

## GENERAL INFORMATION – 2024 OPEN ENROLLMENT

### PEOPLESOFT/HR SELF-SERVICE ENROLLMENT PROCESS - *eBenefits*

During this Open Enrollment period employees will enroll in, and make changes to, health plans (Medical, Dental, Vision) and Flexible Spending Accounts (Health Care 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](http://www.bc.edu/openenrollment) . Essentially you will log onto the Agora portal using your Username and Password; navigate to PeopleSoft Human Resource Services; then to Self Service > Benefits > Benefits Enrollment.

### HARVARD PILGRIM COVERAGE CHANGES and OTHER NEWS

#### (1) Acupuncture and Chiropractic Visits (HMO and PPO)

- 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) Physical Therapy and Occupational Therapy (HMO and PPO)

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

#### (3) Behavioral Health Services Change and New ID Cards

Following the merger of Harvard Pilgrim with Tufts Health Care, Harvard Pilgrim is integrating its behavioral health services within Harvard Pilgrim itself. (This is the same model that Tufts Health has been using for years.) Therefore, United Behavioral Health will no longer be managing behavioral health care for Boston College members (although the UnitedHealthcare network will still be used for nationwide care outside the Harvard Pilgrim network). Many of the providers in Harvard Pilgrim's expansive network are the same as were in United's network. Harvard Pilgrim has assured us that there should be no disruption in service for those currently receiving behavioral health assistance.

Since the phone number for obtaining services will change, **new Harvard Pilgrim ID cards** will be issued in December. Your member ID# will not change.

#### (4) New "MyConnect" Service for edHEALTH Schools

Harvard Pilgrim has implemented a new Member Advocate service team dedicated to employees and members of edHEALTH schools. Upon request, this team can:

(see next page)

- 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 UNDER 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 real-time, Skype-like technology using a smartphone, tablet, or computer. You can receive care for numerous non-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](http://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 not intended to replace routine care with a primary care provider.