International Student Health Insurance Plan

2015 – 2016

Cal Poly, San Luis Obispo
Why do I need medical insurance?

• CSU requires that you have insurance
• The U.S. Department of State requires J-1 exchange visitors to have insurance
• Insurance helps pay for your medical bills
• The U.S. government will not help non-citizens with medical bills
• You must purchase insurance before you get sick
• Medical care is one of the fastest rising expenses in the U.S. and is more expensive than in any other country
Average Medical Costs in the USA

- Hospital room and board, doctor fees = $2,500/day
- One day in an Intensive Care Unit (ICU) = $10,000
- Hospital Emergency Room (ER) = $750 - 1,500
- Treating a broken arm = $4,000
Buying and Renewing Insurance

• If enrolled in classes:
  • Cal Poly enrolls you
  • Charge is added to your student account when you enroll in classes

• If not enrolled (F-1 not required):
  • You enroll by phone
  • Call Wells Fargo at 800-853-5899
  • Monday – Friday, 8 a.m. – 5 p.m.
Summer

• **If enrolled in classes:**
  • You will be enrolled in the insurance

• **If not enrolled:**
  • F-1 – enrollment is optional by phone
  • J-1 – enrollment is required, you must enroll yourself by phone
### Cost, Coverage Dates, and Deadlines

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th>Winter</th>
<th>Spring</th>
<th>Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student/ Scholar</strong></td>
<td>$306.51</td>
<td>$267.34</td>
<td>$250.23</td>
<td>$250.23</td>
</tr>
<tr>
<td><strong>Spouse</strong></td>
<td>$306.51</td>
<td>$267.34</td>
<td>$250.23</td>
<td>$250.23</td>
</tr>
<tr>
<td><strong>Per Child</strong></td>
<td>$306.51</td>
<td>$267.54</td>
<td>$250.23</td>
<td>$250.23</td>
</tr>
</tbody>
</table>

Premiums will NOT be reduced if you enroll after the first date of coverage for the term.
ID Cards

• No permanent ID card will be mailed
• Download your card from [aetnastudenthealth.com](http://aetnastudenthealth.com) and print it
• Carry the ID card with you at ALL times
• Show the ID card whenever you receive medical treatment
• If you move or change your address, call Wells Fargo Insurance to provide your current address information, or email [studentinsurance@wellsfargo.com](mailto:studentinsurance@wellsfargo.com)
Register on Aetna Website

• Go to aetnastudenthealth.com
• Click on Members / Aetna Navigator in the top menu
• Click on the Register now button
• Enter your name, date of birth, and member ID from your card
• Provide your mailing address or opt out of mailing and get your EOB by email
Aetna Mobile App

• Download the free Aetna mobile app
  • Text Apps to 44040
• Learn more at aetna.com/mobile
How do I use it?

**Call Cal Poly Nurse Line**
1-866-439-2012

or

**Informed Health Line**
1-800-556-1555

- Emergency Room or Drop-in Clinic

**Visit the Cal Poly Health Center**

**Locate an Off-campus Doctor**

- Call to verify Provider is still participating and make an appointment

**Present Health Insurance ID Card to the Provider**

- Submit Claim Form with Receipts

- Receive response (EOB) from Aetna Student Health within 4-6 weeks
## Benefit Summary

<table>
<thead>
<tr>
<th>Summary of Benefits</th>
<th>PPO</th>
<th>Non-PPO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max benefit</td>
<td>Unlimited Annual and Lifetime Maximums</td>
<td></td>
</tr>
<tr>
<td>Out of pocket maximum</td>
<td>Individual - $2,250 Family - $4,500</td>
<td>No limit</td>
</tr>
<tr>
<td>Deductible</td>
<td>$100 (per school year)</td>
<td></td>
</tr>
<tr>
<td>Portion of cost you pay</td>
<td>0% PPO</td>
<td>25% Non-PPO</td>
</tr>
<tr>
<td>Prescriptions</td>
<td>At Student Health Center Pharmacy – Insurance pays 100% of charge</td>
<td>At any other pharmacy – Insurance pays 50% of Recognized Charge</td>
</tr>
<tr>
<td>Office visit co-pay</td>
<td>$10 PPO</td>
<td>25% Non-PPO + $20 co-pay</td>
</tr>
</tbody>
</table>
Annual Deductible

• $100 per Insured Person

• Deductible is the amount of covered medical expenses you pay before your insurance benefits start

• Not counted toward your deductible are:
  • Co-pays for office visits
  • Pharmacy costs

• See list of items that are covered without having to meet deductible (i.e. routine exams, pap smears, birth control)
PPO Out of Pocket Limit

• $2,250 per individual or $4,500 per family per year limit
• The most you will pay per year
• The following count toward your OOPM:
  • Pharmacy costs
  • Office co-payments
  • Non-PPO 25% co-payments
  • Ambulance 10% co-payments
What is covered?

• See pages 5-10 of the plan brochure
• Hospital stay, surgery, x-rays
• Routine check-ups, lab tests
• Mental health benefits
• Alcoholism and drug addiction
• Maternity benefits and family planning
• Prescription drugs
• Claims for services received outside of the USA (handled like non-PPO claims)
What is not covered?

- See list of exclusions starting on page 11 of the brochure
- Immunizations
- Routine hearing exams
- Dental services (check-ups, fillings, extractions, or any service not related to an injury of the mouth)
- Vision exams or vision correction (eyeglasses/contacts)
  - Unless after cataract surgery or if you are under 19 years of age
After Hours Care

- **Campus Health and Wellness Resources**
  - [hcs.calpoly.edu/content/health/after_hours](hcs.calpoly.edu/content/health/after_hours)
  - 24-hour nurse line 1-866-439-2012

- **2 urgent care facilities in SLO in your PPO network** – call first to be sure they are open ($10 co-payment)
  - Family & Industrial Medical Center
  - Med Stop Urgent Care
  - See maps on Health Center after-hours web page

- **Emergency Room** ($50 co-payment)
  - Sierra Vista Hospital and French Hospital in SLO
  - Any hospital – you are covered!
Emergencies

• If you are in a life-threatening situation, call 9-1-1
• If you are not sure if you need to go to the hospital, call the Cal Poly nurse line or the Aetna nurse line
• Go to nearest emergency room or urgent care
• If you need an ambulance, let them know when you call 9-1-1
  • Insurance pays 90% of ambulance charge
On Call Emergency Coverage

- Emergency medical evacuation to your home
- Repatriation of remains
- Bedside visit – if you are hospitalized for 7 days or more, your insurance will fly a family member here
- Translation between hospital and family
- Be sure family calls On Call before making flight arrangements – send brochure to family!
- Call the International Center – we can contact Wells Fargo to open a case for you
- Share [brochure](#) with your family
After Medical Treatment

• Some doctors bill direct (PPO) and others require you to pay (non-PPO)

• Within 180 days of receipt of EOB, send medical bills and/or detailed receipts with a completed CLAIM FORM to Aetna Student Health – claim forms are located at aetnastudenthealth.com
  • Aetna Claim Form (off-campus claims)
  • Prescription Drug Claim Form (off-campus pharmacy)
  • CSU Health Center Claim Form (on-campus claims – medical & pharmacy)

• Mail or email to address on the form

• If you do not receive a response after 4-6 weeks, contact the Aetna Claims Department
Who can I contact?

• Call **Aetna Student Health** at 1-866-378-8885
  • Check on the status of your bill
  • Have a question regarding your benefits or claims
  • [aetnastudenthealth.com](http://aetnastudenthealth.com)

• Call **Wells Fargo** at 1-800-853-5899
  • To order a plastic ID card
  • To buy insurance for summer or for dependents
  • Email to update mailing address: [studentinsurance@wellsfargo.com](mailto:studentinsurance@wellsfargo.com)

• Contact International Center – [sltripp@calpoly.edu](mailto:sltripp@calpoly.edu)
  • [international.calpoly.edu/students/health.html](http://international.calpoly.edu/students/health.html)
Frequently Asked Questions
Q: If I purchase after the start date can I pay less?
A: No. Coverage is only sold for specific terms and cost.

Q: Can I get a refund or cancel?
A: Refund requests are considered only if you withdraw from school within 45 days or enter the Army, and you have not used the plan during the period. Contact the International Center to request cancellation.
Q: Is there dental or vision coverage?
A: Only if you are under 19 years of age.

Q: Are ambulances free?
A: No. PPO – You will pay 10% of charge
Q: Will I have a registration hold for health insurance?
A: You will not have a hold for health insurance placed by the International Center. But, if you do not pay for it, you will have a financial hold.

Q: Can I continue coverage while on OPT or Academic Training?
A: Yes. You have the option to enroll by phone to continue your coverage during work authorization on the same visa status.
Q: Is there anything I need to do?

A: 1) E-mail your U.S. mailing address to studentinsurance@wellsfargo.com
2) Print your ID card from aetnastudenthealth.com
3) Send the On Call brochure to your family members
Other Questions?