

What to Know About Enrolling Online:

Before accessing the online enrollment system:

- Review your 2007 Personal Benefits Enrollment Form.
- Review your dependent information on the form including Social Security numbers and birth dates.
- Have the name and policy number of any other medical insurance coverage that you may have for your spouse and/or dependent(s).
- If you are enrolling a dependent between the ages of 19 and 25, you will be required to provide proof of full-time student status to the insurance company before any claims are paid.

Steps for accessing the Online Enrollment system:

- Access the online enrollment screen at: <http://openenroll.nd.edu>.
- Log on with your NetID and password.
- Make your benefit elections and enter dependent information where applicable.
- Confirm your elections by reviewing and verifying the accuracy of your choices.
- If you are requesting more than a \$100,000 increase in life insurance, more than one-time your annual salary increase, or adding supplemental life insurance for the first time, complete the online Evidence of Insurability (EOI) form.

Recommended browsers:

- Window Users - Netscape Communicator 4.76 and above or Microsoft Internet Explorer 5.0 and above
- Macintosh Users - Netscape Communicator 4.76 and above

For Benefit questions:

Contact askHR at 631-5900 or online at www.openenroll.nd.edu

For Web or NetID questions:

Contact the OIT Help Desk at 631-8111 or online at <https://websupport.nd.edu>.

Question	Answer
How do I locate a mental health provider?	New Avenues (Midwest Behavioral Health Network) can be contacted by phone at 1-800-223-6246 or online at www.newavenuesonline.com .

Meritain CHA HMO (Formerly Meritain Health HMO)

Question	Answer
How do I contact Meritain?	Meritain has a dedicated toll free number for faculty, administrators, and staff of Notre Dame. This number is 1-888-668-6855. Customer Service Representatives are available Monday-Friday, 8:00 a.m. - 5:00 p.m. EST. Information regarding claims can also be obtained on their website at www.meritain.com .
What is Utilization Management?	Utilization Management is the department that handles prior authorizations and pre-certifications
Who should I contact for Utilization Management?	Meritain also handles utilization management. The toll free number for utilization management is 1-800-242-1199. This number is also listed on your identification card.
When should I contact Utilization Management?	Utilization Management should be contacted before you or a covered family member is admitted to the hospital. In the case of a life-threatening emergency, Meritain must be notified within 48 hours or the first business day following hospital admission.
What network does the Meritain CHA HMO use?	Meritain CHA HMO accesses Community Health Alliance (CHA) for the in-network benefit.
How do I locate a provider in the Community Health Alliance Network?	You can visit their website at www.chanetwork.com or call 1-574-284-1025 or 1-888-689-2242. A paper directory is available in the Office of Human Resources.
What health professionals require a \$20 co-payment?	Family and General Practitioners, Internists, Pediatricians and OB-GYN physicians.
When is a \$30 co-payment required?	When you visit specialist physicians other than those listed above.
What hospitals are considered in-network?	The in-network hospitals are Memorial Hospital of South Bend and Elkhart General Hospital in Elkhart.
Do I have to notify the insurance company if my child is a full time student?	For children age 19 and over, verification of full-time student status must be submitted to Meritain Health prior to the Spring and Fall semesters.

Meritain Select HMO (Formerly Advantage Health HMO)

Question	Answer
How do I contact Meritain?	Meritain has a dedicated toll free number for faculty, administrators, and staff of Notre Dame. This number is 1-888-668-6855. Customer Service Representatives are available Monday-Friday, 8:00 a.m. - 5:00 p.m. EST. Information regarding claims can also be obtained on their website at www.meritain.com .
What network does Meritain Select HMO use?	Meritain Select HMO uses the Select network and the Midwest behavioral health network is New Avenues.
How do I locate a provider in the Select Medical Management network?	You can log onto their website at www.selecthealthnetwork.com or use a paper directory, which is available in the Office of Human Resources.
How do I locate a mental health provider?	New Avenues (Midwest Behavioral Health Network) can be contacted by phone at 1-800-223-6246 or online at www.newavenuesonline.com .
Is there any benefit if I see a provider or facility not in the network?	This HMO is an in-network plan only. There is no coverage if you see a provider or facility that is not in the network.
What health professionals require a \$20 co-payment?	Your Primary Care Physician will require a \$20 co-payment per office visit.
When is a \$30 co-payment required?	When you visit a specialist physician in the network, there is a \$30 co-payment.
What hospitals are considered in-network?	The in-network hospitals are St. Joseph Regional Medical Center, Goshen, LaPorte & Lakeland.
Do I have to notify the insurance company if my child is a full time student?	For children age 19 and over, verification of full-time student status must be submitted to Meritain prior to the Spring and Fall semesters.

Pharmacy

Question	Answer
Which pharmacies can I use?	You can log onto www.medco.com to find out whether a particular pharmacy is in the network.
How will I get started using the mail service pharmacy?	<p>If you are using the mail service for the first time, requesting a new prescription for home delivery is simple whether you are ordering my mail, fax, or online. Just follow these steps:</p> <p>By Mail:</p> <p>Step 1: Ask your doctor to write a new prescription for up to a 90-day supply, plus refills (if appropriate) for up to 1 year.</p> <p>Step 2: Mail the new prescription(s), along with the “Ordering Medications” form and the appropriate co-payment, to Medco in the return envelope.</p>

Question	Answer
	<p>By Fax:</p> <p>Step 1: Ask your doctor to write a new prescription for up to a 90-day supply, plus refills (if appropriate) for up to 1 year. Give your doctor your member ID number, which is on your prescription ID card.</p> <p>Step 2: Ask your doctor to call 1-888-EASYRX1 (1-888-327-9791). Your doctor will receive directions for faxing your prescription to Medco, and you will be billed later.</p> <p>Online:</p> <p>You can request new prescriptions online by visiting www.medco.com.</p> <p>Step 1: If you haven't already done so, take a few moments to register with Medco, making sure you let them know that you are a Medco plan member when prompted. Once you are registered, all you need to do when you return is log in using the email address and password you created.</p> <p>Your medication will be delivered to your home within 7 to 11 days after you mail your order. Orders placed via the internet, telephone, or fax may be received even faster. Standard shipping is free.</p>

Vision

Question	Answer
Do I need to obtain a claim form prior to receiving vision services?	No, when visiting an in-network EyeMed provider, you do not need to request a claim form. Simply present your EyeMed Member ID card at the time of your appointment. Taking advantage of your EyeMed benefits is easy and convenient.
I have an eye care professional that I already visit on a regular basis. How can I find out if he/she is an EyeMed provider?	To find out whether or not your current eye care professional is an EyeMed provider, do one of the following: 1) contact your eye care professional, 2) use EyeMed's online provider locator at www.enrollwiththeyemed.com , or 3) call 1-877-226-1115 and use the automated phone system to inquire about EyeMed providers.

Life Insurance

Question	Answer
When do I need to complete an Evidence of Insurability (EOI) form?	When you are electing a life insurance increase of more than a one-level change, when you request a life insurance increase more than \$100,000, or when you elect supplemental or dependent life insurance for the first time.
What amount of life insurance should I carry for my family?	Most financial experts suggest that a family carry life insurance equal to five to seven times their annual household income, plus an additional one-time annual salary for each child under 18.

Flexible Spending Accounts

Question	Answer
How do I get reimbursed?	Eligible expenses may be submitted at any time during the plan year by completing a claim form and attaching photocopies of your out-of-pocket expenses. These items can be sent to Meritain by fax at 1-716-319-5575 or by mail to P.O. Box 926, Amherst, New York 14226-0926
Who do I contact for questions?	You can contact the Meritain Customer Service Center by phone at 1-866-448-1696.
What happens to any unused balances?	Unused balances within your FSA at plan year end will be granted a 2-1/2 month grace period, according to IRS regulations. If services are not rendered by March 15th of 2007 then the unused balance will be forfeited, according to IRS regulations.
What is the FSA plan year?	The FSA plan year is from January 1, 2007 to December 31, 2007.
What is the deadline for filing 2006 claims?	Claims may be filed until March 31, 2007 for services rendered in 2006.

Miscellaneous

Question	Answer
Is there a website where I can review the benefit options?	Yes, visit the Open Enrollment website at http://hr.nd.edu/openenroll to review the benefit options.

Open Enrollment Liaisons

Open Enrollment Liaisons have been designated across campus to provide information regarding the Open Enrollment process. You may contact or visit one of the Liaisons listed below to receive information on the 2007 benefit program. From the Office of Human Resources, **thank you** to the Liaisons for supporting the Open Enrollment process.

Department/College	Liaison
Alumni Association/Eck Center	Karen Putt
Architecture	Barbara Panzica
Arts & Letters	Linda Brady
Athletics	Jody Sadler
Athletics	Jenny Borg
Brownson Hall	Andra Johnson
Coleman/Morse	Rita Grontkowski
College of Business	Doug Kroll
College of Science	Marissa Runkle
Engineering	Leona Strickland
Facilities Operations	Sharon Hawkins
Flanner Hall	Sherry Veith
Food Services	Sharon Hawkins
Hurley	Patti Strauch
Hesburgh Library	Melodie Eiteljorge
Hesburgh Library	Michelle Stenberg
Law School	Cathy Roemer
Main Building	Gene Pilawski
McKenna Hall	Lori Morgan
Morris Inn	Susan Tuttle
Morris Inn	Diane Navarre
OIT	Giovanna Edwards
Student Activities	Carol Taylor
Security	Don Nemeth
University Health Center	Megan Ujdak