation Insurance Services at **(800) 537-1777** (Monday–Friday, 8:00 a.m. to 5:00 p.m. Pacific Time).



Your Insurance ID Card

You will receive an email from GeoBlue at the start of each semester/term notifying you to download your ID card. You may also set up an account at www.geobluestudents.com to access your ID card any time. If you need to seek medical treatment before you receive notice that your ID card is active, please contact Relation at **(800) 537-1777** to obtain your insurance ID number.

Carry your ID card with you at all times! You will need your card when you visit the campus health center, doctor's office, urgent care, or hospital.



What You Will Pay

- The cost of the insurance charge
- A \$20 copay when you go to a Blue Card PPO doctor's office (waived at the campus health center)
- A \$20 copay when you go to a Blue Card PPO urgent care center when the campus health center or doctor's office is closed
- A \$50 copay when you visit a Blue Card PPO hospital
- A \$250 copay if you go to the emergency room (waived if you are admitted to the hospital)
- 50% of the cost of prescription medication (you must pay in full, then send a claim for 50% reimbursement)
- 20% out-of-network coinsurance if you do not use a Blue Card PPO provider
- Full amount for any services not covered by insurance (see exclusions and limitations in the Member Guide)



Where to Access Care

If you experience a sickness or an injury, here are the places you should go to access care. Each option is discussed in detail on the following pages.

- **Campus health center**, for minor illness or injuries
- **TeleMD™**
- **Doctor's office**, for medical concerns and sick visits
- **Urgent care center**, for illness or injuries when the campus health center or the doctor's office is closed
- **Hospital**, for scheduled surgery or a medical emergency only




What Does “In-Network” Mean and Why Does It Matter?

In-network means providers such as doctors, specialists, and hospitals that accept this insurance plan. *Note: Sometimes it is also called “PPO” or “Preferred” network.* The network for this plan is **Blue Cross Blue Shield**, also known as “**Blue Card PPO**.”

If you use a Blue Card PPO provider, covered medical services are paid by the insurance company at 100%. If you use an out-of-network provider, meaning a provider who is not part of the Blue Card PPO network, covered medical expenses are paid at 80%. *Copays are not included in what the insurance company pays.*

To find a Blue Card PPO provider:

1. Go to www.geobluestudents.com and under “Find a Provider” select “**U.S. Providers**.”
2. Enter your city and state, or ZIP code, for the location.
3. Click on “**Select a Plan**.”
4. Type in the code “**QHS**” from your member ID card and click “**Go**” to search.
5. Fill in the “**Select a category**” section and click  to find a Provider.
6. Select a doctor from the list, and call to make an appointment.

It is best to locate a Blue Card PPO doctor, urgent care center, and emergency room near you before you get sick. Always verify the provider is part of the **Blue Card PPO Network** before you receive treatment.



What's Covered (Treatment must be Medically Necessary)

- \$250,000 benefit year maximum for all eligible medical expenses
- Most doctor visits and hospital charges, paid at 100% (after copay) when you use a Blue Card PPO provider; or 80% when you use an out-of-network provider
- Emergency expenses
- Surgery, in- and out-patient
- Tests, procedures, and lab services, such as X-rays and blood draws
- Physical therapy, chiropractic care, acupuncture
- An annual women's cervical cancer screening and a breast exam
- Pregnancy and maternity
- Prescriptions, covered at 50% of actual charge after deductible (contraceptives covered at 100%)

Limitations, coinsurance, and copays may apply. Please see the Plan Certificate for full benefit details.



Campus Health Center

For general medical care, please visit the School Health Services. The staff can treat many conditions or refer you to another doctor or specialist, if necessary.



Santa Rosa Campus Student Health Services
Race Building, Room 4017
Santa Rosa, California 95401
(707) 527-4445

School Health Services	
Santa Rosa Campus Race Building, Room 4017 Santa Rosa, California 95401 (707) 527-4445 <u>Hours</u> Monday – Thursday 8:30 a.m. – 5:00 p.m. Friday 8:30 a.m. – 12:30 p.m.	Petaluma Campus Richard W. Call Building, Room 610 Petaluma, California 94594 <u>Hours</u> Monday – Wednesday 9:00 a.m. – 5:00 p.m. Thursday – Friday Closed



Healthcare at Your Fingertips

GeoBlue offers you the ability to obtain confidential access to your doctor via telephone or video call:

- Visit the  or  and download Global TeleMD™ from Advance Medical Health Care Management Services
- Create a profile
- Log in



Doctor Visits

When you have a health care need, such as a sickness, injury, or other medical concern, schedule an appointment to see a doctor.

1. Use a Blue Card PPO doctor whenever possible. *Note: You are not required to see Blue Card PPO doctors; however, if you choose to see a doctor who is not a Blue Card PPO provider, you will have to pay 20% of charges.*
2. Call the doctor's office to make an appointment. Tell them you have **Blue Card PPO** insurance (part of the Blue Cross Blue Shield Preferred Provider Network).
3. Arrive 15 minutes early for your appointment.
4. Bring your REFERRAL FORM from the campus health center (if you received one) and insurance ID card with you.

Every visit to a health care professional, whether at the campus health center, doctor's office, emergency room, urgent care center, etc., is treated confidentially. No information will be released without your express written consent.



Urgent Care

Do not go to the hospital for minor illnesses or injuries! If you need to see a doctor immediately and cannot wait for a scheduled appointment, please go to an **urgent care center**. Hospital emergency rooms typically charge *2-3 times more* than a doctor's office or urgent care center. Use an urgent care center instead of an emergency room to save time and money.

Here are some Blue Card PPO urgent care centers close to campus:

- Annadel Medical Group
925 Corporate Center Parkway, Suite A
Santa Rosa, California 95407
(707) 543-2000
- St. Joseph Urgent Care
1450 Medical Center Drive
Rohnert Park, California 94928
(707) 584-0672
- Sutter Medical Foundation
3883 Airway Drive
Santa Rosa, California 95403
(707) 576-4000



Hospital Emergency Room

In the case of a life-threatening emergency, call 911 for an ambulance or go to the nearest hospital emergency room (ER).

Examples of life-threatening emergencies:

- Car accident
- Severe pain or excessive bleeding (especially from the head)
- Heart attack
- Higher fever or rash after surgery
- Broken bones
- Coughing up blood
- Signs of miscarriage

These are only a few examples of emergency medical conditions. These examples do not constitute medical advice. Please contact a medical professional if you have questions about any medical condition.



Getting a Medication

If your doctor prescribes a medication, you may fill it using any pharmacy, including CVS, Rite Aid, Walgreens, and Walmart.

Points to consider:

- ALWAYS ask for the generic form of the drug, if available; this will decrease the cost.
- You will have to pay for prescriptions in full.
- Download a prescription claim form at www.4studenthealth.com/srjc under **Pharmacy** in the USE YOUR INSURANCE section and fill out the form completely.
- Send all receipts with the completed claim form to the address on the form. You will be reimbursed 50% of the cost of the drug. Make copies of all receipts for your records before you mail them.



Claims

After your visit, the doctor or provider will send a bill to the insurance company for the charges. The insurance company will review the doctor's statement and determine the payment for each itemized procedure. The insurance company will then send you an Explanation of Benefits. *This is not a bill.* It is a notification of what the insurance company will pay your doctor.

The doctor will receive payment from the insurance company and then bill you for any amount not covered by the insurance. You must pay for any amount the insurance company does not cover. If you do not pay, it will affect your credit and possibly your visa status. *Note: Most charges are covered at 100% (after deductible) if you use a Blue Card PPO provider.*

In most cases, the provider will submit the claim for you.

If you are required to pay for services up front, you will need to complete a claim form in order to be reimbursed (paid back) by the insurance company.

Download a claim form from www.4studenthealth.com/srjc, and send the completed form with all bills and receipts for medical treatment to:

GeoBlue
P.O. Box 21974
Eagan, Minnesota 55121

Fill out the form completely so that your claim will be processed promptly. **Keep copies of all the documents you submit.** To check the status of a claim you submitted, contact GeoBlue at **(844) 268-2686**.



What if I am outside California or the U.S. and need medical treatment?

Coverage is worldwide. Any treatment received outside California is covered at 100% within the Blue Card PPO network and 80% out-of-network, after the copays.

All medical bills, receipts, and other information should be sent to the claims department address.



Optional Practical Training

You are still eligible for the insurance coverage offered through your school, but you must contact Relation 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.



Please contact us if you have any questions about this Plan. We are happy to assist you!



(800) 537-1777



customerservice.la@relationinsurance.com



www.4studenthealth.com/srjc

No-Cost Language Services: You are eligible to access the services of an interpreter to have insurance documents read to you in your native or preferred language, at no cost to you. To use this free service, call the number listed on your insurance ID card. For further help, call the CA Department of Insurance at (800) 927-4357.

Disclaimer: CA License No. 0G55426. If there are any discrepancies between this document and the Plan Certificate, the Plan Certificate will govern.