Frequently Asked Questions
Change of Address

Why am I receiving this enrollment packet?
You are receiving this enrollment packet because either you or your department has entered a change of address into your record in PeopleSoft and it has affected your medical plan options.

How will my medical plan coverage be affected?
IMPORTANT!!! If you are enrolled in an HMO OR PPO* plan, and have moved outside the plans’ service areas, your coverage will automatically terminate retroactively to the date of the address change. However, you have the option to enroll in medical plan options based on your new address. You must complete the online enrollment in PeopleSoft Self Service within 30 days of your change of address.

If you are enrolled in a POS plan and have moved into the HMO service area, your POS coverage will continue; however you have the option to enroll in an HMO plan by completing the online enrollment in PeopleSoft Self Service within 30 days of the change of address.

If you are not currently enrolled in a Harvard University-sponsored medical plan, you cannot enroll at this time unless you have lost coverage elsewhere within the past 30 days. If you have not lost coverage elsewhere, your next opportunity to enroll will be during our annual Open Enrollment period which typically takes place in the fall with coverage effective January 1st of the upcoming year.

There is also more detailed information on HARVie here: [http://hr.harvard.edu/health-welfare-benefits](http://hr.harvard.edu/health-welfare-benefits)

*Only employees covered by Local 26 and SEIU Arboretum are eligible for the PPO plan.

How do I know if I have moved out of or into the HMO service area?
There are two ways for you to confirm:

- Log on to the online enrollment system and select the medical “Edit” button, it will list only the medical plans for which you are eligible. Please refer to the enclosed PeopleSoft enrollment instructions
- Contact the Plan’s Member Services department for confirmation
  - Harvard Pilgrim Health Care – 1-888-333-4742
  - Harvard University Group Health Plan – 1-617-495-2008

I am currently enrolled in an HMO plan. What happens if I do nothing?
If you are enrolled in one of these plans and have moved outside the Plan’s service area, your coverage will automatically terminate retroactive to the date of the address change and you will not be enrolled in another plan unless you complete the online enrollment on PeopleSoft Self Service within 30 days of the address change. Please refer to the PeopleSoft enrollment instructions included in your packet.

The medical plan options for which you are eligible will be listed under the Medical Plan section in Self Service. If you do not enroll in another plan, you will be responsible for any medical expenses incurred as of the date of your address change.
Can I make changes to my other benefits such as dental, vision, etc.?
Because the dental and vision plans are national plans, your eligibility for these plans is not affected by your address change; therefore, you cannot make changes to these plans at this time. You can make changes to these benefits at the next Open Enrollment or when you have a qualifying event that does permit such elections.

Can I add dependents to my health insurance at this time?
If you are already enrolled in a Harvard University health insurance plan, a change of address is not a qualifying event to add dependents. However, if your dependents have recently moved into the plan’s service area, you can add them to your coverage. You will be required to provide dependent documentation (marriage certificate, birth certificates, domestic partner certification, etc.) within 30 days of the date of the event and proof of their move into the plan’s service area.

When will I receive my new ID cards?
You will receive your ID cards approximately two to three weeks after you make your online election. They will be sent to your home address directly from the insurance carrier you have selected. You will receive a separate card from OptumRx for prescription coverage. The OptumRx cards will be in the subscriber’s name. In the event you or a covered dependent need care before you receive your cards, you can obtain the ID information by calling the vendor directly.

Do I need to elect a Primary Care Physician (PCP)?
Both the HMO and the POS plans require that you have a primary care physician (PCP) on file. If you have elected a Harvard University Group Health Plan (HUGHP) and you do not contact Member Services with the name of your PCP within 30 days, one will be assigned to you. If you have elected a Harvard Pilgrim Health Care (HPHC) plan, a PCP will be assigned to you upon enrollment; however, when you receive your ID card there will be instructions on how to change your PCP.