



**WESTERN MICHIGAN UNIVERSITY**  
Human Resources

**COBRA Participants:**

Aviation Associates  
Post-Graduate Fellows (R3)

## 2024 Benefits Guide





## What's Inside

Benefits Enrollment Checklist.....	3
Medical Plan Overview.....	4
Prescription Drugs .....	7
Benefits That Support Your Evolving Needs.....	9
COBRA Monthly Rates.....	10
Contacts.....	11
There's an App for That .....	12
Notices.....	13



## Benefits Enrollment Checklist

- Review this Benefits Guide to learn about the health care benefits available to you. Choose the ones that are the best fit for you (and your family).
  - To find additional plan information, visit the Human Resources webpage at [wmich.edu/hr](https://wmich.edu/hr). Select your **Employee Group**, and then select **Benefit Details**.
  - Forms are available on the Human Resources webpage at [wmich.edu/hr/forms/enrollment](https://wmich.edu/hr/forms/enrollment).
- Complete a [Health Insurance Enrollment and Change Form](#) to change health plans or to add, drop or change coverage for dependents. To add a designated eligible individual to the health plan, complete the [designated eligible individual enrollment form](#). Gather the supporting documentation you'll need to submit with it, as noted on the form.
- Complete and submit [enrollment forms](#)—along with any required supporting documentation—to [the Human Resources Service Center](#) by mail or fax:
  - **New COBRA enrollees:** within 60 days
  - **Open Enrollment:** by Friday, Nov. 17

For additional information, contact [the Human Resources Service Center](#). If you don't enroll, you and your covered dependents will have the same medical benefits you had in 2023.



## Medical Plan Overview

The Blue Cross Blue Shield of Michigan (BCBSM) Community Blue PPO plan includes prescription drug coverage and preventive care at no additional cost to you. The plan uses a specific network of providers and facilities to offer the highest-quality care at the lowest rates.

### Plan highlights

#### Community Blue PPO

- Provider choice—stay in-network or use an out-of-network provider or facility. You don't need a referral to see a specialist.
- You'll pay more out of pocket if you use an out-of-network provider, and some services may not be covered.
- Includes 24/7/365 virtual care through Blue Cross Online Visits<sup>SM</sup>.
- Sindecuse Health Center is in-network. Deductibles, coinsurance and copays apply.
- WMU Unified Clinics provide services to you and your family. Plan coverage and costs vary by service.
- Nationwide coverage through BCBS PPO networks.



## Community Blue PPO

The PPO offers set copays for some services, like doctor's visits and prescriptions. For other services, such as diagnostic tests and hospital stays, you must first meet your annual deductible. Then the plan will pay 90% of expenses, and you'll pay 10% coinsurance—up to an annual cap.

To locate a provider, visit [bcbsm.com](https://bcbsm.com) and select **Find a Doctor**. For your plan, select **PPO Plans**.

[Learn more about the Community Blue PPO plan.](#)

### Don't want to leave home for care?

**You don't have to.** The Community Blue PPO plan offers virtual medical and mental health visits to you and your covered dependents through **Blue Cross Online Visits**. See a certified health professional 24/7/365—wherever you are—using your smartphone, tablet or computer. If you need medication, the doctor can send a prescription directly to your pharmacy. You'll pay a \$35 copay.

You can get help for conditions including cough, sinus infection, sore throat, bronchitis, fever, diarrhea, pink eye, cold, flu, headache, weight concerns, smoking cessation, depression, anxiety, grief and insomnia.

To get started, visit [bcbsmonlinevisits.com](https://bcbsmonlinevisits.com), add the app to your smartphone or tablet, or call **(844) 606-1608**.



## What you pay for medical care

To understand the basics, start with this [overview](#).

	Community Blue PPO	
	In-Network	Out-of-Network
<b>Deductible</b>	\$1,000 individual \$2,000 family	\$2,000 individual \$4,000 family
<b>Coinsurance</b>	20% after deductible (50% for select services)	40% after deductible (50% for select services)
<b>Out-of-Pocket Maximum</b>	\$3,500 individual \$7,000 family	\$5,000 individual \$10,000 family

	Community Blue PPO (In-Network)
<b>Preventive Care</b>	\$0
<b>Primary Care Provider</b>	\$35 copay
<b>Blue Cross Online Visits</b>	\$35 copay
<b>Specialist</b>	\$40 copay
<b>Chiropractor</b>	\$0, no deductible/coinsurance (12 visits per calendar year)
<b>Urgent Care</b>	\$40 copay
<b>Emergency Room</b>	\$150 copay (waived if admitted to the hospital)
<b>Hospital Services</b>	20% coinsurance after deductible
<b>Diagnostic Testing</b> (X-ray, labs, etc.)	20% coinsurance after deductible
<b>Advanced Imaging*</b> (MRI, CT or PET scan, etc.)	20% coinsurance after deductible
<b>Outpatient Physical Therapy, Speech Therapy, Occupational Therapy</b> (for rehab)	20% coinsurance after deductible (combined 60-visit maximum per member per calendar year)
<b>Outpatient Mental Health Care</b>	20% coinsurance after deductible

\* Prior authorization required

For coverage details, review the Community Blue PPO plan Benefits at a Glance on the HR website at [wmich.edu/hr](https://wmich.edu/hr). Choose your **Employee Group**, select **Benefit Details**, then select **Health Care Benefits**.



# Prescription Drugs

Prescription drug coverage is included with your medical plan. What you pay depends on your plan coverage, the medication type, fill quantity and where you fill the prescription. In addition to your plan's retail and mail-order pharmacy options, you can also fill your prescriptions at the Sindecuse pharmacy.

## What you pay

### Community Blue PPO

(In-network pharmacy and Sindecuse pharmacy)

	30-Day Retail	90-Day Mail Order	90-Day Sindecuse	90-Day Retail
<b>Tier 1</b> (generic)	\$10 copay*	\$20 copay*	\$22.50	\$25 copay*
<b>Tier 2</b> (preferred brand)	\$40 copay	\$80 copay	\$90.00	\$100 copay
<b>Tier 3</b> (non-preferred brand)	\$80 copay	\$160 copay	\$180.00	\$200 copay
<b>Tier 4</b> (preferred specialty)**	15% coinsurance, up to a maximum of \$150			
<b>Tier 5</b> (non-preferred specialty)**	25% coinsurance, up to a maximum of \$300			

\* If the price of the drug is less than the copay, you'll pay the lower amount.

\*\* Specialty drugs are limited to a 15- or 30-day supply. [Learn more about special coverage and mail order through AllianceRx Walgreens Prime delivery.](#)





## Refill maintenance meds by mail and pay less

Save time—and money—when you fill a 90-day prescription using OptumRx mail-order pharmacy. Depending on the medication, you could pay less than you would if you filled the same prescription at a retail pharmacy. To get started, visit [bcbsm.com](https://bcbsm.com).

## PillarRx copay assistance program

If you are on the WMU health plan and you or a covered family member takes a specialty or high-cost prescription drug, the PillarRx copay assistance program through BCBSM is designed to save you money, without changing the drug prescribed. This program will help you locate and take advantage of manufacturer copay assistance programs that significantly lower out-of-pocket costs for certain expensive medications. If you currently take one or more medications included in the PillarRx Drug List, you will receive introductory information in the mail and then a phone call from PillarRx to enroll you, explain how the program works and explain what to expect at the pharmacy. Once enrolled, PillarRx sends all the information needed for your discount to your pharmacy.

## Special circumstances for some drugs

To ensure you're receiving the most appropriate and cost-effective therapy, certain prescription drugs require [prior authorization](#) or step therapy before they're covered. Step therapy involves trying less expensive options before the brand-name drug will be covered. [View the step therapy overview and drug list.](#)

## AllianceRx

Some specialty drugs must use our exclusive pharmacy network administered by AllianceRx. Specialty drugs are prescription medications that require special handling, administration or monitoring. BCBSM and BCN offer mail-order service, retail specialty network pharmacies and support programs through AllianceRx Walgreens Prime, an independent company that provides specialty pharmacy services for BCBSM and BCN members. For the most up-to-date list, please see the Specialty Drug Program Rx Benefit [Member Guide on bcbsm.com](#), or call the customer service phone number on the back of your health plan member ID card.





## Benefits That Support Your Evolving Needs

No matter what life throws at you, your WMU benefits are designed to keep you and your family healthy and to sustain you when you're not. Take a look at the programs and incentives that support your physical, financial and emotional health, including fully covered preventive care (annual checkups, immunizations, tests and screenings) and dental cleanings.

### Livongo diabetes program with BCBSM

WMU offers a diabetes management program through BCBSM and powered by [Livongo](#). Livongo makes managing diabetes easier by removing barriers to diabetes management. Livongo offers advanced blood glucose meters, personalized coaching and support (by phone, text message or through the Livongo mobile app), unlimited free supplies, and a personalized experience. Livongo is 100% covered by WMU, and you will receive a welcome kit, onboarding information and supplies when you sign up. Enroll by calling **(800) 945-4355** or visiting [join.livongo.com/WMU](https://join.livongo.com/WMU) (registration code: BCBSM).

### 24/7 support when you need it

That's what the Employee Assistance Program is all about. HelpNet's licensed counselors offer you and members of your household no-cost, confidential, short-term counseling for a range of issues. They can help with marital and family concerns, addiction, grief and loss, relationships, stress, anxiety, legal and financial issues, and depression. They can also provide referrals to child care and adult care providers.

Just call **(800) 969-6162**, or visit the [EAP website](#) > **Work Life Login** (Username: cowboy).



## COBRA Monthly Rates

The rates in the following chart reflect your combined monthly cost for medical and prescription drug coverage.

	Individual	2-Person	Family
Community Blue PPO Plan	\$628.52	\$1,508.46	\$1,885.58



## WESTERN MICHIGAN UNIVERSITY

### Human Resources

The HR Service Center hours are Monday, Tuesday, Thursday and Friday, 8 a.m. to 5 p.m. and Wednesday, 9 a.m. to 5 p.m.

**(269) 387-3620**

**(269) 387-3441** (fax)

Email: [hr-hris@wmich.edu](mailto:hr-hris@wmich.edu)

Website: [wmich.edu/hr](http://wmich.edu/hr)

**Mailing address:**

1903 W. Michigan Ave.

Kalamazoo, MI 49008-5217

**Location:**

1270 Seibert Administration Building

---

## Contacts

### Blue Cross Blue Shield of Michigan

Medical plan

**(877) 671-2583**

Website: [bcbsm.com](http://bcbsm.com)

### Blue Cross Blue Shield of Michigan Online Visits

**(844) 606-1608**

Website: [bcbsmonlinevisits.com](http://bcbsmonlinevisits.com)

### HelpNet

Employee Assistance Program

**(800) 969-6162**

Website: [helpneteap.com](http://helpneteap.com)

### Livongo

Diabetes management program

**(800) 945-4355**

Website: [join.livongo.com/WMU](http://join.livongo.com/WMU)

Registration code: BCBSM

### OptumRx

Mail-order prescription drugs

**(855) 811-2223**

Website: [bcbsm.com](http://bcbsm.com)

### Sindecuse Health Center

Medical, pharmacy, sports medicine, physical therapy, massage therapy, nutrition counseling

**(269) 387-3287**

Website: [wmich.edu/healthcenter](http://wmich.edu/healthcenter)

### WMU Unified Clinics

College of Health and Human Services

Specialty Clinics

**(269) 387-7000**

Website: [wmich.edu/unifiedclinics](http://wmich.edu/unifiedclinics)

**Location:**

1000 Oakland Drive

Kalamazoo, MI 49008-5361



## There's an App for That

Download these mobile apps now, so you can access your benefits on your mobile device—wherever you are, whenever you need to.



**Blue Cross  
Blue Shield  
of Michigan**

[App Store](#)

[Google Play](#)



**Livongo**

[App Store](#)

[Google Play](#)



**VSP**

[App Store](#)

[Google Play](#)



**BCBSM  
Online  
Visits**

[App Store](#)

[Google Play](#)



**OptumRx**

[App Store](#)

[Google Play](#)



## Notices

You can review the following notices at [wmich.edu/hr/benefits-notices](https://wmich.edu/hr/benefits-notices):

- COBRA Continuation of Coverage
- Health Insurance Portability and Accountability Act of 1996 (HIPAA) Notification of Privacy Practice
- Michelle's Law
- Newborns' and Mothers' Health Protection Act
- New Health Insurance Marketplace Coverage Options and Your Health Coverage
- No Surprises Act
- Notice of Patient Protection
- Notice of Special Enrollment Rights
- Notice Regarding Wellness Program
- Premium Assistance Under Medicaid and the Children's Health Insurance Program (CHIP)
- Protections From Disclosure of Medical Information
- Summary of Benefits and Coverage for Employee Assistance Program
- Summary of Benefits and Coverage for Medical and Prescription Drug
- Women's Health and Cancer Rights Act (WHCRA) of 1998

This guide is intended to be a summary of benefits offered and does not include complete coverage and policy details. In case of a discrepancy between the guide and the actual plan documents and policy statements, the actual plan documents and complete policy will prevail. For more information on what each benefit covers, visit [wmich.edu/hr](https://wmich.edu/hr), select your employee group, and then select benefit details, to see the individual benefit summaries, contracts or policies.



***WESTERN MICHIGAN UNIVERSITY***  
Human Resources

October 2023