

GENERAL INFORMATION – 2025 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), Flexible Spending Accounts (Health Care and Dependent Care), and the Group Legal Plan 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 . 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.

OPTUM PRESCRIPTION COPAY CHANGES and “MyConnect” REMINDER

OptumRx Copay Changes for PPO and HMO Subscribers

Due to changes in the way OptumRx will be managing the Generic drug tiers, our former 4-tier prescription coverage will change to 3-tier coverage January 1. The copay changes will be as follows:

- The 30-day Retail copays will change from \$5 Low Cost Generic and \$20 High Cost Generic to a single \$15 Generic. The \$30 and \$50 tiers will not change.
- The 90-day Retail copays will change from \$15 Low Cost Generic and \$60 High Cost Generic to a single \$45 Generic. The \$90 and \$150 tiers will not change.
- The 90-day Mail Order copays will change from \$10 Low Cost Generic and \$40 High Cost Generic to a single \$30 Generic, and the Non-Preferred Brand copay will change from \$150 to \$100. The \$60 tier will not change.
- The 30-day Specialty Drug copay for Generics will change from \$20 to \$15. The \$30 and \$50 copays will not change.

“MyConnect” Service for edHEALTH Schools

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

- 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**. It’s also on the back of your ID card.

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. 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.