



## University of California Postdoctoral Scholar Benefits Plan

### Frequently Asked Questions

***Q1. I am a new postdoc and have not received my ID card. When can I expect to receive it?***

You can expect to receive your ID card 4-8 weeks after the date you have enrolled.

***Q2. It has been 8 weeks and I have not received my ID card. What do I do?***

You can print a temporary Medical ID card ONLY at [www.healthnet.com](http://www.healthnet.com).

You will also need to make sure your address is correct with the UC, if you moved this is the reason why you have not received your ID card. Please update your address by either visiting <https://atyourserviceonline.ucop.edu/ayso> or by speaking with your department administrator. Please note you cannot use a campus address.

***Q3. I need to see my Doctor and don't have an ID card. What should I do?***

You will not have a subscriber ID from any of the insurance carrier plans in which you enrolled until your entire enrollment process has been completed. You can ask the provider to wait to submit a claim until you receive your medical ID card, or they may ask for you to pay for it full. If you pay in full, you can then submit a medical claim form for reimbursement according to the provisions of your plan.

***Q4. On my HMO or DHMO, how do I change my Doctor (PCP) or my Dentist (PCD)?***

For the HMO you can access the provider directory at [www.garnett-powers.com/postdoc/hmo\\_provider.htm](http://www.garnett-powers.com/postdoc/hmo_provider.htm), **choose a doctor and call 800-522-0088 to make the change.** If you call before the 15<sup>th</sup> of the month, you will be eligible to visit your new Doctor on the 1<sup>st</sup> of the following month.

For the DHMO you can access the provider directory at [www.garnett-powers.com/postdoc/dhmo\\_directory.htm](http://www.garnett-powers.com/postdoc/dhmo_directory.htm), **choose a dentist and call 866-249-2382 to make the change.** If you call before the 15<sup>th</sup> of the month, you will be eligible to visit your new Dentist on the 1<sup>st</sup> of the following month.

***Q5. How much will it cost me?***

Depending on if you choose HMO or PPO, you will find the amount it will cost you and the amount the UC will contribute at [www.garnett-powers.com/postdoc/contributions.htm](http://www.garnett-powers.com/postdoc/contributions.htm)

***Q6. How do I add my baby to my policy?***

You have **30** days from the birth of your child to complete a new enrollment form. Please turn it in to your university department administrator for them to complete the enrollment process. Contact our office at 800-254-1758 and request that your newborn be added to your benefit plans after it has been entered into the UC system.

***Q7. I delivered my baby. How long will my Short Term Disability (STD) Benefits Pay?***

Beginning the date that you deliver, you are eligible for STD benefits to be paid for up to **six weeks after a vaginal delivery** or up to **eight weeks after a cesarean delivery**.

***Q8. Am I enrolled in Long-Term Disability?***

You had **31** days to enroll in this plan from your date of hire. If you are unsure if you are enrolled, please check with your campus administrator.

***Q9. I am a Postdoc in one of the eligible title codes of 3252, 3253 or 3254 and hold a J1 Visa. Does my coverage meet the Medical Evacuation & Repatriation requirements of the Department of State?***

Yes, the Standard Insurance Company satisfies the Department of State requirements of \$50,000 Medical Evacuation Insurance and \$25,000 of Repatriation of Remains Insurance.