



THE UNIVERSITY OF  
**TOLEDO**

# Student Insurance Program

## Presentation to Graduate Student General Assembly

February 12, 2019

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# Major Transition Issues

- SEBT (Third Party Administrator) stopped paying claims
- SEBT notified UT on December 10, 2019 that they were ceasing operations
- SEBT filed for bankruptcy on January 22, 2019
- UT needed to find new medical, prescription drug, and stop-loss insurance coverage for January 1, 2019
- UT needed to secure and then transfer current dental and vision contracts retroactive back to January 1, 2019
- UT needed to administer Winter semester enrollment and waiver process through January 31, 2019
- Students need assistance with unpaid 2018 claims, 2019 provider network, and 2019 winter semester enrollment



# Primary Functions of a Third Party Administrator

- **Pay providers for services** (e.g. hospitals, physicians, labs, pharmacies)
- **Pay vendor premiums** (e.g. dental, vision)
- **Calculate annual accumulators** (e.g. deductibles, out-of-pocket maximums) to ensure students' payment obligations are accurate (based on plan design)
- **Customer service**
- **Acquire or build provider network**
- **Maintain accurate eligibility files** (send to vendors)
- **Complete prior authorizations** (utilization management)
- **Provide financial and utilization reports to plan sponsor**
- **Obtain and store student premium payment information** (including credit card info)



# 2019 Spring - Participants, Premiums, Plan Design

- **Bronze Plan (594)** (241 Undergrad / 353 Grad) Undergrad / Grad
  - Student Only (240 / 353) \$1,166 / \$1,774
  - Student + Spouse (0 / 0) \$4,267 / \$6,494
  - Student + Children (0 / 0) \$3,021 / \$4,599
  - Family (1 / 0) \$6,122 / \$9,319
  
- Annual Deductible: \$0 / \$800 / \$1600
- Single / Family Out-of-Pocket Max: \$6,250 / \$12,500
- Prescription Drug Coverage - Utilizing UT Pharmacy = co-pay only
  - Generic - \$5 co-pay + (40% / 50% coinsurance)
  - Brand Formulary - \$15 co-pay + (40% / 50% coinsurance)
  - Brand Non-Formulary - \$30 co-pay + (40% / 50% coinsurance)

Note: Coverage Period is January 1 to August 10, 2019 (8.32 months).





# 2019 Spring - Participants, Premiums, Plan Design

- **Silver Plan (26)** (15 Undergrad / 11 Grad) Undergrad / Grad
  - Student Only (15 / 11) \$1,457 / \$2,217
  - Student + Spouse (0 / 0) \$5,333 / \$8,118
  - Student + Children (0 / 0) \$3,777 / \$5,748
  - Family (0 / 0) \$7,653 / 11,648
  
- Annual Deductible: \$0 / \$600 / \$1,200
- Single / Family Out-of-Pocket Max: \$5,250 / \$12,500
- Prescription Drug Coverage - Utilizing UT Pharmacy = co-pay only
  - Generic - \$5 co-pay + (30% / 40% coinsurance)
  - Brand Formulary - \$15 co-pay + (30% / 40% coinsurance)
  - Brand Non-Formulary - \$30 co-pay + (30% / 40% coinsurance)

Note: Coverage Period is January 1 to August 10, 2019 (8.32 months).



# 2019 Spring - Participants, Premiums, Plan Design

- **Gold Plan (36)** (14 Undergrad / 22 Grad) Undergrad / Grad
  - Student Only (13 / 22) \$1,821 / \$2,772
  - Student + Spouse (0 / 0) \$6,667 / \$10,147
  - Student + Children (0 / 0) \$4,721 / \$7,185
  - Family (1 / 0) \$9,566 / \$14,561
  
- Annual Deductible: \$0 / \$400 / \$800
- Single / Family Out-of-Pocket Max: \$4,250 / \$12,500
- Prescription Drug Coverage - Utilizing UT Pharmacy = co-pay only
  - Generic - \$5 co-pay + (20% / 40% coinsurance)
  - Brand Formulary - \$15 co-pay + (20% / 40% coinsurance)
  - Brand Non-Formulary - \$30 co-pay + ( 20% / 40% coinsurance)

Note: Coverage Period is January 1 to August 10, 2019 (8.32 months).



# Student Feedback / Themes to Date

- Why are UT's plans so expensive?
- Students want **affordable** student insurance.
- Student insurance should provide **adequate coverage** (Deductibles and Out-of-Pocket Max cannot be too high)
- Student Insurance Program staff are not always available.
- What do I do if I have 2018 unpaid claims?
- How do I know if my hospital or doctor is "in-network"?





# What To Do If You Have 2018 Unpaid Claims

- Call PayerFusion at **1-866-752-8881**.
- PayerFusion will send student a HIPPA Release Form (this is needed for PayerFusion to act on students behalf).
- Student signs and returns the HIPPA Release Form.
- PayerFusion will reach out to Provider(s) on the student's behalf and offer next steps to Providers regarding the SEBT bankruptcy.
- Students should only be obligated to pay the applicable deductible and co-insurance based on their selected plan (gold, silver, bronze) and provider tier (UTMC/UTP, In-Network, Out-of-Network).



# How to Find Out if Your Provider is “In-Network”

- Call PayerFusion at **1-866-752-8881**
- If your preferred provider is not in network, the following can occur:
  - PayerFusion will fill out a “Provider Nomination” form.
  - PayerFusion will then reach out to provider and see if they can contract with the provider and get them in network.
  - PayerFusion can also help you find another hospital, provider, lab site (as applicable).
- You can also look up providers and pharmacies online at:  
<https://payerfusion.com/provider-search/#myprovidersearch>
  - Then select the “US Search” button for US Providers or US Pharmacy Network.



# Components that Impact Monthly Premiums

- **Number of Plans** (Currently there are **6 plans**)
  - Undergraduate / Graduate
  - Gold, Silver, Bronze
- **Number of Premium Tiers** (Currently there are **4 tiers**)
  - Single, Single + Spouse, Single + Child, Family
- **Number of Medical Provider Tiers** (Currently there are 3)
  - UTMC/UTP, In-Network, Out-of-Network
- **Deductible Levels**
- **Out-of-Pocket Maximum Levels**
- **Medical/Prescription Drug Co-Insurance/Co-Pays Levels**
- **Opt-In versus Opt-Out** (Currently we are “Opt-In”)



# Current Opportunities – Education

- Provide student education on health insurance basics
  - How to find a provider?
  - When to go to doctor, urgent care, emergency room?
  - What is your annual deductible, out-of-pocket maximum?
- Provide student education on PayerFusion services
  - Customer service and general education
  - Concierge services (e.g. SEBT unpaid claims)
  - Building the provider network
  - Payments to providers / administrators
  - Plan enrollment assistance
- Market the UT Student Insurance Program staff & availability





# Current Vision for 2019 Fall Semester

- Affordable Monthly Premiums (Potential Plan Structure)
  - One plan (Name TBD)
  - Reduce premium tiers (Student, Additional - TBD)
  - Keep three medical provider tiers (UTMC/UTP, In-Network, Out-of-Network)
  - Complete building the provider network based on known student utilization.
- **Student Preferred Plan Design(s)** – Its Your Plan
  - Deductible levels (By Provider Tier)
  - Out-of-Pocket Maximum
  - Medical / Prescription Drug Co-Insurance Levels



# Insurance Basics – Impact on Premiums

- The larger the risk pool, the more risk can be spread across participants → the lower the monthly premiums (all else equal).
- The higher the plan's coverage level (e.g. lower deductibles, out-of-pocket maximums, and student co-pays/co-insurance) → the higher the monthly premium.
- The Affordable Care Act (ACA) has mandatory coverage levels for insurance plans (aka - essential health benefits).







# Student Insurance Program Enrollment

<u>School Year</u>	<u>Company</u>	<u>Total Enrollment</u>
2017-2018	SEBT	941
2016-2017	SEBT	913
2015-2016	SEBT	787
2014-2015	SEBT	1405
2013-2014	MMO	2169
2012-2011	MMO	2388
2011-2012	Aetna	2483
2010-2011	Aetna	2821





# 2018-2019 Student Insurance Enrollment

<u>Fall 2018 [a]</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>	<u>Total</u>
Undergraduate	311	18	28	357
Graduate	397	25	19	441
<b>Total</b>	<b>708</b>	<b>43</b>	<b>47</b>	<b>798</b>

[a] = Data from PayerFusion Analysis (Not Audited)

<u>Spring 2019</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>	<u>Total</u>
Undergraduate	241	15	14	270
Graduate	353	11	22	386
<b>Total</b>	<b>594</b>	<b>26</b>	<b>36</b>	<b>656</b>

Supplemental (1 Undergrad, 2 Graduate)



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# Questions / Discussion





# Questions for Students

Would you support an “Opt-Out” program? **Yes / No**

- All students with “X” credit hours (different trigger for undergrad/grad) are auto-enrolled in health insurance and must opt out of student insurance and provide proof of medical/prescription drug insurance coverage. (This seems to be the most common among comparable universities in Ohio)

What is most important to you?

- **Higher Plan Coverage Levels** (Lower deductibles, etc.), **OR**
- **Lower Monthly Premium**

Would you rather have:

- **A higher annual deductible** (Impacts most plan utilizers), **OR**
- **A higher annual medical out-of-pocket maximum** (fewer plan participants would meet/exceed this limit)



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